



Complaints and enquiries guidelines for community members

2024

People. Power. Possibilities.



For an interpreter, call 131 450 and ask the service to call Transgrid on 1800 222 537.
The interpreter will assist with translation.



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1. Overview

Transgrid plays a critical role in the planning, construction, operation and maintenance of electricity infrastructure across New South Wales, the Australian Capital Territory and other areas of the National Electricity Market. We operate across public and private land and within communities.

We strive to keep people informed and to meet the high expectations of community members. We understand that at times our work can raise questions, cause concern or impact land, people and communities.

We want to partner with you and your community to build a positive working relationship and create the best possible outcome. This is built around open and honest communication.

We want to hear from you, and we want your feedback. We also want to know if something has gone wrong. Everyone has the right to make a complaint, make an enquiry or provide feedback.

We have developed these guidelines to ensure that you can easily contact us, and to provide you with an outline of our complaints and enquiries policy and process. These guidelines ensure that all complaints and enquiries, as well as feedback and compliments, are responded to in a transparent, timely and helpful manner.

We are committed to using your feedback to improve the way we operate.

2. Our guiding principles and policy

We are guided by our Community Engagement Policy which sets out the values and approach that we bring to all our communication and engagement. These have been incorporated in this document.

At all times, Transgrid places the voices of the community and energy consumers at the centre of our decision making.

We recognise the vital role that landowners and the community have in the planning and delivery of our projects and network operations.

We seek to minimise the social impacts of our projects and operations. We will do this by engaging with all of our communities to understand what matters most, to build trust and longstanding positive legacies.

We strive to build positive and lasting relationships with our local communities and create long-term benefits to our customers, community and the environment as part of our commitment to building a sustainable future.

We achieve this by following our community engagement principles:

Clear purpose – we will let you know the purpose of our engagement with you and explain how you can be involved

Accessible and inclusive – we will engage with you as early as practicable and offer you different ways to engage with us, so there's a channel that's right for you

Accurate and timely – we will provide accurate information at each stage of project planning and works delivery so that you can contribute meaningful feedback and share your concerns and interests

Genuine – we will be open, honest and transparent with you. We will tell you what is and isn't on the table and the reasons why

Close the loop – we will seek to understand and act on what is important to you and your community and we will actively listen to you. We will let you know what we have heard and provide you with clear feedback on how we have responded and why

Share other options – we will let you know where you can go for additional information and independent advice to help resolve those issues specific to you.

3. What is a complaint?

Transgrid recognises the definition of a complaint as defined by the Australian Standard AS ISO 10002-2006 Customer Satisfaction - Guidelines as follows:

“A complaint is an expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.”

Examples of complaints may include:

- Damage to a paddock caused by a Transgrid vehicle, while completing maintenance activities
- Dissatisfaction around tree removal or trimming to maintain a safe clearance distance along a transmission line
- The impact of a preferred route on a property when planning a new transmission line
- Lack of notification or communication with landowners around works that may impact them.

4. What is an enquiry?

Transgrid defines an enquiry as:

An enquiry is defined as a customer/stakeholder interaction with Transgrid that requests information through nominated enquiry channels.

Examples of enquiries may include a landowner or community member seeking information about:

- The work activities involved when a Transgrid crew undertakes maintenance work on a transmission tower on someone’s property
- The types of activities a landowner can safely undertake on a Transgrid easement
- Whether plans for a new shed within an easement comply with Transgrid’s easement guidelines
- What bio-security measures our crews undertake to prevent the spread of pests and diseases between farms
- When Transgrid crews will be at a site to undertake an activity or returning to a site to complete an activity
- The process around landowner compensation for a new transmission line
- The planning and community consultation process around planning a new transmission line

5. Other enquires and issues

Situations in which a contact other than Transgrid is most appropriate include:

- **Emergency situations** – please contact the relevant emergency service
- **Power bills and retail energy supply issues** – please contact your electricity retailer
- **Personal matters relating to a Transgrid team member or contractor** – Transgrid is not able to involve itself in personal matters that do not relate to our work environments or our operations.

If you contact us and your complaint or enquiry would be better handled by a different organisation or individual, we will tell you why we are not able to respond and who you should contact instead.

6. How to make a complaint or enquiry

6.1. Operations and general complaints or enquiries

- **By phone** Our toll-free hotline is available 24x7 on 1800 222 537 or call one of our project-specific 1800 numbers, found on our website under each project.
- **Online** Email your enquiry or complaint to community@transgrid.com.au or visit our website and lodge a complaint at [transgrid.com.au/contact-us](https://www.transgrid.com.au/contact-us).
- **In writing** Address your enquiry or complaint to Engagement Manager Network Solutions and Operations, PO Box A1000, Sydney South NSW 1235, Australia.

6.2. Project-related complaints or enquiries

For a project related complaint or enquiry, you can contact the project's engagement team directly.

Details of specific projects are regularly updated on <https://www.transgrid.com.au/projects-innovation>

Our major projects have dedicated 1800 numbers and email addresses to directly receive enquiries and complaints which we have provided in the table below.

Project name	1800 number	Email address
Major Projects		
EnergyConnect	1800 490 666	pec@transgrid.com.au
HumeLink	1800 317 367	humelink@transgrid.com.au
VNI West	1800 222 537	VNIW@transgrid.com.au
Network Solutions		
All other non-major projects including 'Network Solutions', maintenance, and 'refurbishment' projects	1800 222 537	community@transgrid.com.au

7. The information we need from you

To ensure we can review and respond to your complaint or enquiry as quickly as possible, please provide:

- Your full name
- Contact details – preferably both phone and email
- The address or location related to the matter
- A clear explanation of your complaint or enquiry
- What you are seeking from Transgrid to resolve the matter
- Supporting materials if available e.g., photographs
- Information about prior interaction with Transgrid and the name of any staff members, if possible.

Please note: we will never seek payment, bank account details or personal information other than as it relates to your complaint or enquiry.

If you are in any doubt about a request you receive for personal information relating to a complaint or enquiry, please call 1800 222 537 and request that a member of the Transgrid Community Engagement team contact you.

8. What happens when you make a complaint?

1. Lodgement and initial assessment

Complaints are forwarded to the relevant Community Engagement team, logged in our system, reviewed, and assigned to the appropriate department to resolve and respond to you.

If your complaint has been resolved at the time you make it (e.g., a Transgrid contractor left a site untidy but returned to clean it up after you spoke to someone) the case will still be logged in our system.

2. Receipt and acknowledgement

If you lodge your complaint via our 1800 number or email and provide us with your contact details, you will receive an acknowledgement that your complaint has been received within two business days.

A Transgrid team member may contact you to clarify any details and explain the next steps to resolve your complaint.

As a general rule, Transgrid will respond via the same channel as the complaint is received unless advised otherwise.

Note: Our response time may be altered during the construction phase of a new transmission project as there may be specific timeframes for complaint handling as part of the project's planning approval.

3. Investigation and resolution

Transgrid seeks to resolve complaints and enquiries within **10 business days**.

Wherever possible, they are resolved during the first contact with a team member. If your matter cannot be resolved during the first contact, we may need to gather more information and assess the different ways we can resolve your complaint.

If resolution of a complaint is not possible within 10 business days, we will provide you with a timeframe and actions we plan to undertake to investigate the matter and the options available. For example, a landowner may report an issue which occurred several months ago, in this case we would investigate the history of the issue before looking to resolve the matter. Investigation may take added time to clearly understand what had occurred and what steps Transgrid or its contractors should carry out to resolve the matter.

We will update you throughout the resolution process and make sure you have a clear understanding of when you will next hear from us and the resolution we propose to address the issue.

Of course you can contact us anytime to request an update or to provide new information.

4. Resolution and closure

We try to reach an agreed resolution whenever we can.

You will be contacted once the complaint is resolved (for simple matters) or when we have a proposed resolution to discuss.

If you are not happy with the outcome you can ask for a review by a senior manager.

We will consider a complaint closed when:

- You confirm your satisfaction with the resolution; or
- You agree to the proposed actions which Transgrid has committed to undertake; or
- We have contacted you advising that we are unable to resolve the matter to your satisfaction and the reasons why this is the case.

9. What happens when you make an enquiry?

1. Lodgement

We will work to answer your enquiry during the first contact. If this is not possible, your enquiry will be passed to the relevant Community Engagement team so that it can be reviewed and investigated.

2. Receipt and acknowledgement

If you submit your enquiry via our 1800 number or email and provide us with your contact details, you will receive an acknowledgement that your enquiry has been received within two business days.

3. Investigation

We aim to answer all enquiries within 10 business days after issuing our acknowledgement that we have received your enquiry. If it is likely to take longer, we will tell you when we expect to be able to provide a response.

You will be provided with updates as your case progresses. We will ensure that you have a clear understanding of the process we are following to answer your enquiry. If you need to, you can contact us to request an update or to provide new information.

4. Response

An enquiry will be considered closed when we respond in detail to your query. If you are not satisfied with the information provided or have additional questions, please let us know and we will follow-up.

10. What to do if you are not satisfied with our response

If you are not happy with the process, answer or resolution we provide in response to your complaint, please let us know. We will make every reasonable attempt to understand your complaint or enquiry and to reach an agreed resolution.

You can request to have your complaint reviewed by a senior manager. We will review and respond to your request for the complaint to be escalated within five working days.

If you are still not satisfied with Transgrid's response, you have the right to take your complaint to the [Australian Energy Infrastructure Commissioner](#) (AEIC) and [The Energy & Water Ombudsman NSW](#) (EWON) or [The Energy & Water Ombudsman of Victoria \(EWOV\)](#). These agencies receive complaints from members of the community and present them to Transgrid for response.

In instances where we have received a complaint via the AEIC, EWON or EWOV, we will respond as quickly as possible and manage the matter in accordance with the AEIC, EWON or EWOV's respective complaints management processes.

Contact details

AEIC

As stated on the AEIC website: 'The Commissioner is an independent role appointed by the Australian Government, reporting to the Minister for Energy and Emissions Reduction. The Commissioner's role is to receive and refer complaints from concerned community residents about wind farms, large-scale solar, energy storage facilities and new major transmission projects as well as promote best practices for industry and government to adopt in regard to the planning and operation of these projects.'

While it is both our and the Commissioner's preference for complainants to resolve issues directly with us, concerned community members may wish to lodge a complaint to the Commissioner about a proposed major transmission project via:

Free call: 1800 656 395

Online: www.aeic.gov.au

Email: aeic@aeic.gov.au

Mail: Australian Energy Infrastructure Commissioner
PO Box 24434, Melbourne VIC 3001

EWON

All our customers based in NSW have the right to contact the Energy & Water Ombudsman NSW (EWON) at any time for independent advice and assistance. EWON receives, investigates and resolves customer complaints and disputes.

EWON's contact details:

Energy & Water Ombudsman NSW (EWON)

Free call: 1800 246 545

Free fax: 1800 812 291

Online: www.ewon.com.au

Email: complaints@ewon.com.au

Mail: Reply Paid 86550, Sydney South, NSW, 1234

EWOV

All our customers based in Victoria have the right to contact the Energy & Water Ombudsman NSW (EWOV) at any time for independent advice and assistance. EWOV receives, investigates and resolves customer complaints and disputes.

Phone: Free call: 1800 500 509 (8.30am – 5.00pm, Monday to Friday (except public holidays).
+61 3 8672 4410 (if calling from overseas)

Email: ewovinfo@ewov.com.au

Fax: 1800 500 549 (free fax)

Mail: Reply Paid 469, Melbourne, VIC, 8060

11. Feedback

We value your feedback and welcome you getting in touch with us to tell us how we have performed.

At times we might follow up our engagement with you with a request to complete a survey. We appreciate the responses we receive, as the feedback helps us to understand how we can improve.

12. Privacy

Any personal information collected about a complaint or an enquiry by Transgrid or our contractors is handled in accordance with the Privacy Act 1988 and [Transgrid's Privacy Policy](#).

13. Contact us

For questions or feedback about these guidelines or any other matter please contact our Community Engagement team:

Call 1800 222 537

Email community@transgrid.com.au

Visit transgrid.com.au/contact-us