

Utility Licence Annual Report 2020–21

Licence utility:	TransGrid
Utility service:	electricity transmission
Number of parts to report:	3

Reporting period: **1 July 2020 to 30 June 2021**

Submission date: **by 1 October 2021**

Submit completed report to: **icrc@act.gov.au**

Parts to report

Part A — Utilities Act

[A1 — Performance of network operations \(Division 7.3\)](#)

[A2 — General functions](#)

Part D — Utility licence conditions

[D1 — General conditions](#)

Providing data and information to the Commission

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

A1 — Performance of network operations (Division 7.3)

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 2020–21 reporting period unless specified otherwise.			
Damage etc. to be minimised (Section 108)			
A101	Number of complaints received about any inconvenience, detriment or damage to landholders' property resulting from network operations.	4	
A101(a)	Provide details of the type of complaints received and actions taken to address the complaints.	<p>Complaints regarding powerline TL3C at Holt completed in FY21 as part of the ACT Second Electricity Supply project. The line was energised in Oct 2021. Residents of Lionel Rose Street raised concerns about whether their back fences needed to be earthed and concerns about audible noise (buzzing) being emitted.</p> <p>Earthing of fences - Residents were informed that earth testing conducted in late 2020 testing established that their back fences which runs parallel to the transmission line would not require earthing.</p> <p>Noise emitted from powerlines - Residents were informed the line was operating as designed in relation to noise emissions. The amount of noise emitted associated with the transmission lines generally dependent on localised meteorological conditions. eg. humidity, wind</p> <p>The information above was provided via email and a fact sheet distributed to residents.</p>	
Notice to landholders to undertake network operations (Section 109)			
A102	Number of times the licensee failed to give the landholder at least seven days notice of a proposed network operation.	0	
A103	Number of complaints received about carrying out operations in urgent circumstances under section 109(5).	0	
A103(a)	Provide details of the type of complaints received and actions taken to address the complaints.	n/a	
Network operations affecting heritage significance (Section 110A)			
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 operation.	0	
A108	Number of complaints received related to carrying out network operations in urgent circumstances that may have affected a place or object registered, or nominated for provisional registration, where section 110A(2) was relied on to carry out the operations.	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.	0	
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.	2	

<p>A113(a) Provide details of the type of complaints received and actions taken to address the complaints.</p>	<p>One resident lodged two separate complaints regarding the easement under transmission line TL3C at Holt. This line was completed in FY21 as part of the ACT Second Electricity Supply project.</p> <p>For the first complaint, the resident raised a concern about weeds growing in the easement. For the second complaint, the resident wanted to know if trees were to be planted in the easement.</p> <p>The resident was informed that TransGrid only manages the vegetation to maintain safety clearances. Any additional vegetation management, including the removal of weeds or planting of trees, would be the responsibility of the landowner.</p> <p>The resident was informed that landscaping had been undertaken in consultation with the relevant landowners who owned land under the easement.</p>	<p>Landscaping for the project was undertaken in consultation with the ACT Government and landowners.</p>
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END OF A1

Part A — Utilities Act

A2 — General functions

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 2020–21 reporting period unless specified otherwise.</p>	<p>Please provide information that you feel is relevant to support us in our assessment such as reason/s for non-compliance and actions taken to rectify the non-compliance and minimise future occurrences.</p> <p>When applicable, please also provide an explanation or a reason/s for significant variances from the previous year.</p>
Authorised persons (Division 7.4)			
A201	Were all persons authorised under section 114 (Authorised Persons) issued 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 the TransGrid's compliance management system and responsibility allocated to the relevant manager	

END OF A2

Part D — Utility licence conditions

D1 — General 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. Data must relate only to the 2020–21 reporting period unless specified otherwise.	
Licensee to notify ICRC of any material breaches (Clause 8.2)			
D101	Number of material breaches of the licensee's licence or any applicable law, code of practice, directions and guidelines.	0	
D101(a)	Provide details of each material breach.	n/a	
D101(b)	Was the Commission notified of the breaches?	n/a	
Licensee to provide statement on any non-compliance (Clause 8.3)			
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	n/a	
D102(a)	Provide details of each material breach, including actions taken to rectify or minimise the effect of the non-compliance.	n/a	
D102(b)	Was the Commission notified of the breaches?	n/a	
Availability of Utility Licence Annual Report (Clause 8.5)			
D103	Was a summary of the 'Utility Licence Annual Report' (ULAR) for 2019-20 made publicly available by the licensee?	Yes	
D103(a)	Please provide the link to the ULAR summary.	https://www.transgrid.com.au/news-views/publications/Documents/Utilities%20License%20Annual%20Report%202019-20.pdf	
D103(b)	Please confirm that a summary of the 2020–21 ULAR will be published before 30 November this year	The ULAR will be published on the TransGrid website before the end of November.	
Operation and compliance audits (Clause 8.6)			

D104	When was the last time the licensee reviewed its data collection and reporting process?	<p>In June 2021 a post season review of bushfire season maintenance activities, including a review of associated data collection and reporting processes was completed.</p> <p>In April 2021 AMCL commenced an audit of TransGrid's vegetation and asset management activities relating to fire mitigation. The scope of the audit included an assessment of "Data completeness, accuracy and currency in supporting systems and databases".</p> <p>The audit was finalised in August 2021 with relevant findings to appear in next year's report.</p> <p>A review of data and reporting process for this report and the ACT Utilities Technical Regulation Utility License Annual Report has commenced with a procedure scheduled for approval in FY22.</p>
D105	How often does the licensee audits or review its data collection and reporting process?	<p>Each year TransGrid undertakes a post season review of bushfire season maintenance activities, including a review of associated data collection and reporting processes.</p> <p>Each year TransGrid undertakes an Asset Management System (AMS) audit as part of its Licence Condition requirement to maintain a certified AMS. Data collection and reporting processes are in the scope of such audits.</p> <p>In addition to post season reviews and management system audits, TransGrid has established a governance structure with defined roles and responsibilities for the oversight of its compliance related activities. The governance structure is aligned with the Three Lines of Defence operating model for risk and compliance management.</p> <p>These activities consist of a number of assurance activities undertaken to check the effectiveness of controls, processes, procedures and work practices associated with TransGrid's asset management and electrical network safety management systems.</p>

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 2020–21 which show it can continue to provide the services authorised in the licence.	<p>There is no significant change to TransGrid's financial capacity that would place TransGrid's capacity to meet licence obligations at risk.</p> <p>TransGrid's financial statements for the 2020/21 financial year have been externally audited and no issues were raised that materially impact TransGrid's financial capacity.</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 2020–21 ?	<p style="text-align: center;">Yes</p> <p>Note, this was less than 50%</p>
D107 (a)	If yes, please provide details.	<p>Effective 19 July 2020, The Trust Company (Australia) Limited (ACN 000 000 993) as trustee for Larson Asset Trust and Larson Operations Trust (associates of OMERS Infrastructure Australia Pty Limited) (OMERS) acquired a 19.99% of TransGrid from related bodies corporate of Wren House Infrastructure Management Limited. OMERS will join Spark Infrastructure, Utilities Trust of Australia, Caisse de dépôt et placement du Québec, and Tawreed Investments Limited, in the consortium owning TransGrid.</p> <p>Notification of a change in the ownership of TransGrid, pursuant to condition 10.5 of its Utility Services Licence, was sent to the ICRC 22 July 2020.</p>

Record keeping (Clause 14)		
Has the licensee kept or caused to be kept, comprehensive records in accordance with Commission's requirements under the Utilities Act?	Yes	TransGrid keeps a comprehensive record of maintenance and inspection records in its Ellipse system.
Compliance with operations trust deed poll (Schedule 2: Clause 1)		
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	Andrew McAlpine
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Postal address	PO Box 87 Horsley Park, NSW, 2175
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Email	andrew.mcalpine@transgrid.com.au

Contact officer

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

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