



Revenue Proposal 2028-2033 (RP4)

Engagement Plan

April 2026

Acknowledgement of Country

We acknowledge the long-standing connection to Country shared by the Traditional Custodians of the lands, skies, and waterways we live and work on. This connection inspires and informs the care we take when working across the land as well.

We recognise that Country in every corner of every state we operate in, is rich in tens of thousands of years of history and culture. And that every community we work in has their own connection with the land. We honour this in the actions we take – and honour the Elders past, present and emerging.

Scan the QR code for more information
about Transgrid's cultural heritage
and reconciliation



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Engaging on our plans for the future



Transgrid is preparing its Revenue Proposal for the 2028-2033 period (we call it 'RP4'). To help us develop this proposal, we will be engaging with a wide range of stakeholders to understand their views and preferences.

This document sets out our plans and explains how they have been shaped by feedback from consumer advocates and endorsed by our Executive Team and Board. It also explains how you can have your say about our planned engagement and register your interest in participating.

It is important to note that this approach is still being finalised, and we expect it will evolve over time and in response to consumer feedback. We may publish an updated version of this plan in the future.



What we heard and how we're changing

Transgrid is changing the way it undertakes regulatory engagement. We have listened carefully to feedback shared with us during and since our last Revenue Proposal (RP3) and have made some meaningful changes. These are summarised below.

What we heard in RP3	What we're doing differently in RP4
Transgrid should engage more often, earlier and more meaningfully.	We have started our engagement much earlier and will engage more regularly with a wider range of stakeholders as we develop our plans. Our Board, Executive and Subject Matter Experts from across Transgrid will contribute to and participate in our engagement. We will listen intently and report transparently on what we hear.
The composition of the Transgrid Advisory Council (TAC) should be reconsidered.	<ul style="list-style-type: none">• Transgrid has changed the role and composition of this group. The group – now referred to as the Consumer Advisory Group or CAG – is made up of consumer advocates and meets more frequently.• In addition to this, to support the Revenue Determination process, Transgrid has established a Consumer Working Group (CWG). This group is a subset of the CAG and meets 2-3 times per month.
Transgrid would benefit from engaging more closely with a wider range of stakeholders.	Transgrid has significantly expanded its engagement program for this Revenue Determination process. RP4 will include deeper engagement with knowledge-holding stakeholders through the CAG, CWG and targeted deep-dive sessions, as well as deliberative engagement with residential consumers. To our knowledge, Transgrid is the only TNSP in Australia directly engaging with consumers as part of its revenue determination.

The RP4 program is an opportunity for Transgrid to “walk the walk” and demonstrate our commitment to engaging more openly and meaningfully with consumers, their advocates and other stakeholders.

To set RP4 up for success, we will:

- Critically assess how consumer preferences are reflected in our decision-making.
- Be transparent with consumer advocates about what we can control and shape versus what is determined by Government direction, strengthening both trust and the quality of our proposals.



How we developed our engagement plan

Our plan reflects the commitments we have made in our 10-year business plan and the 2025 Transmission Annual Planning Review (TAPR), our obligations as outlined in the AER's Better Resets Handbook and the results of a series of co-design workshops held with Transgrid Executives, Board members and members the former Transgrid Advisory Council (TAC). It also considers business-as-usual engagement activities and how these might be leveraged.



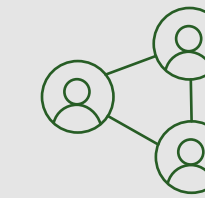
Our focus areas



We have developed four focus areas that will underpin all investment discussions and guide our engagement program. These are the things Transgrid will strive to achieve in all strategic and investment decisions.



Provide transparency over energy pricing and consumer impacts



Create efficiency and value for consumers



Ensure a safe and reliable energy network and supply



Build strong consumers relationships

What we are hoping to achieve: Our engagement purpose, goal and approach

We developed and refined our engagement purpose, goal and approach in close collaboration with our consumer advocates

The **purpose** of our engagement is to understand consumer perspectives and preferences on the energy transition and key elements of our regulatory proposal

Our engagement **goal** is to enable consumer feedback to influence our regulatory proposal, so that the proposal reflects the long-term preferences and needs of consumers and nurtures trust and long-term value for energy consumers, our investors and the communities we serve.

Our engagement **approach** will be tailored for NSW energy consumers and their needs by leveraging the direct feedback we have received to date, the collective experience of Transgrid, industry, the CAG and the CWG, and guided by the AER's Better Resets Handbook and our engagement principles.

The approach to engagement for RP4 will be grounded in the **principles** to the right, as refined with our former TAC as well as our new CWG.

How we're acting on feedback

We adopted co-design principles to develop our regulatory engagement goal, purpose and approach with the TAC.



Clear purpose

We will **share and discuss** the purpose of our engagement with you as the first step in the process.

Accessible and inclusive

We will engage with you as early as practicable and **seek your advice and feedback on** how we can support you to provide input, including channels, timing and resourcing.

Accurate and timely

We will **ask you** what information you need to provide meaningful engagement, and where possible we will provide that information to you in a timely fashion or **support you** to source it independently (as appropriate).

Genuine

We will be open, honest and transparent with you, and actively listen to you. We will **share and discuss with you** what is and isn't on the table.

Close the loop

We will seek to understand and act on what is important to you, **consumers** and the community. We'll provide you with clear feedback on how we have responded and why.



Who we will engage with

Transgrid's network spans NSW and the ACT and we play a central role in supporting the National Electricity Market (NEM). While our direct customers are primarily large-scale electricity users and generators, our engagement extends to all energy users we serve.

The list to the right shows the consumers and stakeholders we expect to engage with on RP4. Our approach to engagement with each segment will be tailored and meaningful to meet their unique needs and interest areas.

How we're acting on feedback

We have updated the structure of our advisory groups, in line with feedback received from consumer advocates and regulators.



The RP4 engagement will involve Transgrid bringing end consumers into the conversation on investments and decision making for the first time. This will be a new challenge for the business but an important step to ensuring the next regulatory period is reflective of the needs of all energy users.

End consumers and community

AER

CAG

CWG

Distribution Network Service Provider (DNSP) connected customers

Other large energy users, like data centres

Transgrid connected customers

Employees

Government

Other industry stakeholders

Security Holders



Amy Longmuir - Substation Technician Apprentice

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When we will engage

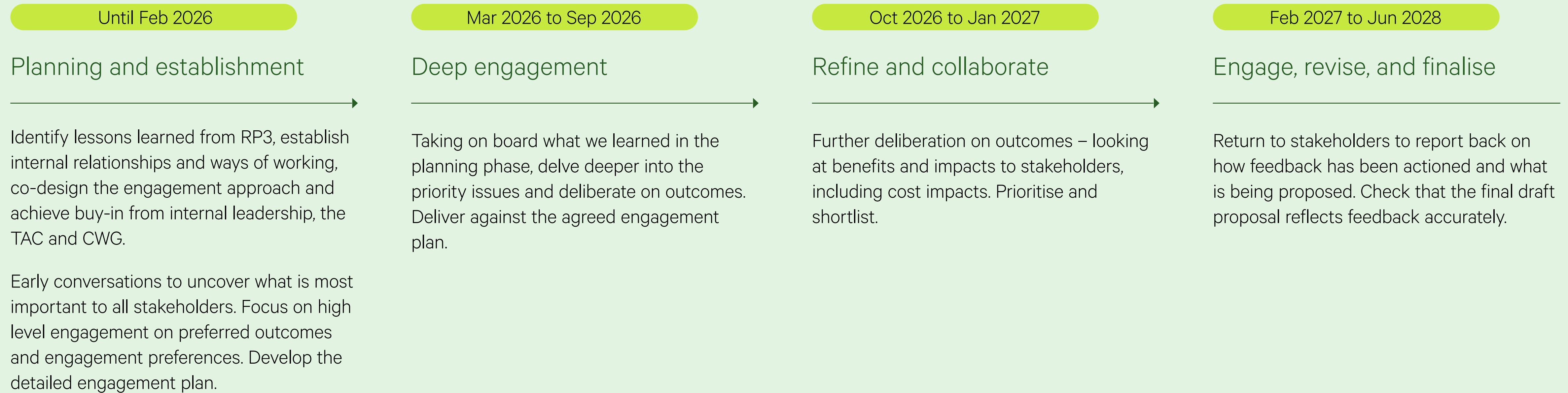
As we developed our plans for engagement, we considered best-practice guidelines, stakeholder and consumer feedback, and our own experience of what works well (and what doesn't!).

We have adopted a phased approach to engagement. The various phases have been designed to ensure adequate preparation and knowledge building of participants before we move into meaningful discussions designed to understand the trade-offs at hand and prioritise future investments.

Between each phase, Transgrid and the CWG will pause to evaluate the success of the previous phase and adjust the methodology as needed.

How we're acting on feedback

This timeline sees us start earlier and engage more with a wider range of stakeholders.



We will use a mix of fit-for-purpose activities and techniques that will achieve breadth and depth of engagement across our range of stakeholder segments.

1

Transgrid Consumer Panel

The Consumer Panel will be the marquee end user engagement opportunity for RP4.

Participants will meet several times to build their capacity to understand the complex regulatory world and then provide thoughtful and informed feedback.

The panel will be made up of up to 45 residential consumers recruited from across NSW. They will meet five times over seven months in a mix of online and in-person meetings.

The approach to the Consumer Panel is explained in more detail over the page.

2

CAG and CWG engagement

We will hold regular CAG meetings each quarter.

CAG members will be kept across RP4 activities and may be invited to join specific RP4 discussions throughout the program.

The new RP4 Consumer Working Group will be the primary forum for deep engagement with highly engaged consumer advocates. This group will meet 2-3 times per month where topics will be discussed in depth.

3

Broader customer and stakeholder engagement

We will ensure there are regular opportunities for stakeholders like Transgrid connected direct customers, data centres, DNSP connected small-medium business customers, and DNSP connected large business customers to have their say.

We expect this will include a mix of deep dives into specific topics, small group meetings, 1:1 engagement and engagement via peak bodies or industry associations.

An 'all in' workshop will be held to capture feedback from a wide variety of customers and stakeholders who need to be engaged at a higher level and across a wider array of RP4 issues and contexts.

4

Ongoing business-as-usual engagement

We will continue to utilise feedback we receive from other direct engagement and existing channels like social media, our website, newsletters and EDMs, events, stakeholder briefings, Transgrid Discovery Hub and ongoing research among the communities where we work to collate and leverage the insights we receive as part of "business-as-usual" engagement.

1. Transgrid Consumer Panel

We are establishing the Transgrid Consumer Panel to help inform the content of our 2028-2033 Revenue Proposal.

How we're acting on feedback

We collaborated on the high-level engagement approach with the TAC and refined it based on feedback from the CWG.



The panel will be made up of up to 45 residential consumers recruited from across NSW. Over the course of a series of in-person and online meetings, they will use deliberative processes to unpack issues related to RP4 and provide their feedback and advice.

We will start by building participants' understanding of the issues, before presenting a series of questions or trade-offs for feedback. Multiple sessions will allow for deep exploration of complex topics and to anchor participants in a 'future state'.

This approach has been tested and refined with the TAC and the newly established Consumer Working Group.

Figure 1: Transgrid Consumer Panel meeting schedule

	Meeting 1 Educate and ongoing capacity building	Meeting 2 Starting engagement on the Draft Plan	Meeting 3 Opportunity to pause and report back	Meeting 4 Scenario testing	Meeting 5 Closing the loop
Date	21 April - online	26 May - Regional NSW, online 30 May - Greater Sydney, in person	30 June - online	4 August - Regional NSW, online 8 August - Greater Sydney, in person	27 October - online
Meeting length	3 hours	4 hours	2 hours	4 hours	2 hours
What we will cover	The first meeting will focus on providing background information on the energy supply chain and the energy transition, Transgrid and its regulatory process and broad plans for the next period.	In the second meeting, we will start deeper engagement on a few RP4 focus areas, exploring core questions and trade-offs.	Coming together for a first feedback loop, we will report back to participants what we have heard so far. The next group of topics will also be introduced here, for further discussion in Meeting #4.	In meeting four, we will continue deeper engagement on the core RP4 questions and trade-offs.	Coming back together to critically review the draft plan and how inputs have been considered.



Xavier Robens -
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2. Consumer Advisory Group and Consumer Working Group



Consumer Advisory Group

Who is in it

Consumer representative bodies and independent consumer advocates including:

- Australian Industry Group
- Business Council of Australia
- Energy Users Association of Australia
- Ethnic Communities Council of NSW
- Justice & Equity Centre
- St Vincent de Paul Society
- Three independent consumer advocates

When they meet

Monthly

What they will discuss

This group is the primary advisory forum to Transgrid on strategic stakeholder issues. The group will have oversight of the RP4 process and the revenue proposal's development and will receive regular updates from the CWG.



Consumer Working Group

Who is in it

Consumer representative bodies and independent consumer advocates with an Independent Chair including:

- Energy Users Association of Australia
- Justice & Equity Centre
- St Vincent de Paul Society
- Three independent consumer advocates

When they meet

2-3 times per month

What they will discuss

RP4 specific issues and investments, and the RP4 engagement process.



3. Ongoing business-as-usual engagement



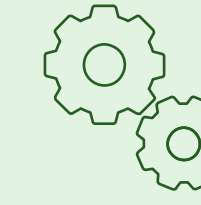
Community, First Nations and landowner engagement

- Community Consultative Groups
- Community Partnerships Program
- Transgrid Discovery Hub (Wagga Wagga)
- Engagement and participation with First Nations communities
- Stretch Reconciliation Action Plan
- Landholder and Community Better Practice and Engagement
- Land Access Code of Conduct



Government, regulators, and statutory bodies

- Formal regulatory processes
- Regular direct engagement
- Ongoing relationship building
- Participation in advisory groups, panels and working groups
- Briefings, tours, meetings and tailored stakeholder engagement
- Direct policy level engagement



Industry, business, networks and peak bodies

- Industry forums, events and advisory groups
- Thought leadership programs
- Participation in Energy Charter initiatives
- Policy consultation and major infrastructure planning
- Direct regular engagement



To help improve the way we engage, operate and communicate with our stakeholders, we conduct an annual reputation research study.

Ongoing communication program

Across our stakeholder segments, we use a range of communication methods including (but not limited to): website updates, social media, media (local, regional, metro and national), community and stakeholder newsletters, factsheets, video content, town halls, briefings, meetings and pop-up engagement stalls.

What we will engage on

RP4 engagement discussions will centre on a combination of the following key investment areas (our topics). In every engagement, consumers will guide the focus based on their priorities and preferences.

Topics	Description
Energy Reliability	Deliver transmission infrastructure to facilitate network expansion, demand growth and compliance as the core network evolves and coal-generation retires.
System Security	Deploy new power system technology and services to main the secure operating envelope of the grid without the operation of thermal generation.
System Operability	Build capabilities to plan, manage and operate a complex power system capable of 100% instantaneous renewable generation.
Network Asset Risk and Resilience	Manage and maintain the existing network balancing asset risk, cost, resilience and performance.
Cyber and Infrastructure Security	Manage cyber and security risk across our operations to prevent incidents impacting the network, operations and people.
Sustainability and Net Zero	Drive sustainable outcomes across all aspects of the network and manage long-term climate risk.
Technology Enablement	Enhance productivity of the future network and workforce through improved systems, data, robotics and automation.
Social License and Legacy	Build positive and lasting relationships with landholders and communities in building a sustainable energy future.
Field Operations and Logistics	Support the future field operations across a significantly changing geographical footprint and workforce.
Customer Experience	Support customer outcomes and experience for HV connections and outage management.



Amy Longmuir - Substation Technician Apprentice
 Christian Johane - Substations Technician
 Taylor Madden - Substations Technician



How to have your say

The engagement program and approach described in this document may evolve along the way. We encourage you to share with us any feedback or questions you have. You can provide feedback or stay up-to-date on the engagement and regulatory process [on our website](#)

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