



# Utility Licence Annual Report 2023–24

Licence utility: **NSW Electricity Networks Operations Pty Ltd as Trustee for the NSW Electricity Networks Operations Trust Trading as Transgrid**

Reporting period: **1 July 2023 to 30 June 2024**

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Utility service:	<b>electricity transmission</b>
Number of parts to report:	<b>2</b>

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Submission date:	<b>by 1 October 2024</b>
Submit completed report to:	<b>icrc@act.gov.au</b>

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## Parts to report

[Part A — Utilities Act](#)

[Part D — Utility licence conditions](#)

 Please submit the completed report in MS excel format.

## Providing data and information to the Commission

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Please read the **Utility Licence Annual Report Guideline** for a more detailed instructions on providing relevant and quality information to the Commission.

- All responses should only relate to services provided in the ACT. In the event the licensee is unable to disaggregate ACT services from other jurisdictions, the licensee must provide a statement detailing: area that the dataset covers, brief explanation why data cannot be disaggregated, additional information that may assist the Commission in understanding the approximate percentage of services that are provided in the ACT from the dataset.

- All licensed utilities must provide information and data in the report that are within the reporting period. Data must be provided even if a nil (zero) figure is recorded.
- If the licensee is not able to provide the data or answer a question required in the report, the licensee should indicate 'not available' and provide supplementary information detailing why the information is not available and whether (and in what timeframe) it intends to collect this data.
- In most cases a response of 'yes', 'no', 'not applicable' or a figure will suffice. An explanatory statement or supplementary information (e.g. copies of policies or procedures or a link to material on the internet) maybe required.
- Where data is not available the licensee must provide other data that could serve a similar purpose as the data requested (i.e. data that could equally indicate the level of licensee compliance and identify possible causes of non-compliance). Such data should be clearly identified in the report together with an explanation of the alternative taken.
- The licensee should provide commentary where there is a need to explain key factors relevant to the level of, and trends in, their performance. If the licensee response represents a significant variation in the data from the previous reporting period, additional information is to be provided on the cause(s) of the variation. Any supplementary information can be provided in the comments column, or in an attachment. Where applicable, include measures or actions to be put in place to address or rectify the reported variation. All comments must be put in the comment section box.

## Part A — Utilities Act

Ref	Reporting requirements	Response	Additional comments
Our tracking number		<p>Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero</p> <p>Data must relate only to the 2023–24 reporting period unless specified otherwise.</p>	Please provide information that you feel is relevant and will assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year.
<b>Damage etc. to be minimised (Section 108)</b>			
A101	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	0	
A101(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	
<b>Notice to landholders to undertake network operations (Section 109)</b>			
A102	Number of times the licensee failed to give the landholder at least seven days notice of a proposed	0	
A103	Number of complaints received about carrying out operations in urgent circumstances under section 109(F)	0	
A103(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	
<b>Network operations affecting heritage significance (Section 110A)</b>			
A106	Number of notices given under sections 109 and 110 that may have affected a place or object of heritage significance under section 110A.	0	

A107	Number of notices under section 110A where the licensee failed to provide copies to the heritage council at least seven days before the network	0	
A108	Number of complaints received relating to operations undertaken pursuant to s 110A(2).	0	
A108(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	

### Notice to other utilities (Section 111)

A109	Number of complaints received for failing to give seven days notice to other public utilities before performing network operations on their land that potentially affected network facilities under the care and management of those utilities.	0	
A109(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	
A110	Number of complaints received for carrying out network operations in urgent circumstances under section 111(6).	0	
A110(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	

### Removal of utility's property and waste (Section 112)

A111	Number of network operations where the licensee failed to remove as soon as practicable from the land, for which it was not the landholder, items listed in section 112(1).	0	
A112	number of complaints received for failing to remove as soon as practicable from the land for which it was not the landholder, any items listed in section 112(1).	0	
A112(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	

### Land to be restored (Section 113)

A113	Number of complaints received for failing to ensure, as soon as practicable, that the land was restored to a condition that was similar to its condition before the operations began.	0	
A113(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	
<b>Authorised persons (Division 7.4)</b>			
A201	Were all persons authorised under section 114 (Authorised Persons) issues with photographic identity cards?	Yes	
A202	Are authorised persons made aware of their obligations and entry restrictions under the Utilities Act?	Yes	
A202(b)	Provide details of any induction or special training to authorised persons to educate them about their obligations and entry restrictions under the Utilities Act. Please include whether the training is provided on a regular or ad hoc basis.	Utilities Act obligations are entered in TransGrid's compliance management system and responsibility allocated to the relevant manager	

**END OF A1**

## Part D — Utility licence conditions

Ref	Reporting requirements	Response	Additional comments
Our tracking number		Answer n/a if the data requested is not available. Answer "0" if data recorded is nil or zero.	Please provide information that you feel is relevant and will assist us in our assessment such as an explanation or a reason/s for significant variances from the previous year.
Data must relate only to the 2023–24 reporting period unless specified otherwise.			
<b>Licensee to notify ICRC of any material breaches (Clause 8.2)</b>			
D101	Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	
D101(a)	Please provide the dates for each material breach and type of breach	n/a	
D101(b)	Was the Commission notified of the breaches? NB - Immediate reporting applies to material breaches, please see the ICRC Material Breach Guideline 2021.	n/a	
<b>Licensee to provide statement on any non-compliance (Clause 8.3)</b>			
D102	Number of non-compliances with any of the licensee's obligations under clause 6.2 of its licence to comply with the Utilities Act, relevant Industry Codes, relevant Technical Codes, any directions given by the ICRC or any applicable ring-fencing requirements	0	

D102(a)	Provide details of each non-compliance, including actions taken to rectify or minimise the effect of the non-compliance.	n/a	
D102(b)	Was the Commission notified of the non-compliances?	n/a	
<b>Availability of Utility Licence Annual Report (Clause 8.5)</b>			
D103	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2022-23 made publicly available by the licensee?	Yes	
D103(a)	Please provide the link to the ULAR summary.	<a href="https://www.transgrid.com.au/media/y01nkpms/utilities-licence-annual-report-2022-2023.pdf">https://www.transgrid.com.au/media/y01nkpms/utilities-licence-annual-report-2022-2023.pdf</a>	
D103(b)	Please confirm that a summary of the 2023–24 ULAR will be published before 30 November this year	The ULAR will be published on the Transgrid website before the end of November.	
<b>Operation and compliance audits (Clause 8.6)</b>			
D104	When was the last time the licensee reviewed its data collection and reporting process?	During FY24 Transgrid was audited and recertified consistent with ISO 55001 (AMS). Data collection and reporting processes were reviewed as part of this recertification and no material findings or OFIs identified.	

D105	How often does the licensee audits or review its data collection and reporting process?	<p>Trangrid undertakes recertification or surveillance auditing of its Asset Management System on an annual basis. Data collection and reporting processes are in the scope of these audits.</p> <p>This is supported by additional assurance and auditing undertaken via Transgrid's triennial audit plan covering the Asset Management System, Electrical Network System Management System and Electricity Safety Management Scheme.</p>	
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**Technical and prudential criteria (Clause 9)**

[Click here for a copy of the Commission's Technical and prudential criteria guideline](#)

D106	Please provide a summary of details of the licensee's financial and technical capacity for 2023–24 which show it can continue to provide the services authorised in the licence.	<p>There are no significant changes to Transgrid's financial or technical capacities that would place our ability to meet licence obligations at risk.</p> <p>Transgrid's financial statements for financial year 2023/2024 have been externally audited with no issues identified that would materially impact Transgrid's financial capacity to continue providing services authorised in the licence.</p> <p>Transgrid's Asset Management System was externally audited and recertified consistent to ISO 55001 (AMS) in financial year 2023/2024, with no issues identified that would materially impact Transgrid's technical capacity to continue providing services authorised in the licence.</p>	
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**Charge and assignment (Clause 11)**

D107	Were there any significant transfers in shareholdings (involving more than 50% of the shares) or changes in ownership in 2023–24?	No	
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D107 (a) If yes, please provide details.	n/a	
<b>Record keeping (Clause 14)</b>		
Has the licensee kept or caused to be kept, comprehensive records in accordance with Commission's requirements under the Utilities Act?	Yes	
<b>Compliance with operations trust deed poll (Schedule 2: Clause 1)</b>		
D108 Did the licensee comply with the Operations Trust Deed Poll as executed on 14 December 2015?	Yes	

**END OF D1**

## Authorising and contact officers

### Authorising officer

The licensee's officer authorising the release of this information is

Name	<b>Lance Wee</b>
Title/position in organisation	General Manager of Asset Management
Postal address	PO Box 87 Horsley Park, NSW, 2175
Telephone	(02) 9284 3000
Email	<a href="mailto:Lance.Wee@transgrid.com.au">Lance.Wee@transgrid.com.au</a>

### Contact officer

The licensee's contact officer for regulatory and compliance matters is

Name	<b>Robert Mckimm</b>
Title/position in organisation	Chief Risk Officer
Postal address	180 Thomas Street, Sydney NSW 2000
Telephone	02 9284 3251
Email	<a href="mailto:robert.mckimm@transgrid.com.au">robert.mckimm@transgrid.com.au</a>