



The Energy Charter

2024 Signatory Disclosure Report

People. Power. Possibilities.

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Acknowledgement of Country

In the spirit of reconciliation, Transgrid acknowledges the Traditional Custodians of the lands where we work, the lands we travel through and the places in which we live. We pay respects to the people and the Elders past, present and emerging, and celebrate the diversity of Aboriginal and Torres Strait Islander peoples and their ongoing cultures and connections to the lands and waters of NSW and the ACT.



From the CEO



As a founding member and one of the first signatories of the Energy Charter, Transgrid is dedicated to delivering better outcomes for all energy customers during the efficient and fair energy transition alongside 18 other signatories.

As the pace of the energy transition accelerates, we play a crucial role as the jurisdictional planner, operator, and manager of Australia's key electricity transmission network. Our network is the backbone of the National Electricity Market, enabling energy flows between Australia's three largest states on the east coast. Our mission is clear: to ensure a cost-effective transition to cleaner, cheaper energy for consumers before coal-fired generators become unreliable and retire.

To achieve this, we're working closely with energy market stakeholders to fast-track infrastructure delivery and drive innovation. Meeting the Australian Government's 2030 target of 43 per cent emissions reduction requires rapid progress, including increasing renewable electricity production to 82% of our electricity supply. Throughout this transformation, we're committed to maintaining safe, secure, and reliable energy supplies for all consumers in NSW and the ACT.

We recognise that gaining the trust and acceptance of landowners, communities, businesses, local governments, and stakeholders is vital for delivering major transmission projects. To achieve the social license needed to transition our power supply to cheaper, cleaner energy, we actively listen to and consider the needs, aspirations, and concerns of our stakeholders, engaging with them in a constructive, genuine, and transparent way.

This sixth Energy Charter Disclosure Report highlights our performance, progress, and achievements in the 2023-24 financial year. It also acknowledges the work still to be done to support landowners and communities impacted by new transmission infrastructure. We look forward to continue collaborating proactively with our customers, communities, and stakeholders to achieve a clean energy future together.

Brett Redman
Chief Executive Officer



Our mission is clear: to ensure a cost-effective transition to cleaner, cheaper energy for consumers before coal-fired generators become unreliable and retire.

Who we are

Our vision is to lead the transition to a clean energy future

Transgrid manages and maintains the high-voltage electricity transmission network in NSW and the ACT, ensuring safe, reliable, and affordable electricity for over three million homes and businesses. Our primary focus is spearheading the transition to Australia's clean energy future. We collaborate closely with customers, communities, and various stakeholders to develop a power system that will benefit future generations.

Our customers and communities

People are at the heart of everything we do. Our strategy is driven by the needs of our customers, communities and ultimately all Australians. Our customers and communities are diverse, with differing priorities, needs and interests. They include:

Directly-connected customers

Directly-connected customers include large electricity generators such as solar and wind, large energy storage such as pumped-hydro and battery energy storage, gas and coal generators, large energy users such as smelters and mines, neighbouring transmission networks through our interconnectors, and distribution networks.

Landowners and communities

We have enduring relationships with almost 17,000 landowners who have our assets or easements on their property. Our priority is that when we operate or maintain assets on a landowner's property, the work will have minimal impact on their lives and be performed to the highest safety and environmental standards.

End-user consumers

Transgrid is responsible for the electricity accessed by more than three million households and businesses in NSW and the ACT. End-user consumers are diverse, living and working in regional, rural and metropolitan areas, with a range of socio-economic and cultural backgrounds. They all rely on safe, reliable and affordable electricity. We plan and operate our network to provide a safe, secure and reliable network.

The transition to a low carbon future requires expanding our existing transmission network. We recognise this can negatively impact the communities and landowners who live near transmission projects. We are committed to developing respectful relationships and working sensitively and compassionately with communities and landowners as we deliver these essential projects.

We also engage with a wide range of external stakeholders to plan and build the future energy system. This includes all levels of government and relevant government owned bodies, regulators, industry associations and commercial partners, indigenous groups, consumer advocates, research institutions, suppliers, investors and financiers.

Our values



Safety

We put safety first



Achievement

We make a difference



Integrity

We act with integrity



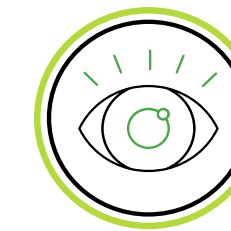
Service

We deliver for our customers and communities

Our Vision

Transgrid's vision sets out our approach to delivering Australia's energy transition, whilst upholding our ongoing commitment to providing a high-performing power system. This includes maintaining high system security and reliability, and driving prudent and efficient infrastructure investments.

Transgrid's strategy clearly defines our priorities, the way we operate, where we invest and how we plan to contribute towards NSW's energy transition to a clean energy future.



Vision

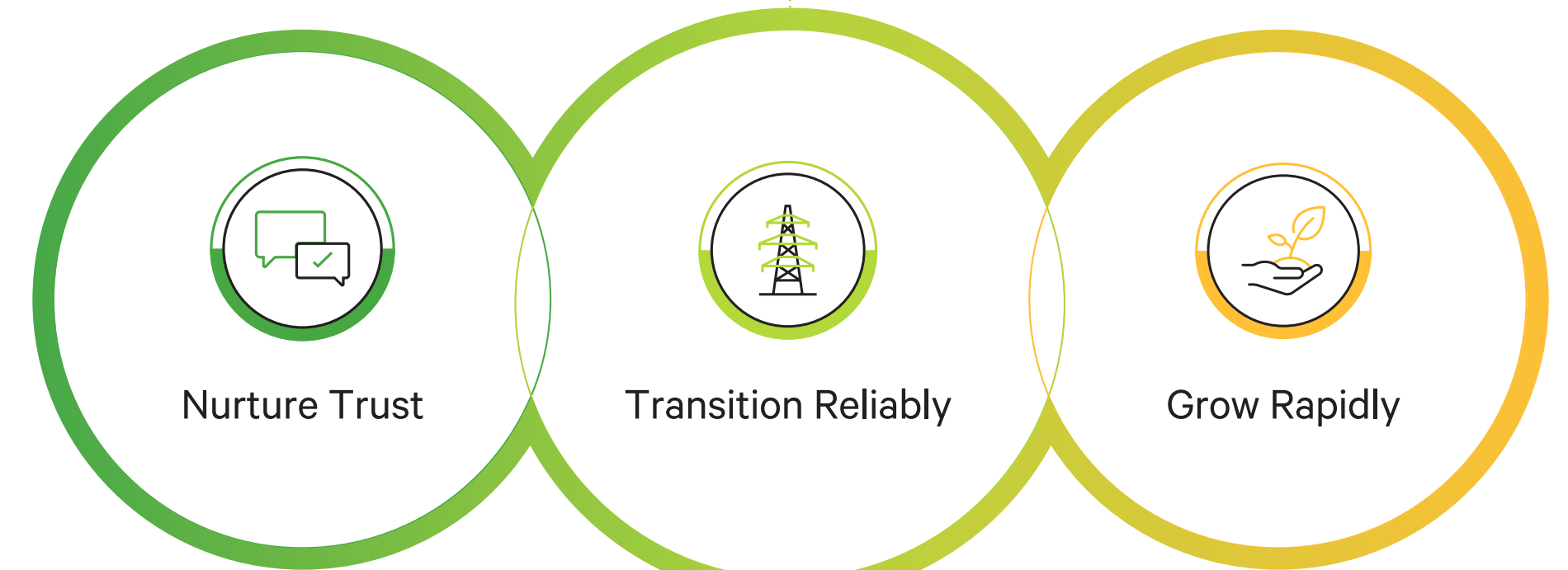
Lead the transition to a clean energy future



Purpose

Make a better system for Australians

Our Three Pillars are:



Nurture Trust

Transition Reliably

Grow Rapidly

Consumers:

Enable energy prices to reduce in line with NSW Government targets.

FY24 customer and community highlights

About our FY24 maturity self-assessment

Our self-assessment was shaped by insights and discussions with representatives from various parts of our business, as well as a survey of our Executive and Senior Leadership group. The results were validated through engagement with our Transgrid Advisory Council (TAC). Our progress in FY24 shows that we are steadily embedding improvements. We acknowledge that there is still much work to be done to achieve even better outcomes for customers and communities, and we are dedicated to continuously enhancing our processes and approach.

Our highlights during FY24 included the following achievements. For full details on the following, please see the Appendix.

Transgrid Discovery Hub

The Transgrid Discovery Hub is a pioneering initiative for Transgrid, providing a consistent and accessible connection point for the Riverina community, landowners, and local businesses. This innovative shopfront offers a welcoming space for visitors to engage with Transgrid and learn about our energy vision, major projects, operations, and community activities, emphasising Wagga Wagga and the Riverina's vital role in the energy transition and the opportunities it brings to the community.

The Hub serves as a one-stop-shop for a comprehensive view of Transgrid's regional activities, ensuring a seamless experience for all inquiries through our 'no wrong door' approach. The building's design and development were carried out by local Wagga businesses, using 100% locally sourced materials and services. In addition to its role as a shopfront, the Hub functions as a community space for engaging with major projects and Transgrid's energy vision.

VNI West Route selection

The engagement strategy for Route Selection on VNI West aimed to foster a genuine dialogue between Transgrid and the Riverina communities, ensuring the route was considerate of the region's values and industries. Building trust through informed and transparent decision-making was deemed essential for achieving social license and delivering consumer benefits through timely project completion.

HumeLink's Environmental Impact Statement and Remote Access Community Hub – RACH

The HumeLink team crafted and executed a customised engagement strategy for stakeholders, landowners, and communities, ensuring alignment with regulatory requirements and supporting engagement throughout the Environmental Impact Statement (EIS) process.

To address connectivity challenges in regional NSW and facilitate access to the digital EIS, the HumeLink team developed the Remote Access Community Hub (RACH). RACH is an all-terrain trailer equipped with project resources and laptops with satellite connectivity, designed to serve the 365km project alignment and reach regional communities.

RACH proved to be an essential engagement tool during the regulatory and environmental approvals for HumeLink. Its satellite and digital technology provided direct access to the HumeLink digital EIS, making it easier for communities to access technical project information conveniently in their own areas.

BMEET – Big Bend Biodiversity Stewardship Agreement (BSA)

The Yura Ngura Indigenous Advisory (YNIA) team, in collaboration with the Environment and Approvals, Sourcing, Corporate, and Procurement departments, has successfully launched a 20-year partnership with the Barkindji Maraura Elders Environment Team (BMEET), an Aboriginal-owned and managed organization. This partnership focuses on managing the 6,500-hectare Big Bend Biodiversity Stewardship site near Wentworth in far-western NSW.

Our FY25 commitments

For FY25, our primary goal is to expedite essential transmission projects that will provide affordable, clean, and reliable electricity to millions of Australians. We are committed to achieving this without compromising the grid's security and reliability, while ensuring the safety and well-being of our people and the wider community.

We understand that affordability is crucial for our customers and communities. We are dedicated to delivering electricity at the lowest possible cost by operating efficiently, making prudent investments in new infrastructure and maintenance, and planning for the future grid.

We are also committed to leaving a positive legacy in communities where we operate. We will continue to improve our engagement practices and collaborate with customers and communities to deliver lasting benefits to as many people as possible, while minimising the local impacts of our work.

Maturity self-assessment

	2020-2021	2021-2022	2022-2023	2023-2024
Principle 1: We will put customers at the centre of our business and the energy system				
	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved
Principle 2: We will improve energy affordability for customers				
	Emerging	Emerging	Emerging	Emerging
Principle 3: We will provide energy safely, sustainably and reliably				
Safety	Evolved	Evolved/ Empowered	Empowered	Empowered
Environment	Evolved	Evolved	Evolved/ Empowered	Evolved/ Empowered
Shift to cleaner energy system	Evolved	Evolved/ Empowered	Evolved/ Empowered	Emerging/Evolved
Connection, service and reliability	Evolved	Evolved	Evolved	Emerging
Principle 4: We will improve the customer experience				
Fair customer outcomes	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved
Customer communication	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved
Complaints	Elementary/ Emerging	Emerging	Emerging/Evolved	Emerging/Evolved
Principle 5: We will support customers facing vulnerable circumstances				
	Elementary/ Emerging	Emerging	Emerging	Emerging/Evolved

Principle 1: We will put customers at the centre of our business and the energy system

Maturity assessment

2020-2021	2021-2022	2022-2023	2023-2024	2024-2025 target
Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Emerging	Emerging/Evolved

Our performance

Annual stakeholder reputation research

In FY24, our stakeholder trust score was 65%. While this is a lower result than the previous year, the trust score for consumer advocates (86%), suppliers (100%) and affected landowners (82%), are all greater than our 75% target. Affected Landowners this year were more positive about the interactions they have had with Transgrid. Consumer advocates recognised Transgrid’s effort in responding to community and stakeholder expectations, describing the attitude going from “defensive and argumentative” to “open”.

Despite the headline result, most stakeholders (75%) felt Transgrid is meeting or exceeding their expectations.

Our lowest trust scores came from direct customers, government, regulators, and industry who all rated us below our 75% target. Key concerns included project delays on key projects, response times on issues and concerns from regulators regarding negative media coverage on our projects regarding poor social licence, project delays, and cost overruns, and instead wanted to proactively hear directly from Transgrid about these projects.

Improving community engagement

We are actively engaging with communities to understand their expectations and deliver outcomes that are respectful of their needs and also contribute to the longterm sustainability of the communities hosting the infrastructure.

We are advocating a shared value approach to evolving regulatory instruments with engagement with the DCCEE, the AER and EnergyCo.

Notable activities completed, include:

- All Transgrid community engagement staff are IAP2 (International Association for Public Participation) qualified demonstrating industry best practice engagement.
- Property and engagement staff have participated in The Energy Charter Landowner access training and a community engagement training e-module has been rolled out across Transgrid.
- Implementation of Transgrid’s Social Licence Framework and Community Investment Benefit Plans across Major Projects. This ensures reporting, engagement, investment, workforce development and local procurement are prudent and efficient to leave positive social outcomes in communities we impact.
- Adoption of a transparent and community involved route selection process across VNI West, which has resulted in a more collaborative design that has achieved community acceptance in a much shorter time period, which will now be used across future Transgrid projects.

In FY24, we delivered the recommendations of The Stowe Report, released by landowner and community advocate Rod Stowe, across our business. While the recommendations were focused on the Humelink project, we have adopted them across all of our major projects and stakeholder engagement processes.

Also in FY24 we rolled out across the business the first Community Engagement Month. A roadshow and toolbox talks were delivered to staff across our business on what community engagement is and how each employee no matter their role matters to the community. Additionally we rolled out the Landowner Hub, a practical information point in each of our depots and in the Wagga Discovery Hub where fact sheets and resources are readily available for all staff.

Transgrid Advisory Council

The TAC is our principal stakeholder engagement forum, providing consumer and industry insights to better improve the value of Transgrid's transmission services.

Following on from the FY23 refresh of the TAC, in FY24 the TAC continued the increase in frequency of meetings to monthly, allowing for earlier and more in-depth engagement on key Regulatory Investment Tests for Transmission (RIT-Ts) and better align with our work program. We meet monthly for deep dives into key areas of our regulatory processes and projects.

Each quarterly meeting is attended by our CEO, ensuring customer feedback is heard and considered at the most senior level. We share TAC meeting materials and notes on our website and continuously review and improve our TAC engagement approach.

#BetterTogether Evaluating Transmission Undergrounding

In FY24 we participated in the Energy Charter's #BetterTogether Evaluating Transmission Undergrounding. The Collaborators Insights Report has provided information and insights for us and we are committed to working with the Energy Charter in codesigning accessible and trusted information for the public information hub.

Over 1,600 engagements across major projects in FY24

10,308
emails

2,784
phone calls, including 1800 number

1,018
letters / forms / submissions

854
community and stakeholder meetings

500+
SMS

265
online engagements

168
community information sessions

Updated easement guidelines

Our updated Easement Guidelines reference all relevant guidelines, regulations, and codes of practice that must be followed when planning to work on or near a Transgrid easement. They provide clear instructions on how to obtain written authorisation from Transgrid for any proposed activities or development.

The latest version is our most comprehensive yet, featuring several significant and user-friendly updates:

- **Expanded coverage of structures:** The guidelines now cover a broader range of tower and pole structures on Transgrid's network, with detailed easement widths. This update increases our transmission easement graphics from 7 to 12.
- **New colour-based system:** We've introduced a colour-coded system to simplify understanding of permissible activities on easements:
 - » **Green:** Permitted activities within Transgrid's easements.
 - » **Orange:** Conditional activities that require Transgrid's approval.
 - » **Red:** Prohibited activities within Transgrid's easements.
- **Updated exclusion zone graphics:** We've enhanced our graphics to include distinctions between access, earthing, and centreline exclusion zones.
- **New section for emergency services:** The guidelines now include essential information for emergency services working around Transgrid's assets.

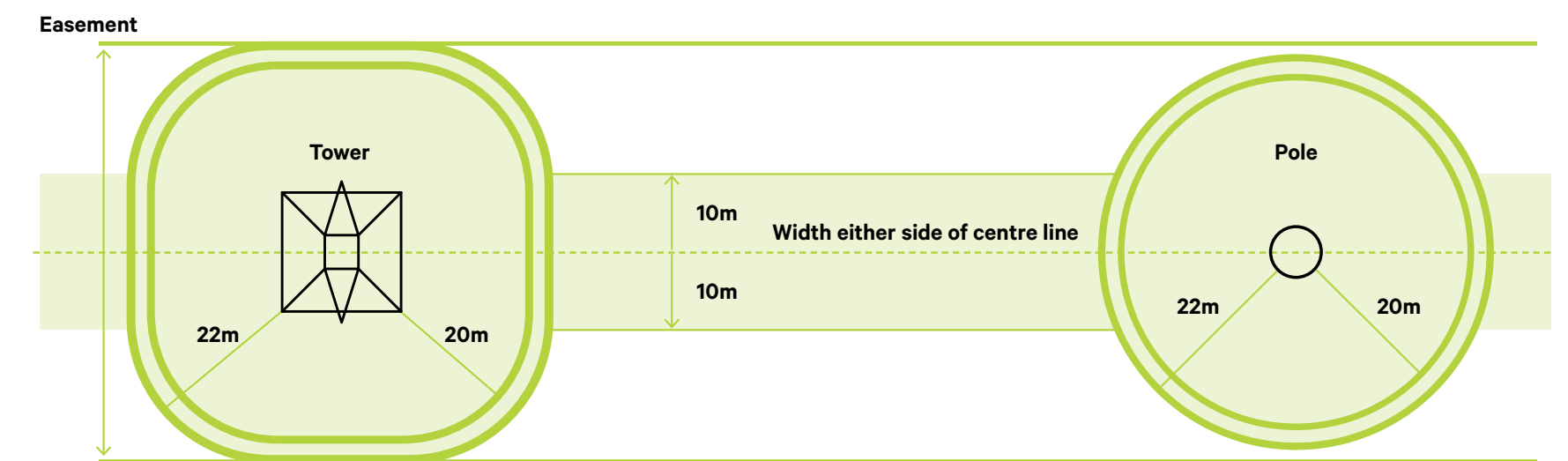


Figure 2: 132kV and below Exclusion Zone (not to scale)

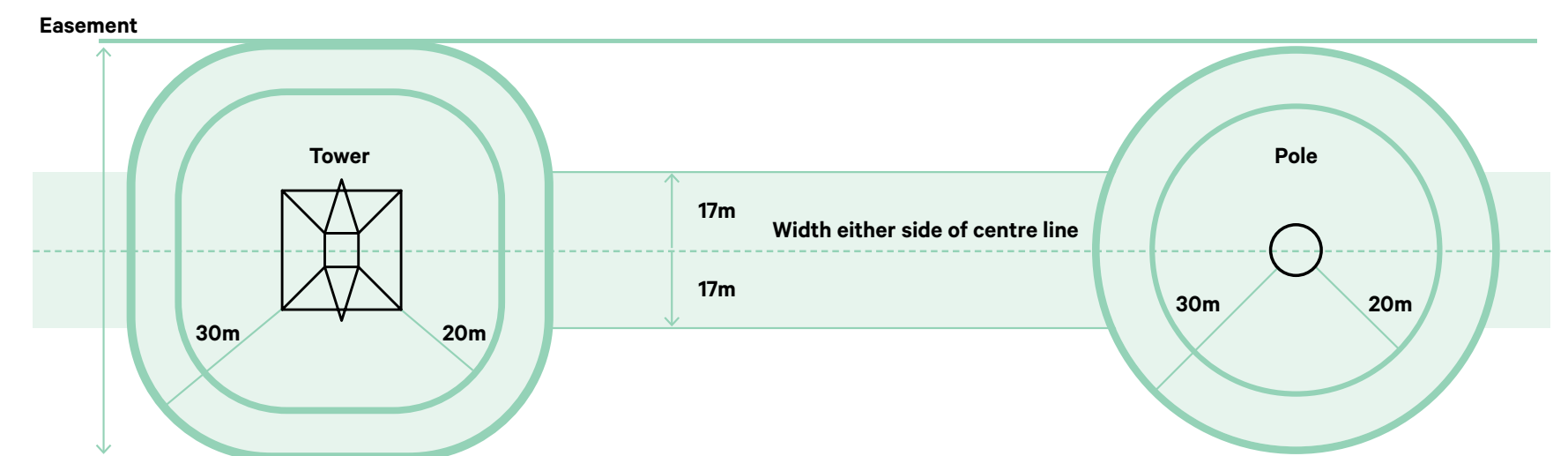


Figure 3: 220kV and above Exclusion Zone (not to scale)

Figures 2 & 3: Not to scale. Typical easement widths only, may vary on a case-by-case basis. Exact location of exclusion zones can change based on topography, location and conditions of the easement. It is best practice to engage a solicitor to check the title.

Principle 2: We will improve energy affordability for customers

Maturity assessment

2020-2021	2021-2022	2022-2023	2023-2024	2024-2025 target
Emerging	Emerging	Emerging/Evolved	Emerging/Evolved	Evolved

Critical planning documents to support affordability and reliability include our:

- System Security Roadmap, which outlines how we are ensuring a reliable and affordable transition to clean energy, focusing on energy reliability, system security and operability.
- Transmission Planning Report 2024 (TAPR), which describes forecasts and network constraints in the short term and sets out a detailed 10-year plan. We publish this annual report in accordance with the National Electricity Rules.
- Network Planning Workflow, which describes the planning and stakeholder engagement involved in integrating new transmission lines, underground cables and substation works in our network.

Our Performance

Major transmission projects

We know the energy affordability remains a top cost-of-living issue facing many end-user consumers¹. Our key transmission projects will facilitate the swift integration of renewable energy capacity, significantly driving down prices. Transgrid is actively supporting the Federal and NSW governments’ ambitions for a clean energy future. Achieving the Federal Government’s 2030 target involves phasing out coal and increasing renewable energy production to 82% of our electricity supply.

Throughout F24 our major projects have reached significant milestones, such as completing the first line on EnergyConnect, the HumeLink corridor being finalised, and the preferred route for VNI West has been selected, with early works approved.

We are now advancing the next projects in the transmission backbone, including Sydney Ring South and QNI Connect, through the regulatory process to identify viable options that cater to the diverse needs of energy producers and consumers.

Additionally, we are collaborating closely with EnergyCo to plan, develop, and deliver Renewable Energy Zones (REZs) and their transmission connections, along with other Priority Transmission Infrastructure Projects in NSW.

In FY24 we finalised a \$100 million contract with ZTT Australia Pty Ltd to supply 17,500 kilometres of high voltage conductors – enough to stretch from Sydney to Dublin. We are also finalising a separate contract with another Australian company to supply other locally-produced conductor elements. The contract is part of Transgrid’s Powering Tomorrow Together program, bundling procurement for major projects HumeLink, VNI West and EnergyConnect, which will save up to \$500 million². The program enables Transgrid to purchase materials like substation equipment, earlier and at a lower cost, enabling limited resources to be used across multiple projects.



1. AER News release, “Final decision on electricity prices to protect consumers”, 23 May 2024

2. <https://www.transgrid.com.au/media-publications/news-articles/transgrid-signs-100-million-contract-in-global-race-to-secure-vital-transmission-equipment>

Principle 3: We will provide energy safely, securely, sustainably and reliably

Maturity assessment

	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025 target
Safety	Evolved	Evolved/Empowered	Empowered	Empowered	Empowered/Exceed
Environment	Evolved	Evolved	Evolved/Empowered	Evolved/Empowered	Empowered
Shift to cleaner energy system	Evolved	Evolved/Empowered	Evolved/Empowered	Emerging/Evolved	Evolved
Connection, service and reliability	Evolved	Evolved	Evolved	Evolved	Evolved/Empowered

Our performance

Caring for our people and communities

Our top priority is ensuring the safety and well-being of our people and the wider community. In FY24, we reinforced safety as a core value and behaviour, resulting in improved safety outcomes. Transgrid's Health and Safety Policy underscores our fundamental commitment to making safety a prerequisite for all activities. Our goal is to achieve zero harm for our employees, visitors, delivery partners, and the public. We are dedicated to continuously improving our performance and ensuring compliance with relevant legislation, codes of practice, and industry standards.

In our employee engagement survey, 93% of employees across all sections of the business told us they feel we value safety and can raise safety issues with their manager. Other highlights included our annual bushfire prevention program, with helicopter inspections, aerial imagery, 3D laser scanning, and thermographic surveying to ensure the safe operation of its network, and the roll out of our 'Shut the Gate Mate' campaign.

Additionally, we have begun utilising Remotely Piloted Aircraft Systems or drones to make inspections of transmission towers safer and more efficient. Drones will be deployed to inspect steel lattice towers and steel and concrete poles across Transgrid's 13,000km transmission line network.

3. <https://www.transgrid.com.au/media-publications/news-articles/transgrid-to-use-drones-to-make-transmission-line-inspections-safer>

4. Transgrid Sustainability Report FY24

Working towards a sustainable future

Our Transgrid FY24 Sustainability Report detailed our progress in meeting our targets and commitments, as well as our approach to managing Environmental, Social, and Governance issues.

Highlights during the year included:

- A refresh of the existing corporate strategy incorporated key elements of the organisation's sustainability strategy including emissions reductions targets. This strategic alignment will ensure that performance objectives across the organisation are tied to achieving emissions reductions targets, incentivising our people to deliver projects and activities that will contribute towards these goals.
- Our Asset Management System was re-certified for the next three-year period, meeting the requirements of ISO 55001 for the scope of its prescribed electricity transmission assets. Our certification recognises that Transgrid manages our lifecycle of assets effectively, has good management over daily activities, achieves appropriate returns with our assets and reduces the total cost of risk.
- A sustainability-related performance metric framework has been developed to measure the impact and progress of the business across the five sustainability priority areas (safety; community and stakeholder relations; building a sustainable business; building a reliable and affordable transition to a clean energy future; environment). Reflecting the need for continued improvement in our reporting processes, disclosure against the framework will be expanded in a staged manner over the next two to three years.

- The first Corporate Net Zero Lunch and Learn, attended by 300 people, to enhance visibility and awareness of our net zero commitments and emission reduction plans.

Project EnergyConnect became the first electricity transmission project in Australia to receive an official sustainability rating in recognition of a series of industry-leading initiatives in the design and delivery of the critical interconnector. The Infrastructure Sustainability Council awarded the project the highest Design Rating of 'Leading'. Some of the key initiatives driving the rating include:

- Diverting a minimum 50% of non-hazardous construction waste from landfill which includes packaging, camp and demolition waste.
- Developing a Barkindji community-led educational video to enhance heritage values, with Aboriginal people speaking for their own heritage, history, place, country and story.
- Using high fly ash and recyclable content in concrete mixes where feasible.
- Locating site compounds to minimise number of truck movements to reduce diesel use and community impact.
- Maximising cargo per truck loads and using HVNL (chain of responsibility) rest requirements efficiently.

Energy reliability, connection and security

We acknowledge that we are in a different operating environment from FY23 and are responding to this in a new way. Delays to major projects, Lumea connections and the ongoing protected industrial action have modified our working environment.

Building a reliable and affordable transition to clean energy is integrated into our corporate strategy across two pillars: Transition Reliably and Grow Rapidly. We continue to maintain high standards of network reliability as the system transitions. Our Network Reliability for FY24 was 99.9996%, with 84% of maintenance on time.

We are advancing plans to protect and strengthen the security and stability of the NSW electricity grid as coal retires and more renewables come online. During 2023 we conducted an expression of interest and identified 100 possible non-network and network solutions to provide system strength to the NSW power system. In FY24 we published a Project Assessment Draft Report (PADR) which identifies the preferred portfolio of solutions. The solutions are designed to maintain system security by creating a strong signal – much like a human heartbeat – to help the energy system ride out interruptions and avoid instability.⁵

Transition to a cleaner energy system

Transgrid is facilitating the delivery of the 850 MW Waratah Super Battery and implementing a System Integrity Protection Scheme and additional network upgrades to maximise the benefits of the WSB project, including upgrading a number of transmission lines that connect generation in northern and southern NSW to the Sydney, Newcastle and Wollongong region. The Waratah Super Battery will allow consumers in the Sydney, Newcastle and Wollongong demand centres to access more energy from existing generators.



5. <https://www.transgrid.com.au/media-publications/news-articles/transgrid-advances-strategy-to-maintain-strong-power-system-heartbeat>

Principle 4: We will improve the customer experience

Maturity assessment

	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025 target
Fair customer outcomes	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Evolved
Customer communication	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Emerging/Evolved	Evolved
Complaints	Elementary/Emerging	Emerging	Emerging/Evolved	Emerging/Evolved	Evolved

Our performance

Prioritising the community and landowner experience

In FY24, our initiatives to build social licence and deliver better outcomes for landowners and communities, including closing out the recommendations of the Stowe Report.

In April our Transgrid Discovery Hub based in Wagga Wagga opened to the public. It is a permanent place of contact for landowners and the broader community to talk to Transgrid about our transmission projects and learn about Australia's transition to a clean energy future.

To promote public, biosecurity and livestock safety as we build new transmission lines, a Landowner Hub display was deployed at all depots and the Wagga Engagement Hub during community engagement month, with:

- Look Up and Live vehicles/plant stickers
- 'Shut the gate, mate' bumper stickers and gate signs
- Revised Easement Guidelines fridge magnets
- Land Access Code of Conduct

We also worked with the Energy Charter and other signatories on the #BetterTogether initiatives of Better Practice Social Licence Guideline and the Evaluating Transmission Undergrounding initiative, to consider a wider variety of perspectives when evaluating undergrounding options.

Working with our directly-connected customers

We work closely with our directly-connected customers to deliver efficiencies through joint planning, aligning maintenance outages and undertaking hazard mitigation work.

In FY24, our Trust Score with direct customers was 62%, a reduction of 17% on the previous FY. Respondents noted in relation to connections, Transgrid were pragmatic and practical, even if there were some gripes about project delays or cost changes. When these challenges arose our directly-connected really valued transparency, even if they did not achieve their desired outcome. Also noted by were key challenges related to delays on key projects, with Humelink, Energy Connect and VNI West all mentioned.

Improving communication and complaints resolution

As part of our stakeholder reputational research, Affected Landowners were more positive about the interactions they have had with Transgrid. Much of our strengths centred around clear and proactive communication, specific mentions of positive interactions included:

- Being proactive in calling ahead to let Landowners know it needs to enter their property.
- Being upfront about what it's doing and openly communicating what it will be doing on the property regarding maintenance.
- Sticking to deadlines and being prompt with its maintenance works.
- Being quick with its maintenance work.

During the year, we continued developing our stakeholder engagement systems, including introducing migrating our customer relationship management tools. To improve our communication and complaints handling in FY24 we have migrated our CRM to Salesforce to ensure integrated information between our Property and Community teams. This single source of truth will continue to provide a platform for accurate and timely communication and complaints resolution.

As of FY24 all community engagement staff hold the iap2 Certificate in Engagement with all engagement staff who did not possess the certificate undertaking training in-house.

Transgrid is committed to being a good neighbour as we operate and manage the high voltage electricity transmission network and deliver the energy transition. Our people follow a Land Access Code of Conduct when visiting properties, which was refined during FY24.

Principle 5: We will support customers facing vulnerable circumstances

Maturity assessment

2020-2021	2021-2022	2022-2023	2023-2024	2024-2025 target
Elementary/Emerging	Emerging	Emerging	Emerging/Evolved	Evolved

Our performance

Our support for vulnerable customers is predominately focussed on communities and landowners who host our transmission assets on or near their land, and Aboriginal and Torres Strait Islander people, who continue to be one of the most vulnerable groups in Australia. We recognise the leading role other Energy Charter signatories play in supporting end-user customers facing vulnerable circumstances, including aged care residents and customers on life support, and other communities facing vulnerable circumstances as cost-of-living pressures rise.

Our support for vulnerable customers is primarily focusing on communities and landowners hosting our transmission assets on or near their land, and Aboriginal and Torres Strait Islander people, who continue to be among Australia’s most vulnerable groups. We also recognise the crucial role other Energy Charter signatories play in aiding end-user customers in vulnerable situations, such as aged care residents, customers on life support, and other communities facing rising cost-of-living pressures.

Landowner Assistance Program

Throughout FY24, we continued to offer support services for landowners who may be experiencing stress or anxiety related to our transmission projects. Through external service provider, Assure Programs, we provided free and confidential, independent counselling services.

Community Partnerships Program

Transgrid offers grants of up to \$5,000 for not-for-profit organisations that are local to our planning, operations and major project areas. Since 2020, organisations from across NSW have shared in more than \$1 million of Transgrid grants for a range of initiatives spanning ranging from community infrastructure to inclusivity inclusion and accessibility projects.

In FY2024, Transgrid offered more than \$500,000 in grants to 117 community organisations in locations, including Armidale, Balranald, Bathurst, Deniliquin, Hay, Junee, Lithgow, Moulamein, Tumbarumba, and Wagga Wagga. The grants funded local Local initiatives including funded included emergency support medical equipment for a community- owned medical centre; lighting for outdoor sports courts, an outdoor play area for a primary school; an Indigenous tree and native bush foods nursery supporting disabled community members; and solar panels for a community hall. Funding was also allocated to community programs, including preventative health and mental wellbeing education for disadvantaged children; the development of a sensory garden for dementia patients; health, Indigenous mental health and safety; and community resources for families with premature or sick newborns, mental health and wellbeing promotion, food and hampers for disadvantaged groups, and fitness classes and education for people with disabilities.

EnergyConnect Legacy 100

As part of EnergyConnect, Transgrid and Elecnor have launched the nation’s first multi-million-dollar training initiative to boost skills in the power transmission sector across regional NSW. Legacy 100 will result in up to 100 candidates completing qualifications in transmission line construction. As of the end of FY24, 71 students have enrolled in the program (25% local; 17% female; 8% Indigenous), 24 have attained Certificate II in Transmission Line Construction.

Charles Sturt University Scholarship Fund

Transgrid has established a \$2 million engineering scholarship fund to support the education of 100 civil engineering students at the Bathurst campus of Charles Sturt University. From 2023 to 2029, the \$2 million fund will award \$20,000 scholarships to 100 students starting either Bachelor of Engineering (Civil) (Honours) or Bachelor of Technology (Civil) / Master of Engineering (Civil). In 2023 17 students commenced their studies with Transgrid scholarships and 20 received funding for 2024⁶.

Indigenous engagement and investment

The Yura Ngura Indigenous advisory team supports, coordinates and provides advice to work beyond compliance and industry targets, with a focus on strengthening internal awareness, understanding, and consideration of Indigenous Australians across all areas of our business and delivery partners. The plan also serves to strengthen partnerships with Indigenous communities, organisations, businesses and industry peers to identify procurement opportunities for Aboriginal and Torres Strait Islander suppliers, exploring sustainable outcomes for communities through long- term caring for country programs, and ensuring employment targets aligned with Transgrid’s RAP and Closing the Gap priorities.

Transgrid supports programs such as “Girls at the Centre”, which is a mentoring and support program for both Indigenous and non-Indigenous girls at Mount Austin High School in Wagga Wagga. The program is specifically designed to counteract high absenteeism and school withdrawal rates. We also support the “Clontarf Foundation” which works to improve the education, life skills, and employment prospects of young Aboriginal and Torres Strait Islander men.

A key focus of our RAP is delivering measurable and sustainable economic benefits for Indigenous business and employment including:

- Committing \$4 million towards procurement with Aboriginal and Torres Strait Islander businesses.
- Major contracts requiring a minimum 2.5% spend on Aboriginal and Torres Strait Islander labour, goods, and services.
- Increasing the number of Transgrid’s Aboriginal and Torres Strait Islander employees year on year.

6. <https://www.transgrid.com.au/media-publications/news-articles/scholarships-help-build-future-engineering-workforce-to-accelerate-clean-energy-transition>

Appendix 1: Transgrid Discovery Hub

Since Transgrid Discovery Hub's inception, the Wagga and Riverina community has been at the centre of the decision-making about how the hub evolves. The need for a hub was first identified to develop our relationship with the community, build social licence, and accommodate Transgrid's growing workforce in the delivery of projects.

The facility plays a role in easing concerns about projects and the renewable energy transition. By presenting information in accessible formats with knowledgeable staff available, and wayfinding to energy industry organisations.

The decision was made early on to focus on the community for the design of the hub. This included what information and how information could be communicated, along with how the community could use the hub. The focussed workshops helped develop initiatives that would benefit community, industry, and education to build capacity and capability through programs and collaborative initiatives. Throughout the hub's development, there were many opportunities for the community to get involved. We worked with Girls at the Centre, a Smith Family indigenous initiative, to design and deliver a yarning circle. The girls finished the project by opening the yarning circle at our opening event in April 2024.

The community identified a need for spaces for community groups. This consultation prompted design improvements leading the introduction of the Hub Partner Program to utilise 5 shared spaces, enabled with technology and flexible furniture. In the 11 weeks of the Hub operations there were 16 free Hub partner events.

“It is amazing to see that such a large organisation asked what we wanted, and you can see our feedback reflected in everything you have built,”

said an attendee on opening night.

Value for investment

The hub project started delivering benefits well before its opening. It has created a positive change in our relationship with the community and the trust they have in the business.

Benefits it has delivered also include:

- The hub is built for Wagga by Wagga with over 30 local businesses sourced to provide goods and services.
- 15 Training NSW students participated in a hands-on construction site visit.
- 100 attendees involved across three consultation workshops. Local businesses enabled to reach ISO accreditations. Feedback session with a business that was unsuccessful in its bid to become a principal contractor, meant they were able to use learnings to secure their next contract.
- 50 students participated in the 'What is Energy' STEM excursion.

The community continues to play a role in the hub:

- STEM education workshop to codesign education programs.
- Community feedback points are located inside the hub.
- Visitor records inform the hub's continuous improvement.

Innovation

The hub is a first of its kind for energy transmission in Australia. It's fostering relationships from generation to distribution and creating opportunities to collaborate.

Sustainability and scalability

Wagga Wagga is the heart of the transition to renewables and there's an appetite from Transgrid and the identified groups of community, education, and industry to establish our place in the community.

When we developed the plan for the hub, the intention was it would be applicable to other locations to engage communities in transmission work required for the transition to renewable energy.



Appendix 2: VNI West – Route selection

VNI West is essential to make Australia’s energy transition possible and bring down energy costs for consumers. The new transmission line will access low-cost energy from renewable energy zones in NSW and Victoria, and is a priority project in the Australian Energy Market Operator’s 2024 Integrated System Plan. It’s forecast to deliver around \$1.4 billion in net market benefits, generate significant savings for consumers and improve electricity supply reliability and security.

The engagement strategy for Route Selection on VNI West was designed to establish a genuine dialogue between Transgrid and Riverina communities, and deliver a route that was sensitive to the values and industries of the region. Earning trust through informed and transparent decision-making was seen as critical to delivering social license and benefits to consumers through timely project completion.

Transgrid recognised that successful engagement would be built on breadth, depth, and structure:

Breadth meant actively recruiting diverse voices to ensure that the social, agricultural, environmental and cultural heritage values of the region were represented.

Depth meant conducting iterative consultation to progressively shape the route based on structured feedback – allowing time for communities to understand the planning process, and for Transgrid to appreciate the lived experience of local communities and how the project might affect them.

Structure meant following a transparent planning process, and using feedback loops to test assumptions and refine options:

- A Regional Reference Group (RRG) was established to guide the identification of 10km wide corridors.
- A Draft Corridor Report was placed on public exhibition for nine weeks – supported by consultation with the RRG, town hall events and information sessions across five towns, and landowner meetings.

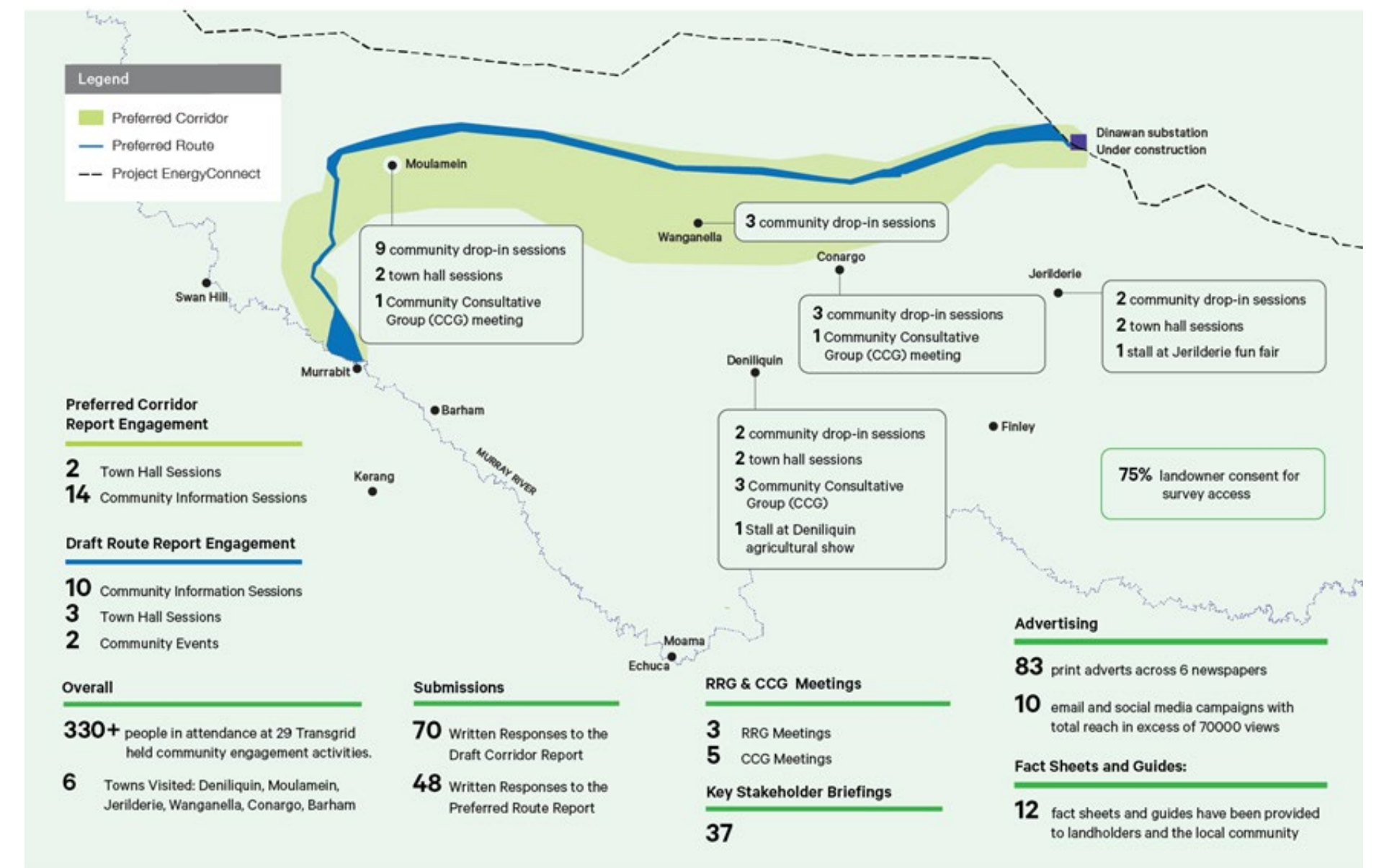
- A Preferred Corridor Report was published, confirming the corridor and changes adopted as a result of community feedback.
- A Community Consultative Group (CCG) was then formed to guide the identification of 1km wide routes and advise on engagement planning.
- A Draft Route Report was placed on exhibition for five weeks – the engagement mirrored the Draft Corridor consultation, but included additional event locations and neighbourhood meetings in response to CCG feedback.
- A Preferred Route Report was published confirming the route and further changes resulting from community feedback.

This structured and transparent approach to route selection builds on learnings from previous projects and represents a step change in Transgrid’s major transmission line planning.

Transgrid’s engagement campaign was consistent with current best practice guidance resources, such as The Energy Charter Better Practice Guidelines, and recommendations in the Australian Energy Infrastructure Commissioner’s Annual Reports. Transgrid’s route selection process has now been formalised into a guideline so the benefits can be realised on future projects and shared within the energy sector.

Transgrid’s project leadership team were heavily involved in community engagement and spent extensive time in the Riverina working with the RRG and CCG, and attending town hall meetings and community information sessions. This instilled a culture of curiosity and respect in the project team, which underpinned an approach to planning which was sensitive to the values of the region.

VNI West community consultation activities overview



Appendix 3: HumeLink’s Environmental Impact Statement and Remote Access Community Hub – RACH

HumeLink is one of the state’s largest energy infrastructure projects. A once-in-a-generation investment in Australia’s energy capability, increasing the amount of renewable energy and helping Australia to move towards a net zero future.

Large-scale major infrastructure projects like HumeLink are highly visible, complex and contentious within the community. The community want greater understanding, contribution and transparency on the environmental statutory requirements and understand how their feedback is incorporated.

The HumeLink team designed and implemented a tailored approach to engagement across stakeholders, landowners and communities that aligned with regulatory requirements and underpinned engagement throughout the Environmental Impact Statement (EIS).

Engagement throughout this milestone included over 130 in-person and online community events, meetings with Community Consultative Groups and management of digital and traditional communication channels.

Additionally, development of a digital EIS simplified complex environmental data through a user-friendly tool, making it accessible and easy to understand using plain English, imagery and interactive graphics. It transformed a lengthy and complex document into a dynamic, digital experience presenting key outcomes of the EIS and building an understanding of the project.

The Digital EIS de-risked the EIS, making the environmental approvals process more interactive, accessible and transparent, improving engagement with landowners, communities and stakeholders. The digital EIS saw over 2,000 community members read 20,000 pages, demonstrating strong community engagement and a shared understanding of project goals. The reporting functionality also offered a deeper understanding of community views on technical environmental reports.

To assist with connectivity challenges in regional NSW and facilitate access to the digital EIS, the HumeLink team also developed RACH (Remote Access Community Hub). RACH is an all-terrain trailer, used across the 365km project alignment housing project resources and laptops with satellite connectivity to reach regional communities.

RACH was a crucial engagement tool during the regulatory and environmental approvals for HumeLink. The satellite and digital technology directly linked to the HumeLink digital EIS, facilitating ease of access for communities to technical project information in their ‘backyards’, and at a time and place convenient to them.

The innovative approach to community engagement pairing the digital EIS with RACH, ensured fair and equal access to information for both regional communities and landowners. The trailer was wrapped with customised branding to ensure a clear presence while in transit and when setup at event or meeting locations.



Appendix 4: BMEET – Big Bend Biodiversity Stewardship Agreement (BSA)

The Yura Ngura Indigenous Advisory (YNIA) team, in partnership with the Environment and Approvals, Sourcing, Corporate and Procurement, successfully initiated a 20-year partnership with the Barkindji Maraura Elders Environment Team (BMEET), an Aboriginal-owned and managed organisation. This collaboration is focused on managing the 6,500-hectare Big Bend Biodiversity Stewardship site, located near Wentworth in far-western NSW.

Key activities

Under this partnership, BMEET will lead several key conservation activities, including:

- Weed and pest management
- Ecological surveys
- Fire management
- Ongoing property maintenance

The partnership also addresses the significant ecological impact of the EnergyConnect transmission project, which spans from Wagga Wagga to the South Australian border and into Victoria. This initiative is part of one of the largest Biodiversity Stewardship Agreements (BSA) in NSW history and will play a critical role in offsetting biodiversity losses. The site supports four threatened flora species, including the largest known population of the critically endangered Desert Hopbush.

Social

This collaboration provides substantial social benefits, such as education, training, and employment opportunities in cultural and natural resource management for Aboriginal communities. The program creates pathways out of social welfare dependency, crime, and substance abuse and positively impact local communities. The partnership aligns with Transgrid's commitment to delivering on the performance targets set in the Big Bend BSA, as well as fulfilling objectives outlined in the Stretch Reconciliation Action Plan (RAP).

Sustainability

The agreement includes training for Aboriginal trainee rangers, who are responsible for managing feral animal populations, controlling invasive species, and restoring native vegetation. These efforts will be guided by a comprehensive property management plan aimed at protecting and enhancing key species and habitats in perpetuity.

This initiative is underpinned by a 20-year funding commitment from Transgrid, ensuring the sustainability of conservation efforts at Big Bend. This long-term funding will support ongoing ecological management and the growth of local Aboriginal businesses in cultural land management.

The partnership with BMEET is a key part of Transgrid's broader sustainability strategy, enhancing our commitment to biodiversity conservation while strengthening our relationships with Aboriginal communities. By combining environmental stewardship with social impact, this initiative demonstrates Transgrid's dedication to both ecological responsibility and community engagement.

This partnership will not only help achieve conservation goals but also contribute to Transgrid's Stretch RAP and foster long-term, meaningful relationships with Aboriginal communities.

The Big Bend BSA, managed in collaboration with BMEET, represents a opportunity to deliver both environmental and social outcomes. This project positions Transgrid as a leader in sustainable development and community engagement, providing a model for future partnerships in biodiversity and Aboriginal collaboration.



This is a really proud moment for us, to enter into a true partnership with a company that we have had a relationship with on a major project for years. This is the outcome we have been looking for, to care for country and pass down our knowledge for generations.”

Arthur Kirby, Chairman of BMEET, highlighted the significance of this partnership.



Find out more at:

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Do you have feedback?

We invite your feedback, suggestions or questions on our Energy Charter Disclosure Report via stakeholderengagement@transgrid.com.au, or to find out more about Transgrid visit www.transgrid.com.au.