

1. Purpose

The Office of the Landowner and Community Advocate has been established to assist TransGrid to implement the best possible landowner and community engagement practices on all of its major transmission projects.

2. Environment

TransGrid continually undertakes large projects to ensure New South Wales' energy supply into the future. This requires the construction of new electrical infrastructure across publicly and privately owned land. TransGrid is committed to adopting best practice community engagement processes in its dealings with impacted landowners and communities.

3. Guiding principles

1. Landowners and community representatives are entitled to be treated fairly and with respect when dealing with TransGrid.
2. TransGrid processes that relate to impacted landowners and communities will be open and transparent.
3. Outcomes achieved by TransGrid will balance the interests of all parties.
4. The Advocate's Office will operate independently of other TransGrid operations and will be adequately resourced, having access to all relevant TransGrid staff, records and data.
5. Disputes between landowners and TransGrid which cannot be resolved by TransGrid are best dealt with by the NSW Energy and Water Ombudsman and the Australian Energy Infrastructure Commissioner.

4. Role of the Advocate

The Advocate will:

- > be the pre-eminent source of advice to TransGrid's Chair, CEO and Executive and Board on all aspects of best practice community engagement and stakeholder consultation
- > be consulted by TransGrid regarding communication plans and specific documentation about projects that impact landowners and communities
- > contribute to and critically review all TransGrid's policies, strategies, processes and procedures for engagement with communities and landowners
- > communicate with TransGrid staff, landowners, communities and the media to understand issues and concerns
- > assist TransGrid to be accountable for its undertakings and commitments to landowners and communities
- > facilitate the voice of landowners and the broader community in identifying opportunities and alternatives.

The Advocate will not be an arbiter in disputes between landowners and TransGrid and will not determine the location of new transmission infrastructure.

5. General organisation

The Office of the Advocate is a small independent entity comprising:

- > the Landholder and Community Advocate – a person with extensive experience in consumer engagement and protection
- > a Deputy Advocate – with similar experience
- > administrative support.

6. Reporting arrangements

- > The Landowner and Community Advocate is an independent entity reporting directly to the Chair of the TransGrid Board of Directors and the Chief Executive Officer.
- > The Office of the Advocate will provide the Chair and the Chief Executive Officer with a report on its operations each year.
- > The role of the Advocate will be reviewed 12 months from the date of its establishment.