



Transgrid Advisory Council (TAC)

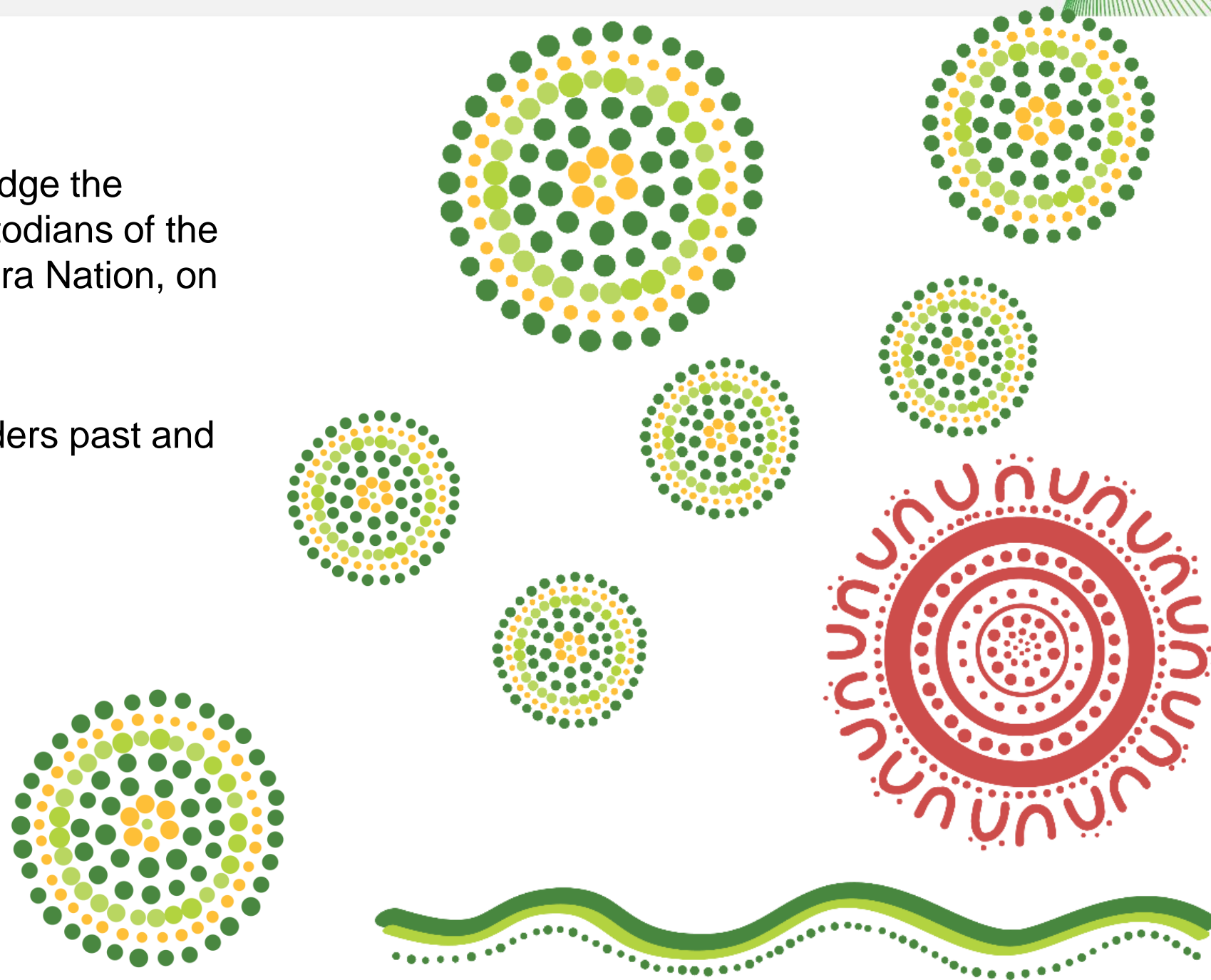
Meeting #4 for 2024

Wednesday 25 September 2024

Acknowledgement of Country

We would like to acknowledge the Gadigal people as the custodians of the lands and waters of the Eora Nation, on which we meet today.

We pay our respects to Elders past and present.



Agenda



Please note: today's workshop is being recorded

Time	Topic	Lead
9.30am - 9.35am	Welcome and Acknowledgment of Country	Maryanne Graham, EGM Corporate and Stakeholder Affairs
9.35am - 9.40am	Actions from last meeting	Cassie Farrell, Senior Manager Stakeholder and Corporate Engagement
9.40am – 10.30am	CEO Update and Q&A	Brett Redman, CEO
10.30am – 10.55am	Policy and Innovation Focus Area Pillar update: <i>Transmission Annual Planning Report (TAPR) and System Operability Contingent Project Application (CPA)</i>	Marie Jordan, EGM Network
10.55am – 11.15am	Morning tea break	
11.15am – 11.35am	Customer and Projects Focus Area Pillar update: <i>Major Projects Portfolio Update and Q&A</i>	Gordon Taylor, EGM Major Projects (TBC)
11.35am – 12.00pm	Regulatory Projects Focus Area Pillar update: <i>Regulatory & Policy Forward Plan</i>	Monika Moutos, GM Regulation and Policy
12.00pm – 12.20pm	Customer and Projects Focus Area Pillar update: <i>Stakeholder Engagement</i> <ul style="list-style-type: none"> • 2024 Engagement and Expectations Study Results • TAC Wagga Excursion • EUAA Event Update 	Maryanne Graham, EGM Corporate and Stakeholder Affairs Gavin Dufty, National Director, St Vincent de Paul Society Australia National Council Andrew Richards, CEO, EUAA
12.20pm – 12.30pm	Summary and next steps	Maryanne Graham, EGM Corporate and Stakeholder Affairs
12.30pm – 1.00pm	Meeting close and lunch	

Are there any topics you would like to see on the next agenda?

Tracking meeting satisfaction

We will launch a short poll at the end of each meeting to ask:

To what extent do you feel you had an opportunity to effectively engage today?



not effective



very effective

Do you have further feedback on any of the following topics discussed today?

- CEO Update
- TAC Focus Area update – Policy and Innovation
- TAC Focus Area update – Customer and Projects
- TAC Focus Area update – Regulatory Projects
- TAC Wagga Visit
- EUAA event at Transgrid
- 2024 Engagement and Expectations Study Results

We appreciate your feedback

Objective: To seek TAC member views on our engagement performance today

Actions from last meeting




Cassie Farrell, Senior Manager Stakeholder and Corporate Engagement

Level of engagement: Inform

Objective: to inform TAC members of the status of action items of the last TAC quarterly meeting held on 9 July



Actions from last TAC quarterly meeting

Action	Status
Arrange a TAC session with the AER on the regulatory framework and financeability, to include discussion around AER guidance and the draft AER financeability guidelines	 Held on 10 September
System Strength: share slides/graphs previously provided to the TAC on the minimum and additional fault levels	 Completed, emailed to TAC
Include a focus on the interaction between incentive schemes and contingencies in the CWOREZ Revenue Proposal deep dives	 Future CWOREZ deep dive

CEO Update and Q&A

Brett Redman, Chief Executive Officer





TAC Focus Area Update:

Policy and Innovation Pillar –

*Transmission Annual Planning Report (TAPR) &
System Operability Contingent Project Application (CPA)*

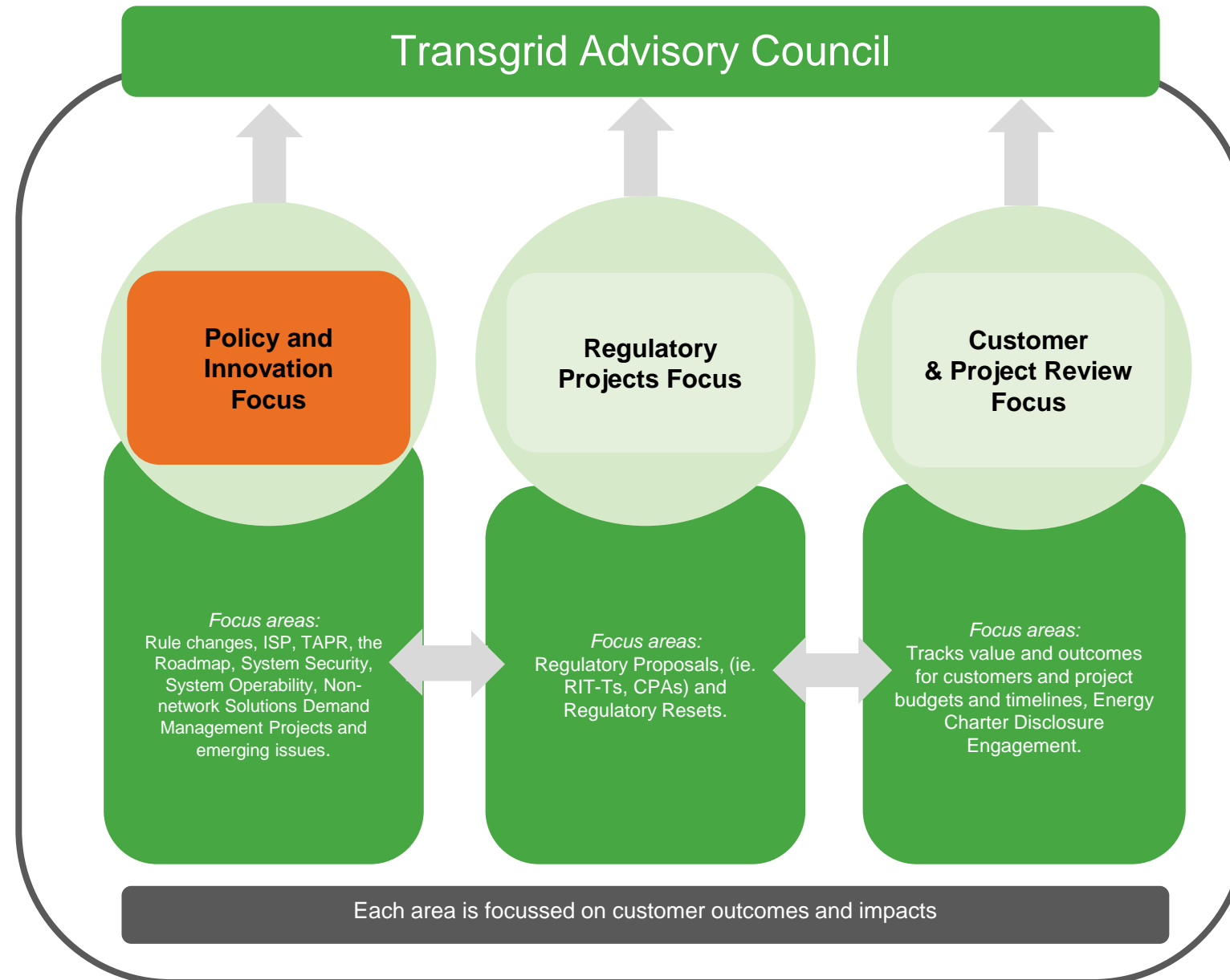
Marie Jordan, EGM Networks

Level of engagement: Inform

Objective: to update the TAC on the release of the TAPR and share discussions and outcomes of TAC meetings held under the Policy and Innovation Pillar



TAC Framework – Policy & Innovation Pillar



System Security Roadmap

Safeguarding the power system of the future

As our modern electricity grid evolves, we face unprecedented challenges in maintaining our power system security. Transgrid is proactively planning now to ensure a strong and resilient clean energy system. In building NSW's new energy superhighway, Transgrid's delivery of three critical pillars will ensure the grid continues to "keep the lights on"; providing safe, reliable, and affordable power to millions of Australians, at up to 100% instantaneous renewables, over the next decade.

It is crucial for Transgrid to be proactive, innovate, collaborate, test, and solve issues now to ensure we stay on pace with the demands of the rapid clean energy transition and avoid the constraints that would cost customers in the long run.

Three critical pillars:



**Energy
Reliability**



**System
Security**



Operability

System Security Roadmap



Energy Reliability

The energy superhighway

As coal stations retire, we need to accelerate the delivery of priority electricity transmission infrastructure to facilitate the connection of renewables.

We are building an energy superhighway: a network of transmission lines that will allow energy to be moved around when the wind isn't blowing in one place, or when the sun isn't shining in another.

This keeps our system reliable.

System Security Roadmap



System Security

The heartbeat of the power system

Coal fired electricity has generated the heartbeat needed to keep the grid stable.

As coal retires, we are introducing new large-scale batteries and motors to maintain this heartbeat in a clean energy system that is resilient and can better adapt to the fast changes that will happen with a renewable energy grid.

This keeps our system secure.

System Security Roadmap



Operability

Innovation, technology and skills

As we transition to a clean energy future, we are also investing in a smart energy system that caters for innovation, training and new skills, uplifting our capabilities and technology in our control rooms.

This allows us to operate an increasingly complex power system.

Transmission Network Developments



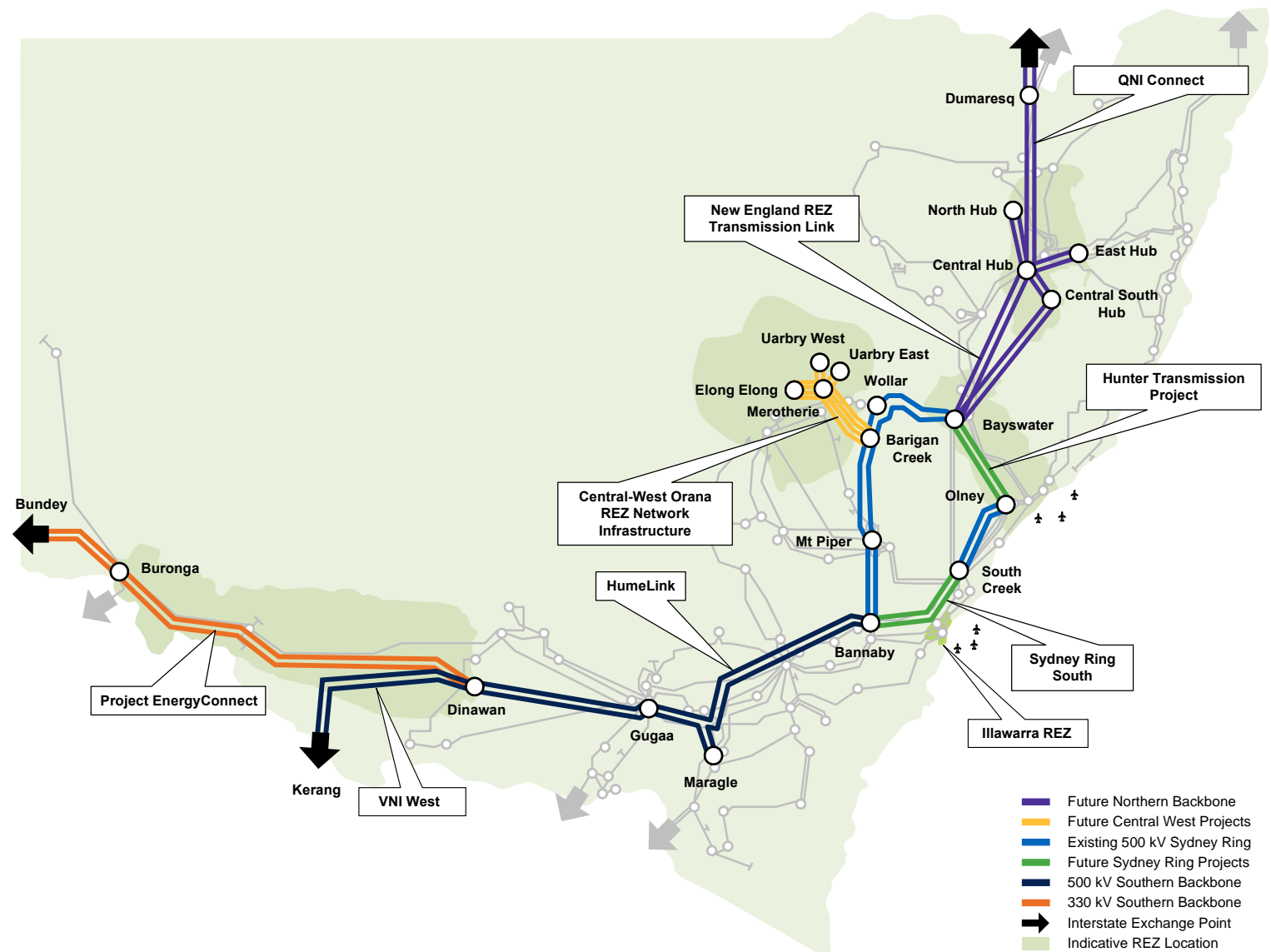
By 2034, Transgrid must:

Deliver 2,500 km of transmission lines and supporting infrastructure to:

- Enable the connection of new large-scale renewable and storage capacity
- Integrate renewable energy zones into the transmission backbone
- Expand transmission interconnection between regions and states

Current and proposed subsystem projects:

- 27 Planned projects
- 4 Regulatory consultation in progress
- 11 Projects in Delivery



System Strength



System Security

Network solutions	Network synchronous condensers	'Targeted' grid-forming BESS	Network grid-forming STATCOMs + supercapacitor		
Existing synchronous machine (non-network)	Existing synchronous plant without synchronous condenser mode	Existing synchronous plant with the ability to run in synchronous condenser mode	Existing synchronous plant requiring upgrades to run in synchronous condenser mode		
New synchronous machines (non-network)	Pumped hydro	Gas	Biomass	Non-network synchronous condensers	Compressed air storage (with a clutch to run in synchronous Condenser mode)
Batteries (non-network)	Committed and anticipated grid-forming BESS	Committed and anticipated grid-following BESS, converted to grid-forming	EOI-proposed grid-forming BESS	'Targeted' (not currently proposed) grid-forming BESS	ISP 'modelled' grid-following BESS, converted to grid-forming

Project Assessment Draft Report: *Published June 2024*

Further information: <https://www.transgrid.com.au/projects-innovation/meeting-system-strength-requirements-in-nsw>

Network Innovation



Energy Reliability



System Security



System Operability

Using innovative non-network and emerging technology solutions to address identified constraints in the NSW transmission network – looking beyond 'poles and wires' – and to continually improve how we manage the network.

Updates provided on innovative projects benefiting consumers:

- *Broken Hill*
- *Bathurst, Orange and Parkes*
- *North West Slopes*
- *South West NSW*
- *Waratah Super Battery – system integrity protection scheme*
- *Wallgrove grid battery*

Transgrid has submitted a rule change request to the AEMC: 'Improving the regulatory frameworks for non-network options' Seeks improvements to the cost recovery frameworks for non-network solutions.



Waratah Super Battery (courtesy of Akaysha Energy)

Policy and Innovation Focus Area Meeting #2 Recap

System Operability Contingent Project Application (CPA) and non-network solutions rule changes

The second Policy and Innovation focus area meeting was held on 3 September

Pre-read – meeting summary

Part 1 - System Operability CPA:

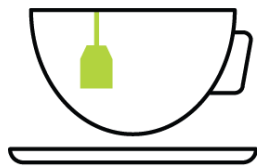
- Transgrid confirmed the AER's requirement for a RIT-T prior to submitting the System Operability CPA
- Recapped the need for enhanced digital tools to support the growing complexity involved in operating the power system
- AER trigger events required to submit the CPA were explained. The current focus is the RIT-T
- Key matters previously raised by the TAC were discussed. TAC members were invited to provide feedback on additional areas they would like addressed. An updated timeline to include the RIT-T was presented
- Proposed investment areas were discussed, along with example TAC engagement areas such as risk quantification and assessment, risk review, costs and solutions, net benefits assessment, market sounding approach and AEMO feedback.

Part 2 – Non-network Solutions Rule Changes:

- The team provided an update on non-network related rule changes and the status of Transgrid's non-network projects
- The first proposed rule change, that would remove regulatory barriers by enabling ex-ante review and approval of the network support payments to be recovered from consumers through a network support payment allowance, was discussed. TAC members were invited to make a submission or provide input into Transgrid's submission.
- The final part of the meeting explored a second, broader non-network rule change to ensure network support services and network solutions are treated on an equal footing. This is to allow consumers to benefit from the full potential of non-network solutions across the NSW transmission network. TAC members were invited to express interest in partnering with Transgrid in developing this request.

TAC feedback and questions: to understand why costs are not recovered in connection agreements with generators, how Transgrid can leverage from AEMO's work and engagement with the AER. The TAC also asked for a list of current, completed and planned policy matters and regulation matters.

Morning Tea break – back at
11.15 am





TAC Focus Area Update: *Customer and Projects Review Pillar –*

Major Projects Portfolio Q&A

Gordon Taylor, EGM Major Projects

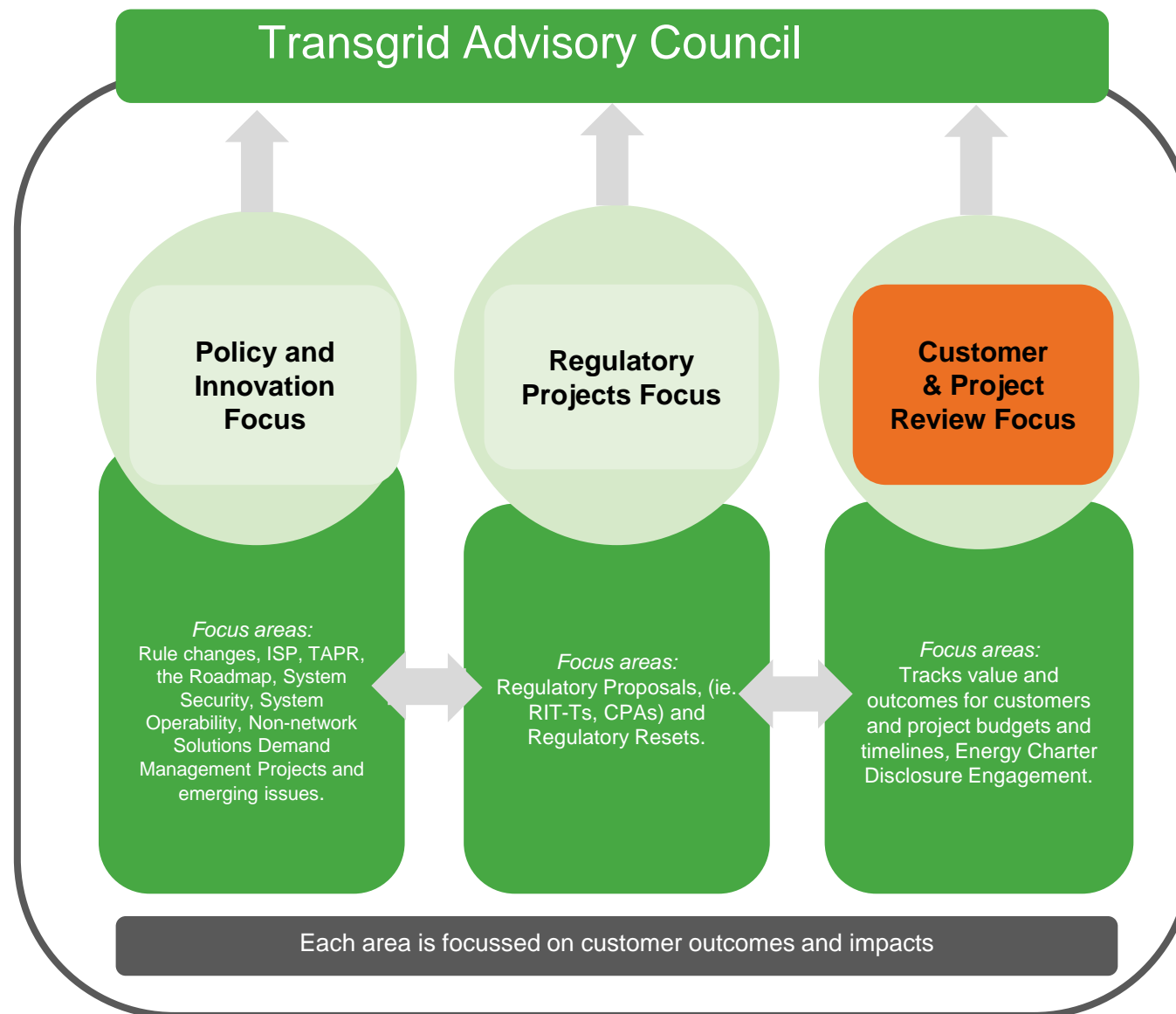
Michael Johnson, Director Stakeholder Relations Major Projects

Level of engagement: Inform

Objective: to inform the TAC of key updates on our major projects and respond to any questions, issues or clarification required.



TAC Framework – Customer and Project Review Pillar



Project EnergyConnect

EnergyConnect is Australia's largest energy transmission project. It involves building a new 900km transmission line to connect the energy grids in New South Wales, Victoria and South Australia. This will help improve reliability and security of electricity supply and allow for future connections from renewable energy sources.

Transgrid is partnering with ElectraNet to deliver EnergyConnect. ElectraNet is building the South Australian component and Transgrid is building in NSW. The NSW component, which is being delivered by our construction partner, Elecnor Australia, is split into two sections: NSW-West and NSW-East.



For more about EnergyConnect and an interactive map visit [here](#)

Project EnergyConnect update

Where we are on Project Timeline

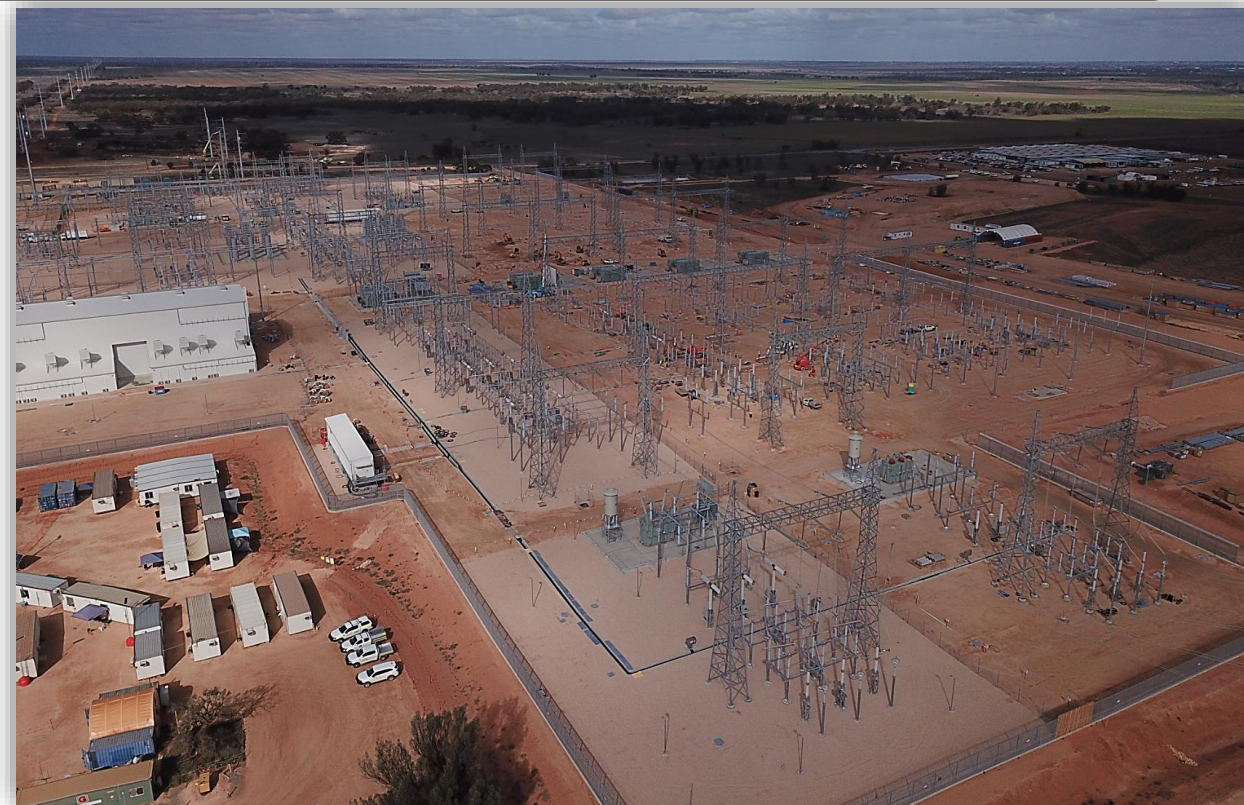
- ✓ **Buronga Substation** – Substation stage 1A – 220kV energisation completed to existing network
- ✓ **Dinawan Substation** – Substation bench complete, foundations poured for synchronous condensers
- ✓ **Camps** – Dinawan occupied since 8 June, Cobb Highway under construction, Renmark Road demobilising
- ✓ **Wagga Wagga Substation** - Drainage, civil and earthworks continuing
- ✓ **Line 1 (Buronga to SA Border)** - Construction complete
- ✓ **Line 4 (Buronga to Red Cliffs)** - Construction complete, one circuit now energised
- ✓ **Line 2 (Buronga to Dinawan)** – Tower foundations (44% complete), tower assembly (26.6% complete), tower erection (14% complete)
- ✓ **Line 5 (Dinawan to Wagga Wagga)** - Tower foundations (62% complete), tower assembly (7% complete), tower erection 3% complete)

Timeline

PEC Stage 1
Sept Quarter 2024 (150MW)*

PEC Stage 2
June Quarter 2026
(800MW)*

*Ready to commence Internetwork Testing



Project EnergyConnect update

Stakeholder Engagement

Key recent engagement activities

- ✓ Council update roadshow - Hay, Wentworth, Balranald
- ✓ Wentworth Show attendance
- ✓ Pop-up engagement in Hay
- ✓ Q3 project community newsletter
- ✓ REROC Energy and Innovation Conference
- ✓ Landholder notifications for L1 and L4 energisation

- ✓ Energy Charter landholder engagement training visit to EnergyConnect sites and landowner meeting
- ✓ Henty Machinery Field Days major projects activation

Upcoming engagement activities

- NSW DCCEEW visit to EnergyConnect sites
- L5 construction notification for out of hours works

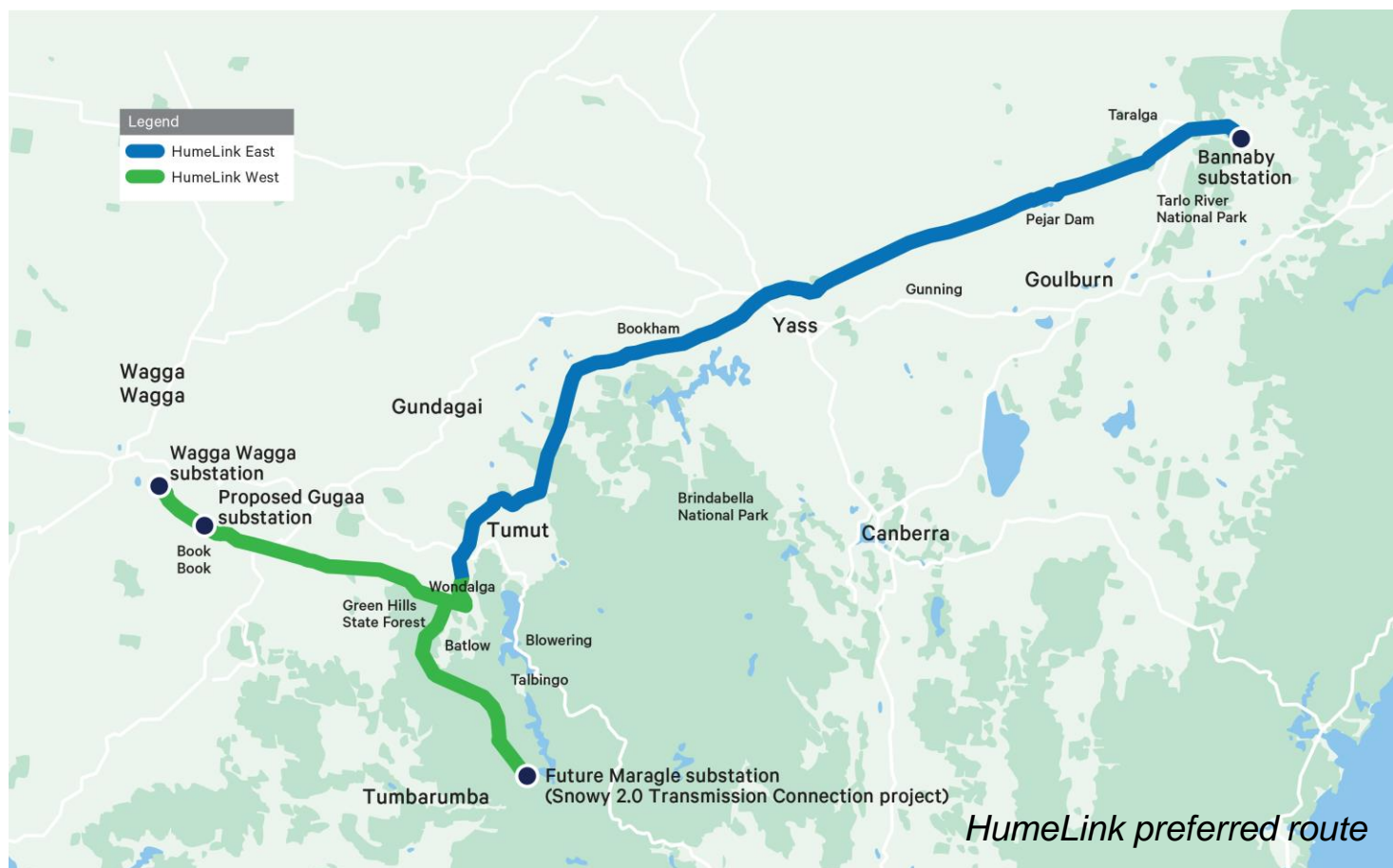
Social Licence

- ✓ Golden Crow Awards, sponsor of Outstanding Community Organisation – winner PCYC Wagga Wagga
- ✓ Wagga Business Chamber industry breakfast – major projects update
- ✓ Major sponsorship of 2024 Wentworth Show
- ✓ Announcement of latest Community Partnerships Program recipients
- ✓ Rufus River Massacre memorial service participation at Lake Victoria
- ✓ \$47,490 in grants payments approved for 12 community organisations in Round 1 of the 2024 Community Partnership Program (CPP)

HumeLink

HumeLink is one of Australia's largest energy infrastructure projects connecting renewable energy sources to the grid and increasing availability and market competition - helping to put downward pressure on energy prices in Australia.

The project consists of 365 kilometres of 500 kV overhead transmission lines connecting Wagga Wagga, Bannaby and Maragle, and new or upgraded infrastructure at four substations.

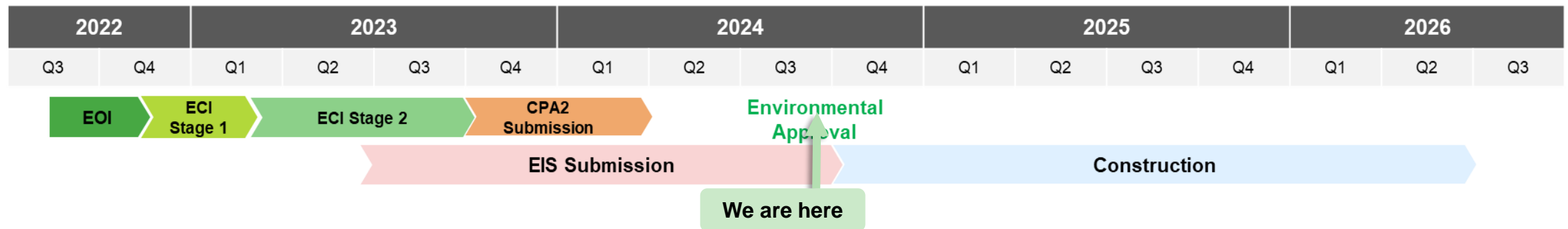


HumeLink is critical to bringing more affordable, reliable and renewable energy to the grid and is a priority project for the Australian Energy Market Operator (AEMO) and the Commonwealth and NSW Governments. HumeLink is subject to the approval of the Australian Energy Regulator.

For more information about HumeLink and an interactive map visit [here](#)

HumeLink update

Where we are on the project timeline



Technical & Delivery Partner

- Review of design packages continues
- Progressing preliminary detailed design (PDD)
- Review of access track locations
- Planning and preparation for construction readiness in collaboration between Delivery Partner and Transgrid
- Development of management plans is ongoing
- Geotechnical investigations and survey works continue

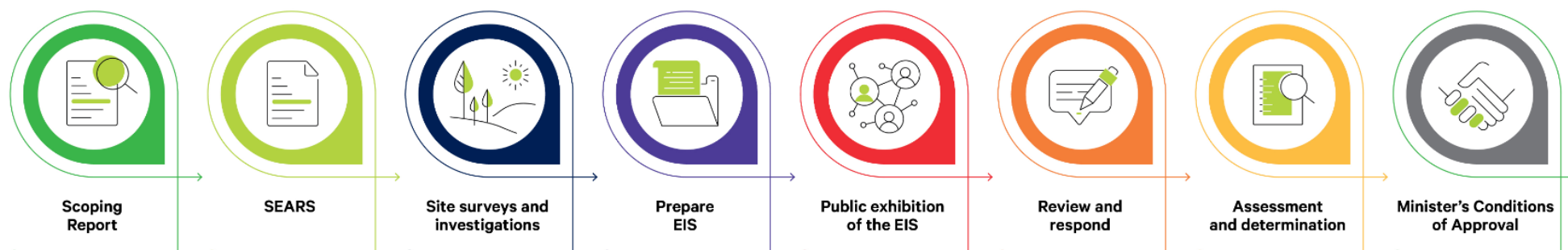
Environmental Approvals

- Reviewed draft Conditions of Approval (CoA)
- Collaborative agency engagement on draft biodiversity CoA
- Revised Early Works Management Plan (EWMP)
- Continued engagement with TfNSW

CPA 2 update

- Following AER determination in July, the project team is awaiting final investment decision (FID)

Ongoing community and stakeholder engagement



HumeLink update

Stakeholder Engagement

Completed in August

- Tranche 3 Property Acquisition Notices (PANs) issued (42)
- 133 fully executed option agreements, 202 Agreements in Principle, 78%
- Continued landowner engagement re: minor interest and access tracks, in line with Property team advice
- Engagement with community and stakeholders on workforce accommodation and construction compound sites
- Distributed the August project newsletter via email
- First joint HumeLink West and East Meet the Buyer event in Wagga
- HumeLink East Business Buzz sessions Goulburn and Crookwell
- Contacted successful recipients from Phase1 2024 Community Partnership Program (CPP) applications

Upcoming

- Awaiting FID (following CPA2 determination by the AER)
- September monthly project newsletter
- Henty Field Days – Transgrid community information stall
- Delivery Partner Business Buzz events and local business engagement activities

Social Licence and Community Investment

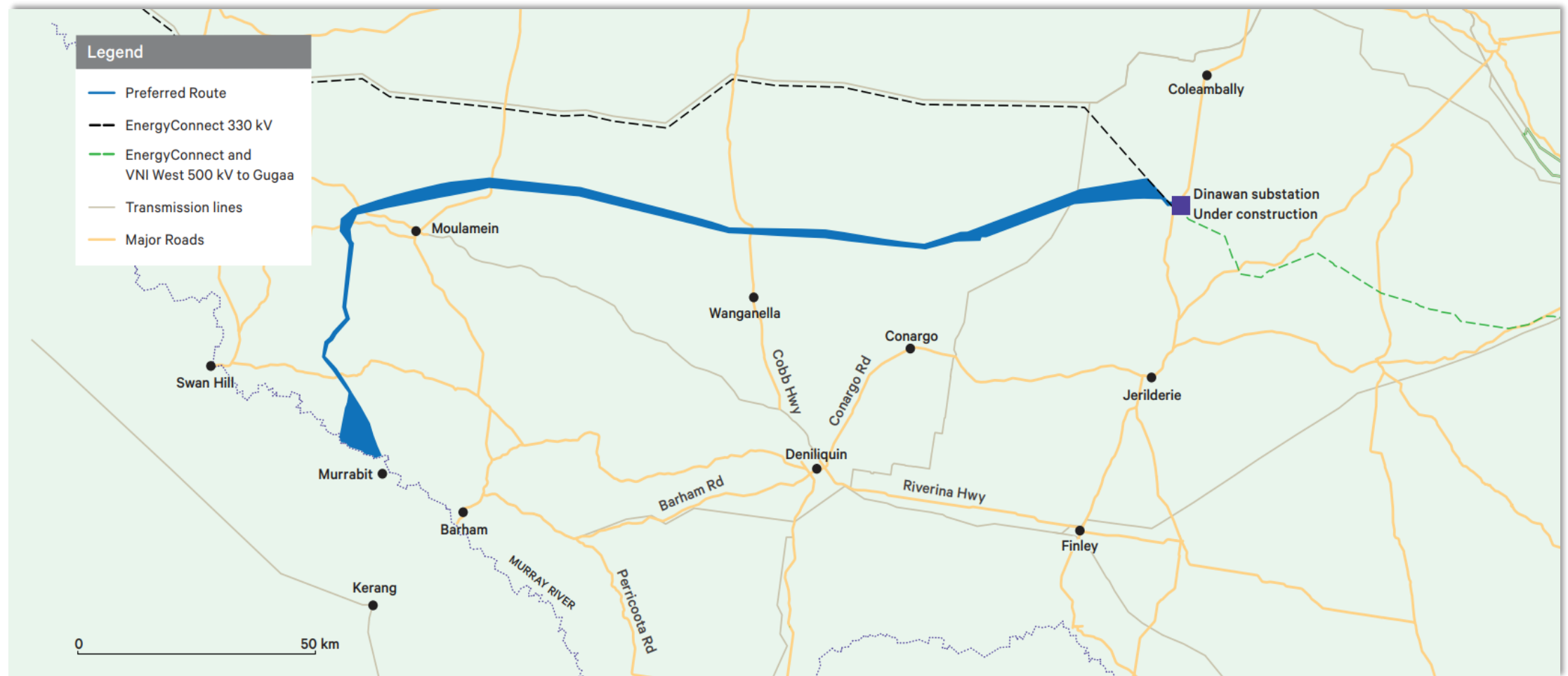
- Snowy Valley Council Interface Manager started 12 August 2024
- Published the HumeLink Community Investment and Benefits Plan (CIBP) on the project website
- \$95,565 in grants payments approved for 22 community organisations in Round 1 of the 2024 CPP



Victoria to NSW Interconnector West (VNI West)

The Victoria to NSW Interconnector West – known as VNI West – is a proposed new 500 kV double circuit transmission line connecting the high voltage electricity grids in New South Wales and Victoria.

VNI West is being jointly developed with Transmission Company Victoria and will connect major projects EnergyConnect in NSW and Western Renewables Link in Victoria. The preferred option runs from Transgrid's Dinawan substation north of Jerilderie NSW to new substations proposed near Kerang and Bulgana, Victoria.

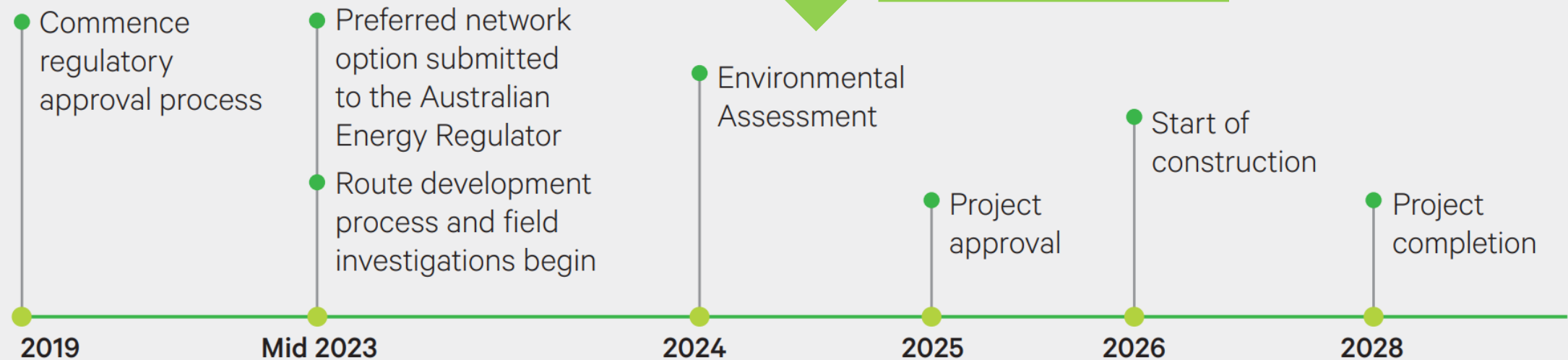


NSW Preferred Route

For more about VNI West and an interactive map visit [here](#)

VNI West

Key project dates



Headline items August/September 2024

- In recognition of the importance of the project to the National Electricity Market (NEM), the Clean Energy Finance Corporation announced its provision of \$140m in concessional financing support, under the Rewiring the Nation program.
- The 200m Transmission Line Corridor (NSW side) has been confirmed, with exception of border crossing location. Introductory letters and holding maps are being progressively issued to impacted landholders. **24 out of the potential 39** have been issued to date. Physical valuation inspections to determine compensation will be arranged with these landholders and formal offers of compensation will be made once the compensation assessments are complete.
- The sixth Community Consultation Group meeting was held to discuss the status of the project. A key issue for community members is to see improved coordination and initiation from State and Federal governments to provide local services (roads, infrastructure, telecommunications).
- The team completed Council engagements with Murray River, Edward River and Murrumbidgee Councils, to update Council members on the project status, EIS and Social Impact Assessment introductions and Transgrid's Community Investment and Benefits program.

VNI West – opportunities for regional communities

1. Community Investment and Benefits

- Transgrid's CPP was created as a boost to the people who live and work in regions local to Transgrid assets or construction
- Since 2020, over 215 organisations have shared ~\$1m for community initiatives, with VNI West awarding \$53,000 in the 2023/24 financial year
- Applications open March and September each year for grants of up to \$5,000 for not-for-profit organisations and initiatives
- The VNI West project team is currently engaging local communities on potential legacy projects and initiatives, that will further support local communities well beyond construction activity

2. Jobs for our regions

- Transgrid established the Wagga Wagga Discovery Hub, staffed by locals, to access information about our operations, employment and training opportunities and community-based activities across the region
- VNI West will result in the creation of regional jobs during construction and ongoing jobs longer-term in NSW to maintain the assets. This will be a direct impact the NSW Riverina and Southwest regions, where GDP growth rate has been in steady decline and below the NSW average

3. Local business opportunities

- The VNI West project is focused on identifying local community business opportunities for items such as accommodation, facilities hire, restaurants and small business spend
- Transgrid celebrates and sponsors local business awards such as the Wagga Wagga Business Chamber's Award for Outstanding Community Organisation. PCYC Wagga Wagga won the 2024 Award
- 2.5% of the total project budget has been ear-marked specifically for Indigenous spend (Reconciliation Action Plan - RAP activities)

4. Student sponsorships and training

- Transgrid's four-year Apprenticeship Program allows Year 10+ students to study and learn through hands-on training, supplemented by TAFE qualifications, to build a career as technicians in electrical substation and transmission line infrastructure works
- Two-year Graduate Program employing individuals with a Bachelor's degree or higher
- Summer Internship Program offering employment opportunities to individuals currently studying at university

TAC Focus Area Update: *Regulatory Projects Pillar*

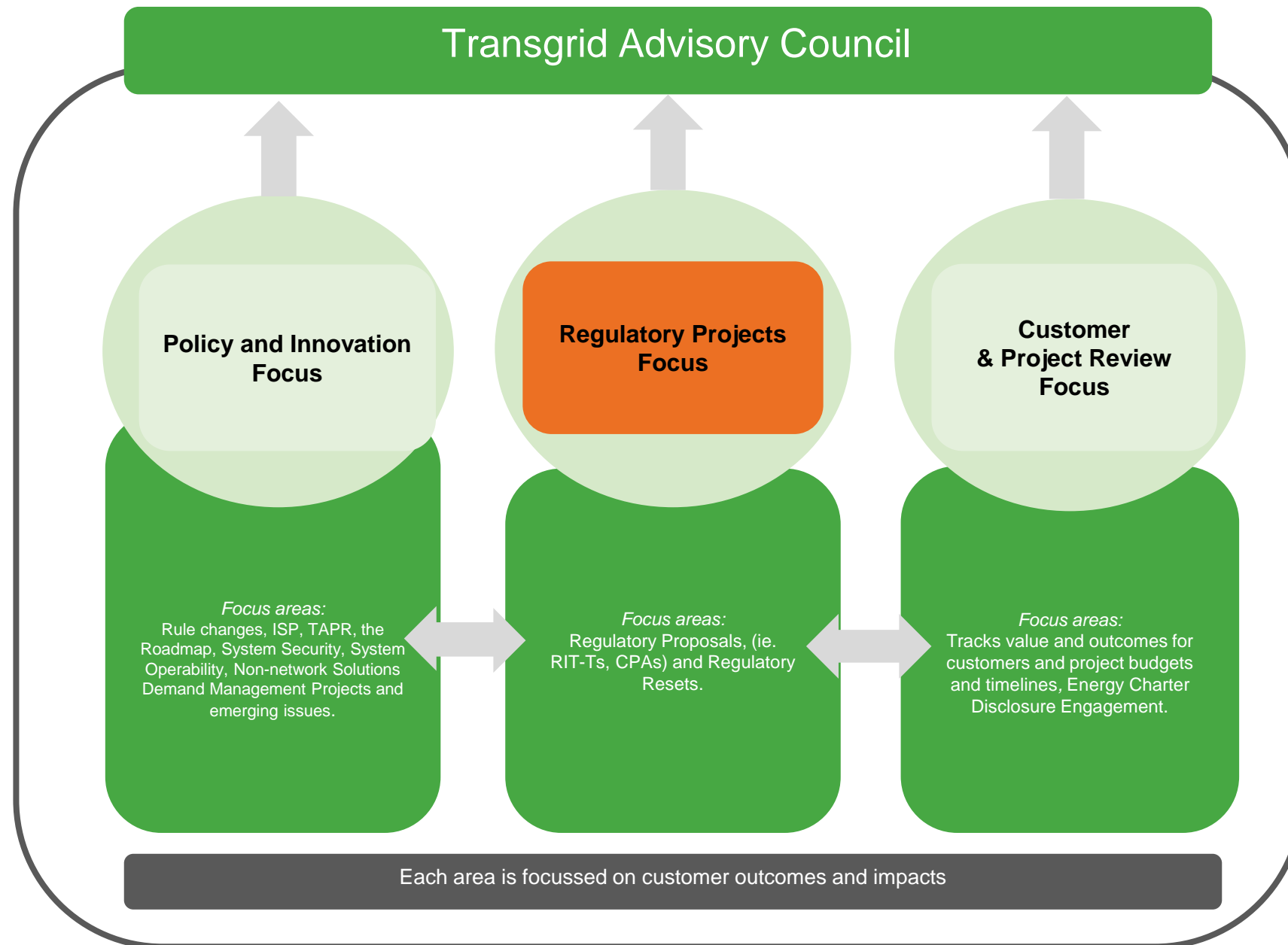
Monika Moutos, GM Regulatory and Policy

Level of engagement: Inform

Objective: to update the TAC on discussions and outcomes of TAC meetings held under the Regulatory Projects Pillar



TAC Framework – Regulatory Projects Pillar



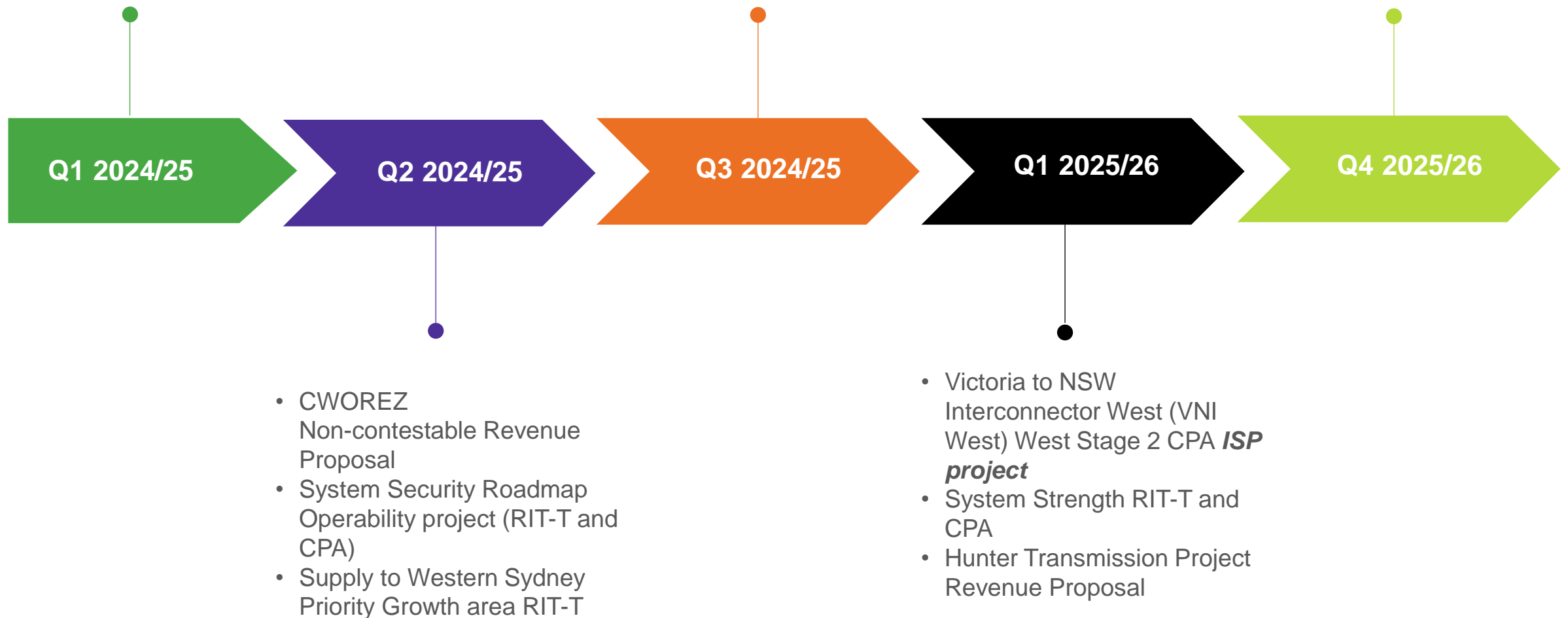
Regulatory matters forward plan (indicative timeline)

Revenue Proposals, RIT-Ts and CPAs

- Maintaining voltage levels in the Alpine area RIT-T
- Maintaining voltage levels in the Beryl area RIT-T
- Increasing capacity for generation in the Wagga North area RIT-T

- Southern Sydney Ring (RIT-T and Early Works CPA) **ISP project**
- Hunter-Central Coast REZ Transmission project

- RP 4 Revenue Reset - Commencement

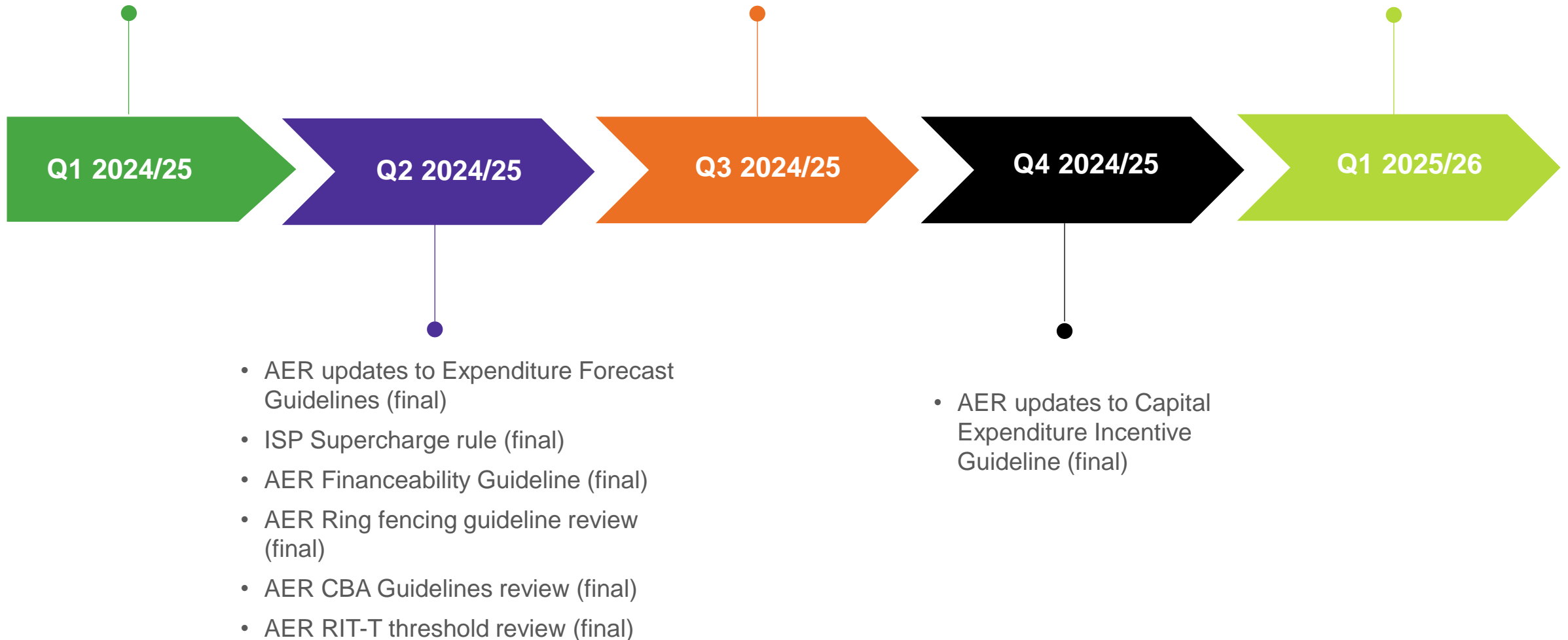


Policy matters forward plan (indicative timeline)

- ISP Supercharge draft rule
- AER System strength payment guideline consultation
- Cth NEM 2030 Review
- Select Committee Energy Planning and Regulation

- Cost recovery for non-network solutions (final rule)
- Broader issues with framework for non-network solutions (lodgement)
- AER RoRI review commences (estimated)
- NSW REZ interface arrangements (final)

- Bill discounts for communities impacted by transmission (decision)
- AEMC draft rule on inertia framework



How policy reform will support the acceleration of the energy transition

Current policy matters

Policy reform	Objective	Benefits
<p>Bringing early works forward to improve transmission planning rule change <i>completed</i></p>	<p>To improve cost recovery certainty for TNSPs and provide an incentive to efficiently undertake more works earlier in the economic assessment process through an early works CPA</p>	<ul style="list-style-type: none"> • Enables faster delivery of ISP projects where in the interest of consumers • Brings forward stakeholder engagement and social licence for the project
<p>Enhancing R1 process <i>completed</i></p>	<p>Explores connection reforms to address prolonging the connections process, added complexity, cost risk and unnecessarily consuming specialised engineering resources across the industry</p>	<ul style="list-style-type: none"> • Faster and more efficient connections process
<p>AER expenditure forecast assessment guidelines <i>expected completion October 2024</i></p>	<p>The AER is considering updates to its Expenditure Forecast Assessment Guidelines to determine how they regard emissions reduction in assessing capex and opex forecasts</p>	<ul style="list-style-type: none"> • Enabling our Revenue Proposals to consider emissions reduction
<p>Integrated System Plan (ISP) Supercharge rule change <i>expected completion December 2024</i></p>	<p>To enhance the ISP as Australia’s energy roadmap for the future. Changes are likely to include requiring greater consideration of gas, consumer energy resources and community sentiment on transmission options in the ISP.</p>	<ul style="list-style-type: none"> • More holistic approach to the energy transition (broad energy mix) resulting in a more fit-for-purpose roadmap

How policy reform will support the acceleration of the energy transition

Current policy matters

Policy reform	Objective	Benefits
AER Financeability Guidelines <i>expected completion December 2024</i>	To ensure TNSPs can officially finance their ISP projects. These Guidelines set out the metrics to apply the financeability test in the NER	<ul style="list-style-type: none"> To enable the delivery of the ISP projects under the regulatory framework
AER Ring-fencing guideline review <i>expected completion Q2 2024-25</i>	To explore additional ring-fencing measures for negotiated services	<ul style="list-style-type: none"> Minimal change to this guideline would enable TNSPs to focus on the energy transition
AER RIT-T and Cost Benefit Analysis (CBA) review <i>expected completion Q2 2024-25</i>	Proposed changes will incorporate recent rule changes that include valuing emissions, social licence, community engagement, early works, concessional finance and workability of the feedback loop	<ul style="list-style-type: none"> RIT-Ts will appropriately reflect emissions reduction objectives and appropriately considers community feedback
AER RIT-T threshold review <i>expected completion Q2 2024-25</i>	Expected changes to the input costs used to calculate transmission investment estimated capital costs	<ul style="list-style-type: none"> Helps to ensure that projects of significant size are appropriately assessed as part of a RIT-T
NSW Renewable Energy Zone (REZ) interface arrangements <i>expected completion Q3 2024-25</i>	We understand this is the first tranche of REZ Interface Regulation focussed on integrating CWOREZ into the National Energy Rules (NER) planning and connection frameworks	<ul style="list-style-type: none"> Enables a stable network in NSW as we transition to a clean energy future

How policy reform will support the acceleration of the energy transition

Addressing emerging policy matters

Policy reform	Objective	Benefits
<p>AER update to Capital Expenditure Incentive Guidelines <i>updated Guideline required by 4 September 2025</i></p>	<p>The update to the AER's Guideline follows the AEMC's targeted ex-post review rule determination. The update provides Transgrid with an opportunity to advocate that a CESS penalty should not apply to actionable ISP projects in circumstances where an overspend amount has been found to be prudent and efficient following an ex-post review. If made, the proposed change would prevent TNSPs from unfairly incurring penalties for efficient overspends on ISP projects which will help to better balance the risk for these large-scale projects and facilitate investment in the ISP projects.</p>	<ul style="list-style-type: none"> • Consumers only pay for efficient expenditure incurred by TNSPs • Potential to support the delivery of the ISP projects for consumers
<p>Non-network solutions rule changes <i>expected completion Q4 2024-25</i></p>	<p>AEMC published a paper on the first rule change on cost recovery frameworks which will follow a standard rule change process (expected completion March 2025). The second rule change is focussed on adequate compensation for delivering network solutions (These rule changes will facilitate the delivery of non-network solutions, including those identified in Transgrid's TAPR).</p>	<ul style="list-style-type: none"> • Lower costs through uptake of non-network solutions where higher network costs avoided

How policy reform will support the acceleration of the energy transition

Addressing emerging policy matters continued

Policy reform	Objective	Benefits
<p>AER 2026 RORI review <i>expected completion December 2025</i></p>	<p>Transgrid is continuing to liaise with industry participants on this matter including Energy Networks Australia (ENA) and State Government This will help facilitate the significant amount of capital required to deliver on the transmission investment identified in the TAPR and beyond</p>	<ul style="list-style-type: none"> • Consumers only pay the efficient costs of raising the capital required for transmission investment
<p>Bill discounts for communities impacted by transmission <i>estimated completion December 2025</i></p>	<p>Transgrid, with the ENA, are exploring the potential idea of providing communities impacted by transmission with discounts on their electricity bill. Has received support from Minister Bowen to explore this work</p>	<ul style="list-style-type: none"> • Financial benefit for impacted communities • Improve social licence
<p>System Security Reforms <i>estimated completion December 2025</i></p>	<p>AEMC rule change considering how to provide inertia in the regulatory framework, and the AER are preparing guidelines relating to system strength payments. Large volatility in payments continues to remain a significant issue.</p>	<ul style="list-style-type: none"> • Secure and stable power system at efficient cost to consumers



TAC Focus Area Update:

Customer and Projects Review Pillar

2024 Engagement and Expectations Study Results, EUAA Breakfast Update and TAC Wagga Excursion

Maryanne Graham, EGM Corporate and Stakeholder Affairs and
Cassie Farrell, Senior Manager Stakeholder and Corporate Engagement

Level of engagement: Inform

Objective: to inform the TAC of the 2024 Stakeholder Expectations & Engagement Research Results, EUAA Breakfast and TAC Wagga Excursion



2024 Engagement and Expectations Study

- Measures progress towards our 'Nurture Trust' strategic pillar
- Informs our understanding of what is driving our reputation, what we are doing well and how we can improve our performance
- Undertaken annually for the last nine years using consistent metrics and methodology

Three key metrics:



Reputation score

The proportion of participants who rate Transgrid's reputation a 7 or more out of 10.



Net Advocacy score

How likely stakeholders would be to speak well of Transgrid to a colleague.



Trust score

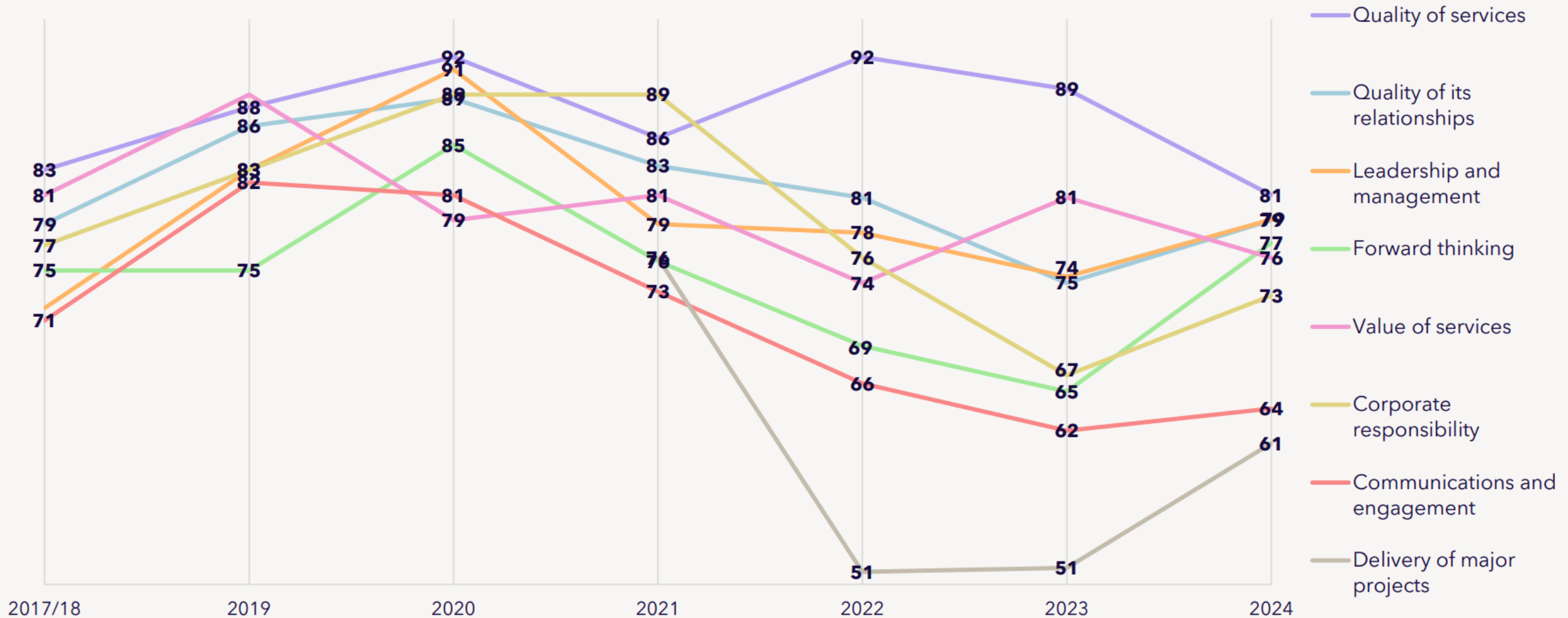
How much stakeholders trust Transgrid to do the right thing by them and their organisation/ household.

Performance scores

Performance areas over time

This year has seen some notable improvements in performance, including its delivery of major projects, being forward thinking and its corporate responsibility. Quality and value of services have however dipped this year.

Performance Scores over time (% 7+/10, excl. DK)



SECNewgate Research * Performance Scores are derived from netting ratings of 7 or more out of 10, excluding 'don't know' responses. Base: All participants, n=97-136 per wave.

Performance ratings per stakeholder segment

Performance areas by stakeholder segments

This table summarises the Performance Scores given by each stakeholder segment, in order of impact on reputation.

Performance Score (% 7+/10)	2024 (n=141)	Direct Customers (n=35)	Government (n=11)	Regulators (n=10)	Consumer Advocates (n=11)	Industry (n=17)	Suppliers (n=6)	Affected Landowners (n=50)
Leadership and management	79	65	94	40	73	95	100	93
Its communications and engagement with its stakeholders, customers and the community	64	44	92	42	54	69	100	85
Quality of its relationship and interactions with you	79	82	96	45	71	96	80	84
Being forward thinking	77	57	92	50	73	94	100	89
Corporate responsibility - how it operates and its role in the community	73	78	57	43	68	94	100	90
Overall quality of services	81	67	97	80	73	93	100	77
Delivery of major projects	61	49	73	49	55	74	75	76
Overall value of services	76	68	79	52	89	96	75	78

Relative impact on Transgrid's reputation

Recommendations and next steps

1. Consistency of communications and engagement across all segments
2. Flexibility of communications to meet stakeholder needs and expectations
3. Maintained focus on social licence and engagement
4. Improved stakeholder relationship management model
5. Continued focus on improved relationships with Advocates and Regulators
6. Foster more collaborative culture and approach
7. Control the narrative when problems arise

Next steps



....preparing and delivering a whole of business Action Plan to address issues and recommendations

TAC Wagga visit highlights and feedback

Itinerary overview





TAC feedback on the Wagga visit



100%

think the visit will assist them in their TAC role



100%

rated the visit as **Valuable**



100%

would attend a further TAC visit

"It offered valuable context and deeper insights than a power point presentation can deliver."

"We experienced so much in such a short space of time - it was truly an exceptional excursion."

"I now have a much greater understanding of the scale of the projects and impacts on all stakeholders."

TAC member highlights

“Hearing from the landowner was incredibly valuable, far exceeding my initial expectations. The detailed context highlighted the complexity of negotiations and the efforts Transgrid is making to align with landowners, avoiding compulsory acquisition. Kudos to Transgrid for their work with this landowner.”

“A trip that vividly brought to life the current issues and challenges, highlighting the complexity of delivery, stakeholder engagement, negotiations and collaboration with delivery partners - all within just two days.”

“The visit to Lockhart camp was probably a standout for me – seeing first-hand the logistics of building a line of large 500kV towers and supporting the contractors who do the work was eyes wide opening.”

I found the discussions by the Transgrid Indigenous team including at the Hub very powerful. I enjoyed learning from James at the Rock Nature Reserve and learnt from his sharing his culture. I believe that was special but in fact, the commitment and knowledge of the Transgrid team was the most valuable for me.

Energy Users Association of Australia (EUAA) member event

- On 4 September, we welcomed EUAA members, representing many large energy users, for a discussion and tour of our Haymarket substation
- We discussed Transgrid's critical role in the clean energy transition, the future evolution of the grid and the challenges and opportunities involved
- We also spoke about our social licence framework and supporting initiatives, and the ways in which our projects are contributing to economic growth in regional NSW
- It was a fantastic opportunity to hear from EUAA members about their future energy needs and discuss how we can work together to achieve better outcomes for energy users



Summary and next steps

Maryanne Graham, EGM Corporate and Stakeholder Affairs



Launch of poll

We will now launch the short poll:

To what extent do you feel you had an opportunity to effectively engage today?



not effective

very effective

Do you have further feedback on any of the following topics discussed today?

- CEO Update
- TAC Focus Area update – Policy and Innovation
- TAC Focus Area update – Customer and Projects
- TAC Focus Area update – Regulatory Projects
- TAC Wagga Visit
- EUAA Event at Transgrid
- 2024 Engagement and Expectations Study Results

We appreciate your feedback

Thank you

Contact details

For further information or discussion, please contact:



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