

Humelink East Project Complaints Register															
Year	Month	Date	Time	Num	How	LGA	Topics Raised	Avoidable /	Summary	Responses and Investigation	SF Reference	Outstanding Actions	Status	Date Closed	
2024	November	Wednesday, 27 November 2024	12pm	1	Email	Yass Valley Council	Minor complaint - re: interactions with stakeholder	Avoidable	Received a complaint from stakeholder about some interactions leading up to an event involving cultural activities and before the event.	Email sent with contact details to stakeholder Investigation was undertaken Phone call made to stakeholder Further discussions	ACT-88390 - ACT -89127	None	Closed	09/12/2024	
2024	December	Friday, 6 December 2024	AM	1	Text Message	Yass Valley Council	Participation on the project	Unavoidable	Stakeholder sent a text to complain about how they felt they weren't included in the procurement process for the project. Advised they do not live on country anymore but felt they should still be able to be a representative working on the project.	Response: Phone call 6/12 at 3pm. emailed stakeholder - advised they could participate on the project will record complaint response sent - 9/12/2024 - expression of interest form was sent to stakeholder	Activity number ACT-89130	None	Closed	09/12/2024	
2025	January	Friday, 31 January 2025	AM	1	Phone call	Yass Valley Council	Property Management Plan meeting	Avoidable	Landowner called Transgrid complaining that the HumeLink East contractor rejected the request by the landowner for the Transgrid Landowner Access Officer to attend a meeting with the contractor and landowner to discuss the Property Management Plan	~ Landowner called Transgrid Landowner Access Officer on 31/1/2025 at 9:30am ~ Complaint recorded	Activity number: ACT-92451	None	Closed		
2025	February	Thursday, 6 February 2025	11:24am	1	Phone call	Cootamundra/Gundagai	Road being damaged by trucks	Unavoidable	HumeLink East Place Manager (and Interface Manager in a separate call)	HumeLink East Place Manager advised the council	Activity Number	None	Closed	02/06/2025	
2025	February	Wednesday, 12 February 2025	9.17am	1	Email	Yass Valley Council	Poor driving behaviour of a HumeLink East member of staff driving a Company vehicle.	Avoidable	The community member advised by email that they were tailgated by a HumeLink East branded vehicle in a school zone in Yass at the end of drop-off time on this day. The driver then turned in front of a learner driver at traffic lights where the learner had right of way.	A HumeLink East Place Manager has contacted the community member by phone. Confirmed that poor driving behaviour is not tolerated, and HumeLink East would raise this in the pre-starts and toolbox talks to occur prior to work this week. The General Superintendent for HumeLink East was also called and the incident reported to him so this can be raised in pre-starts and toolboxes and code of driving conducted reiterated. The community member was unsure of the vehicle's number. The community member was satisfied by the project's swift response and actions of the project. Incident raised in pre-starts and toolboxes and code of driving conducted reiterated. HumeLink East sought to identify the driver and vehicle through HumeLink East vehicle tracking software. However, the vehicle could not be identified as the time of event could not be determined exactly.	Activity Number ACT-94176	None	Closed	02/12/2025	
2025	March	Monday, 24 March 2025	1.06pm	1	Email	Upper Lachlan Shire	Gates left half open and latches	Avoidable	The Landowner emailed to advise the gates had been left half open and	The Humelink Place Manager has contacted the	Activity number	None	Closed	24/3/2025	
2025	March	Tuesday, 11 March 2025	10am	1	Email	Upper Lachlan Shire	HumeLink East supervisor and	Avoidable	Complaint came through Transgrid from the Australian Energy Infrastructure	This occurrence resulted from an inadvertent error	Activity number	None	Closed	04/01/2025	
2025	March	Tuesday, 25 March 2025	10.24am	1	Email	Yass Valley Council	Transgrid transmission	Unavoidable	The landowners have contacted EWON. Their claims about Transgrid	Transgrid has been engaging with the landowners since	Activity number	None	Closed	05/02/2025	
2025	April	Friday, 4 April 2025	12.22pm	1	Phone call	Sydney	Availability of RAP work on the project; concern around the allocation of work for the project; concern that they had not been selected to work on the project	Unavoidable	The complainant runs a business which responded to a tender to provide RAP services but has to date not been selected to do this work. HumeLink East has had an initial meeting with the sub-contractor that is engaged to coordinate those RAP businesses on the project. HumeLink East has returned the call of the complainant to advise it is investigating their concerns. The complainant was unhappy with this call.	HumeLink East is seeking further advice from the RAP sub-contractor regarding the tender response from this business. HumeLink East will review all information when provided so as to understand a better way to provide further transparency around RAP allocation processes. HumeLink East has committed to the complainant to contact them again on 07/04/2025 with an update on the investigation	Activity number - ACT-98910	None	Closed	04/07/2025	
2025	May	Friday, 23 May 2025	4.25pm	1	Letter	Snowy Valleys Council	Poor consultation and engagement with the Bryants. Request for reimbursement for legal costs.	Unavoidable	The complainant has been disappointed with the lack of engagement from the Project on any level of detail or impact to them. They have been away for extended periods of time over the last 18 months and are not aware of the impact of the project on them. Specifically, they highlighted: The only correspondence they have received has been legal in nature; the	2/6/25 - Transgrid has offered to reimburse legal costs and requested further information from the complainant. The complainant did not respond. 17/6/25 - Transgrid has emailed complainant again with offer to reimburse legal costs.	Activity number - ACT-103915	None	Closed	07/11/2025	
2025	June	Monday, 16 June 2025	2.59pm	1	Email	Yass Valley Council	Visual impact, economic impact,	Unavoidable	The complainant lives next door to a property which will have transmission	16/06/25 - The project has called and emailed the	Activity number -	None	Closed	07/08/2025	
2025	July	Thursday, 10 July 2025	12.36pm	1	Phone and Email	Cootamundra-Gundagai	HumeLink East representatives accessed the wrong property, without approval	Avoidable	The complainant's legal representative stated that there was unauthorised access to the complainant's property on 7 July 2025. The personnel had entered the property by vehicle and were asked to leave by a representative of the complainant. The personnel responded that they thought they were on a public road and had a right to be there. The complainant's representative then confirmed that the access tracks being driven on were private property, and no arrangements had been made to approve this access. The complainant is requesting further details to be provided upon investigation.	10/7/2025 - The HumeLink East delivery partner conducted an investigation into its GPS vehicle tracking system and found that no project vehicle travelled on that particular road on that day. 11/7/2025 - Transgrid investigated the movements of its vehicles and, checking GPS data, found that no project vehicles were in the area at the time noted by the complainant. Transgrid advised the complainant's legal representative and requested if more information about the vehicle could be provided, e.g. registration, make or colour. The legal representative said they would follow up with the complainant. 14/7/2025 - The legal representative has provided the registration number and other identifying features of the vehicle, which show it was a HumeLink East vehicle. The delivery partner is investigating. 17/07/2025 -The HumeLink East delivery partner has conducted a thorough investigation into its processes in response to new information. They have identified a gap in the onboarding process and are currently addressing it. Within the next month, the HumeLink East delivery partner will implement a revised education and training program focused on Land Access Protocols and Community Engagement across the entire project.	Activity number - ACT-110954	None	Closed	18/07/2025	
2025	July	Thursday, 10 July 2025	1.48pm	1	Email	Snowy Valleys	Landowner concerned about	Avoidable	During a visit to the complainant's property on 30 June, a heritage consultant	24/07/2025 - Transgrid offered an apology and said it	Activity number -	None	Closed	24/07/2025	
2025	July	Monday, 14 July 2025	5.00pm	1	Phone call	Yass Valley Council	Truck movements and possible	Unavoidable	A Yass Valley Council employee telephoned HumeLink East to report a	14/07/2025 - The HumeLink East delivery partner is	Activity number -	None	Closed	17/07/2025	
2025	July	Thursday, 24 July 2025	9.20pm	1	Phone call	Snowy Valleys	Truck movements and driver	Unavoidable	A community member telephoned HumeLink East to report driver behaviour	The HumeLink East delivery partner called the community	Activity number -	None	Closed	24/07/2025	
2025	August	Monday, 11 August 2025	9.17 am	1	Email	Cootamundra /	Truck movements and possible	Unavoidable	The HumeLink East delivery partner received an email from the	11/08/2025 - HumeLink East delivery partner is	Activity number -	None	Closed	12/08/2025	
2025	August	Tuesday, 19 August 2025	9.07 am	1	Email	Yass Valley Council	Landowner concerned that a	Avoidable	The HumeLink East delivery partner received an email from Transgrid	19/08/25 - The HumeLink East delivery partner phoned	Activity number -	11.09.25 - The HumeLink East	Closed	09/11/2025	
2025	August	Friday, 22 August 2025	1.56 pm	1	Email	Yass Valley Council	Lessee has raised a complaint	Avoidable	Transgrid received the complaint from the stakeholder and provided advice	The HumeLink East delivery partner called the landowner	Activity number -	HumeLink East to call	Closed	25/08/2025	
2025	August	Friday, 22 August 2025	9.58 am	1	Email	Yass Valley Council	Truck movements - possible	Avoidable	Transgrid received the complaint via the community inbox and forwarded to	The HumeLink East delivery partner, can confirm that	Activity number -	Email sent to stakeholder (as	Closed	22/08/2025	
2025	September	Wednesday, 10 September 2025	11.17am	1	Email	Yass Valley Council	Truck movements, road	Unavoidable	Transgrid received the complaint via the community inbox and forwarded to	The HumeLink delivery partner emailed the stakeholder to	Activity number -	10/09/25 - Email sent to	Closed	11/09/2025	
2025	September	Tuesday, 23 September 2025	3.11 pm	1	Phone call	Upper Lachlan Shire	Dust concerns and lack of timely	Avoidable	Stakeholder placed a call to Transgrid's call centre, who notified the	The HumeLink East delivery partner phoned the	Activity number -	23/09/2025 - Phone call to	Closed	01/10/2025	

2025	September	30/09/2025 (complaint sent) 8/10/2025 (complaint received)	12pm	1	Transgrid Website Enquiry Form	Goulburn Mulwaree Council	HumeLink vehicles taking up all-day public parking spots in Goulburn	Avoidable	Note: Due to a Transgrid website problem, this complaint did not come through until 8/10/2025. The community member raised concern about the number of identifiable project vehicles using more than 25 all-day parking spots around a public library and gallery (Church St, Goulburn). The HumeLink project office is located across the road from the public buildings. Taking up these parking spots impacts community members and workers	HumeLink project personnel with the delivery partner and with Transgrid have again been directed to not park in Church St, and to instead utilise a car park in Ellesmore St. This direction on parking will be re-issued every month, to remind staff and ensure any new personnel are also aware.	Activity Number ACT-122308	None	Closed	13/10/2025
2025	October	Tuesday, 21 October 2025	3.43 pm	1	Email	Goulburn Mulwaree	HumeLink vehicles parking	Unavoidable	A email was sent 21.10.25 to the HumeLink East delivery partner to private	The HumeLink East delivery partner met with Council and	Activity	Actions completed	Closed	29/10/2025
2025	November	Monday, 3 November 2025	9.41 pm	1	Email	Yass Valley Council	Truck movements, road	Unavoidable	Transgrid received the complaint via the community inbox and forwarded it	The HumeLink East delivery partner, can confirm that	Activity Number	Actions completed	Closed	04/11/2025
2025	December	Tuesday, 2 December 2025	4.46 pm	1	Phone call	Upper Lachlan Shire	Truck movements, driver	Unavoidable	Stakeholder advised that an unbranded truck and trailer which was heading	The HumeLink East delivery partner phoned the caller,	ACT-131911	Actions completed	Closed	03/12/2025
2025	December	Wednesday, 3 December 2025	8.43 am	1	Phone call	Upper Lachlan Shire	Truck movements, driver	Unavoidable	Stakeholder advised that ALL trucks that drive through Dalton are speeding	The HumeLink East delivery partner called the	ACT-131893	Actions completed	Closed	03/04/2025
2025	December	Wednesday, 3 December 2025	11.50 am	1	Phone call	Upper Lachlan Shire	Truck movements, driver behaviour	Avoidable	Stakeholder advised that truck drivers are behaving badly through the town of Dalton. The stakeholder advised that there is use of exhaust breaking from 6am and that trucks are not staying on their side of the road when using corners. Stakeholder advised that people are being driven off the road.	The HumeLink East delivery partner phoned the stakeholder advising that we take these incidents seriously and would provide this feedback to the project delivery team and have a reminder around driver behaviour sent to trucking companies to remind their employees around driver behaviours. The HumeLink East delivery partner will provide an email	ACT-131929	Actions completed	Closed	3/12/2025.
2025	December	Tuesday, 9 December 2025	2.49 pm	1	Phone call	Upper Lachlan Shire	Dust - caused by vehicle	Unavoidable	A stakeholder called to express concern that there are not enough water	The HumeLink East delivery partner called the	ACT-134701	Actions completed	Closed	19/12/2025.
2025	December	Wednesday, 10 December 2025	3.41 pm	1	Phone call	Upper Lachlan Shire	Heavy Vehicle speeding	Avoidable	Stakeholder advised that they witnessed a truck with the registration number YNG 4DK speeding. They advised they followed the vehicle to get the registration number as the stakeholders believed it to be speeding. They estimate that the speed was 120km/hr in a 100km/hr zone. The vehicle was heading towards Dalton on the Gunning Road.	The HumeLink East delivery partner has reviewed it GPS tracking of vehicles with no vehicles implicated. The HumeLink East delivery partner has provided the registration number to it sub-contractors and is awaiting their advice if the vehicle belongs to one of their drivers. Stakeholder was directed to HumeLink West in the first instance. The HumeLink East delivery partner received the information 10/12/2025 at 3.30pm. The HumeLink East delivery partner returned call at 4.09 pm.	ACT - 132942	Phone call made to stakeholder 10/12/2025.	Closed	10/12/2025.
2025	December	Wednesday, 10 December 2025	4.20pm	1	Phone call	Upper Lachlan Shire	Dangerous driving and visibility	Avoidable	Stakeholder called to advise of a near miss. They advised they were	The HumeLink East delivery partner is investigating this	ACT-133220	Actions completed	Closed	12/12/2025.
2025	December	Thursday, 11 December 2025	8.20am	1	Email	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder called to advise that the water truck ran eight minutes after two	The stakeholder has previously advised (in Sept)	ACT-134702	Actions completed	Closed	19/12/2025.
2025	December	Friday, 12 December 2025	8.49am	1	Phone call	Upper Lachlan Shire	Dust driver behaviour	Unavoidable	Stakeholder called to advise of bad driver behaviour over the last few days.	The HumeLink East delivery partner is investigating a	ACT-133177	Actions completed	Closed	15/12/2025.
2025	December	Friday, 12 December 2025	12.04pm	1	Phone call	Upper Lachlan Shire	Dust	Unavoidable	AGJV call - stakeholder advised that the road needed to be watered. That	The HumeLink East delivery partner is investigating a	ACT-133195,	Actions completed	Closed	12/12/2025.
2025	December	Friday, 12 December 2025	4.43pm	1	Email	Yass Valley Council	Alleged trespass	TBC	Transgrid received notification, via the landowner's lawyer, of an alleged	The HumeLink East delivery partner is investigating this.	ACT-135117	Actions completed	Closed	02/09/2026
2025	December	Wednesday, 17 December 2025	4.56pm	1	Email	Upper Lachlan Shire	Dust	Avoidable	Stakeholder emailed the HumeLink East delivery partner advised that the	The HumeLink East delivery partner is investigating a	ACT-133882	Actions completed	Closed	17/12/2025.
2025	January	Tuesday, 6 January 2026	10.31am	1	Phone call	Upper Lachlan Shire	Speed limits	Unavoidable	Stakeholder phoned the HumeLink East delivery partner to request speed	The HumeLink East delivery partner will investigate	ACT-138315	Actions completed	Closed	06/01/2025.
2026	January	Thursday, 8 January 2026	10.48am	1	Phone call	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder emailed the HumeLink East delivery partner and advised that project trucks are causing dust from the road to impact their home.	The HumeLink East delivery partner has been able to divert project vehicles from the section of road near the stakeholder's property. The stakeholder was happy with that outcome. The HumeLink East delivery partner will discuss with its subcontractors around slowing their speed to reduce dust on Link Road. If the section of road is again used by the project, the HumeLink East delivery partner will water the road, when dry, to minimise dust.	ACT-136899	Phone call made to stakeholder 08/01/2026.	Closed	08/01/2026.
2026	January	Friday, 16 January 2026	9.42am	1	Phone call	Snowy Valleys	Driving onto property	Avoidable	The HumeLink East delivery partner and the HumeLink West delivery	The HumeLink project delivery partners and there	TBC	Phone call	Closed	16/01/2026.
2026	January	Monday, 19 January 2026	8.15am	1	Phone call	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder emailed the HumeLink East delivery partner and advised that	Transgrid received notification, via the landowner's lawyer,	TBC	Email	Closed	21/01/2026
2026	January	Monday, 19 January 2026	1.03pm	1	Phone call	Upper Lachlan Shire	Vehicle movements - using	Avoidable	Stakeholder called to advise that the HumeLink East Delivery partner's	The HumeLink East delivery partner called the	ACT-135679	Community phone called	Closed	21/01/2026.
2026	January	Saturday, 20 February 2016	12.28pm	1	Phone call	Upper Lachlan Shire	Road work - causing dust	Unavoidable	Stakeholder phoned the HumeLink East delivery partner to raise concerns		ACT-137787	Phone call made to	Closed	21/01/2026.
2026	January	Wednesday, 21 January 2026	7.40 am	1	Phone call	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder called directly to a HumeLink East delivery partner's mobile to	The HumeLink East delivery partner advised stakeholder	ACT-136545	Phone call made	Closed	21/01/2026.
2026	January	Wednesday, 14 January 2026	12.17 pm	1	SMS	Upper Lachlan Shire	Dust -damage to driveway	Unavoidable	Stakeholder raised concerns regarding dust and the number of project	The HumeLink East delivery partner has responded to the	ACT-136899 -	Phone call, SMS, Email	Closed	23/01/2026
2026	January	Friday, 23 January 2026	11.45 am	1	Phone call	Upper Lachlan Shire	Gates being left open.	Avoidable	Landowner called Transgrid complaining that the HumeLink East contractor has continually left gates open.	HumeLink East delivery partner will undertake internal investigation to understand what has been happening and provide advice to landowner.	ACT-136876	Phone call	Closed	18/2/2026
2026	January	Friday, 23 January 2026	10.42 am	1	Phone call	Upper Lachlan Shire	Dust complaint	Unavoidable	Landowner in conversation with Transgrid regarding another matter raised their concerns regarding dust.	HumeLink East delivery partner will undertake internal investigation to understand what has been happening and provide advice to landowner. A polymer was placed on the road near the property to manage dust, which landowner had previously advised they were happy with.	ACT-136945 AC	Phone call	Closed	17/12/2025
2026	January	Tuesday, 27 January 2026	2.37 pm	1	Phone call	Upper Lachlan Shire	Road condition - in particular a cattle grid	Unavoidable	Stakeholder called Transgrid complaining about the condition of Hillcrest Road and in particular the condition of a cattle grid on behalf of his father who is a near neighbour to the project.	The HumeLink East delivery partner advised the stakeholder by voice mail that the cattle grid was on back order to be replaced. The HumeLink East delivery partner to follow up with	ACT-139750	Email and voice mail	Closed	20/02/2026.
2026	February	Tuesday, 3 February 2026	12:01pm	1	Face to Face - Goulburn Office	Upper Lachlan Shire	Noise complaint	Avoidable	Resident visited the Goulburn office to complain about constant noise at his property	Contacted landowner 5/2. HumeLink East delivery partner will do an internal investigation. Will provide information to the resident on how much longer the team will be working around the property and will provide them with information for the next lot of piling works in the area	ACT-138190 ACT-138296	Delivery Partner to speak to the landowner again on 6/2 to discuss further. Email sent 08/02/26.	Closed	08/02/2026.
2026	February	Friday, 6 February 2026	08:34am	1	Phone call	Yass Valley Council	Near-miss incident involving a project truck and a school bus.	Avoidable	LO called up advised trucks were operating during the school bus run on Black Range Road, and driving behaviour of some truck drivers	Advised LO that the Delivery Partner would report this to management and look at how, apart from toolbox talk, this can be managed. HLE will look into putting together a formal letter to the truck companies advising of 'no driving during the school pick up and school drop off' times	ACT-139050 ACT-138235 ACT-139146 ACT-139456	Mention in pre-start and toolbox Delivery Partner to create a formal letter to send out to the trucking companies to	Closed	18/02/2026

2026	February	Friday, 6 February 2026	10:44am	2	Text message	Yass Valley Council	Gates left open between paddocks and near miss on Burrinjuck road	Avoidable	The landholder reported that construction staff again left gates open between paddocks, resulting in livestock mixing for the second time this week. Some sheep had received animal health treatments while others had not, requiring the landholder to muster, separate, and re-treat the animals at additional cost and labour. They also noted two near-miss vehicle incidents at the Burrinjuck Road entrance involving project vehicles, and advised that	Raised the landholder's concerns with the project team regarding gates being left open on properties, and reinforced the requirement to ensure all gates are closed when works are occurring. Gate-management was included in this week's toolbox. The landholder also reported near-miss incidents at the Burrinjuck Road	ACT-138447 ACT-138792 ACT-138795	Raised in the 11 February toolbox that all gates must be closed when working on properties, and requested the team organise appropriate traffic signage for the	Closed	23/02/2026
2026	February	Thursday, 12 February 2026	10:29am	1	1800 number	Upper Lachlan Shire	Traffic and works hours	Avoidable	The landholder lives on Walshs Road, Dalton and reported repeated early-morning traffic and work-hour disturbances associated with project vehicles and workers arriving before the approved construction hours. They noted trucks travelling on Walshs Road from 6:00am, exceeding the 50km/h limit, braking heavily near their driveway, and passing through town limits prior to 7:00am. The landholder also reported multiple instances of HumeLink East vehicles entering their private driveway to turn around, including an incident at 5:53am on 12 February. These events have caused sleep disruption, concern for safety, and disturbance to animals. The	Requested information from the environmental team and will provide a response to the near neighbour on Friday, 13 February.	ACT-138796	Provided an email response on the 15th February	Closed	15/02/2026
2026	February	Thursday, 12 February 2026	12:00pm	1	Face to Face	Yass Valley Council	Driver Behaviour - truck Driving	Avoidable	The landowner phoned a Transgrid representative to raise their concern regarding driver behaviour on Black Range Road. They also noted truck driver behaviour as a concern. Transgrid provided this information to the HumeLink East delivery partner, who will investigate. The HumeLink East delivery partner is reviewing it options to place additional signage to reduce speeds on Black Range Road - this will be done through the S138 process. The HumeLink East delivery partner has increased the number water trucks	The HumeLink East delivery partner will contact the landowner to discuss their concerns.	ACT-138813	Response provided to complainant on ACT-138813 which addressed concerns raised in this complaint	Closed	15/02/2026
2026	February	Monday, 16 February 2026	1.20pm	1	Email	Yass Valley Council	Dust	Unavoidable	The stakeholder emailed Transgrid to advise their concerns regarding dust and the lack of water trucks and visibility on the road.	The HumeLink East delivery partner emailed the stakeholder to advise that there were water trucks currently in use. The HumeLink East delivery partner will review the information further to identify if there are additional options available and provide this advice to the stakeholder. The HumeLink East delivery partner has increased the volume of water trucks.	ACT-139155	Email to stakeholder	Closed	16/02/2026.
2026	February	Monday, 16 February 2026	1:37pm	1	Phone call	Yass Valley Council	Driver behaviour - trucks	Avoidable	Stakeholder spoke with Transgrid to advise they had issues with the HumeLink East delivery partner's trucks on Black Range Road. The stakeholder believed the trucks were speeding. The stakeholder also stated that the HumeLink East delivery partner had previously advised that they would restrict truck movements during school pick-up and drop off. Stakeholder advised that there was a lack of attention on the roads and dangerous driving with the HumeLink East trucks. Stakeholder advised they had also spoken to a member of the HumeLink East delivery partner's team who advised that the HumeLink East delivery partner was exploring options to improve identification on their vehicles. Stakeholder was not convinced	The HumeLink East delivery partner will keep school bus driver informed of actions to address the safety concerns, confirm there are restrictions on the road during school hours and that the trucks would be clearly identified and will investigate the comments regarding the light vehicles.	ACT-139183	Response provided to the complainant on 18th February	Closed	15/02/2026
2026	February	Friday, 20 February 2026	11.20 am	1	Face to Face	Yass Valley Council	Landowner does not want any project work occurring on her property whilst it is lambing season. She raised other matters but these were a little unclear. Later then refused to speak with the HumeLink East	Avoidable	Landowner called into the HumeLink project offices in Goulburn. Landowner was visibly upset and was asking to speak to Transgrid. Both a representative from HumeLink East and Transgrid tried to engage the landowner who refused to provide their details. The landowner advised they did not wish to speak to the delivery partner but wanted to speak to Transgrid. They said they had a person, who they had a name of, to speak with at Transgrid. The delivery partner tried on a number of occasions to	The HumeLink East delivery partner has identified the stakeholder who has called Transgrid. The delivery partner met with the landowner on 24th February and is continuing discussions	ACT-135751	A meeting was held with the landowner on the 24th February and all concerns were addressed. Landowner was supportive of the delivery partner undertaking the piling works. Matter to be reviewed	Closed	24/2/2026
2026	February	Friday, 20 February 2026	12pm	1	Phone call	Upper Lachlan Shire	Vibration monitor not installed. Access tracks not in agreed location	Avoidable	Landowner had requested vibration monitors and they had not been installed yet. The access track built did not match the map	Monitors had arrived and were installed that same day, Landowner found it and confirmed installation. Access track location was reviewed and found to match the surveyors markings, matching the map in the PMP	ACT-139754		Closed	03/09/2026
2026	February	Sunday, 22 February 2026	9.22am	1	Phone call	Snowy Valleys Council	Crews working out of approved hours	Avoidable	LO called to advise that crews were working out of approved hours on a Sunday. LO advised that his neighbours had been down to construction site and told crews they were not permitted to do works and the crew stopped works.	Call to superintendent who called crews to tell them to stand down immediately Email to superintendent and senior project engineer advising of incident Response from SPE advising there is an overarching OOH permit that extends project wide. Referred to Landowner and Community manager	ACT-139946 ACT-139935		Closed	23/02/25
2026	February	Monday, 23 February 2026	7.23am	1	Email	Snowy Valleys Council	Crews working out of approved hours	Avoidable	Email received about crews working out of approved hours on a Sunday. Email detailed how little trust there was in TG or AGJV as they had specifically asked for no Sunday works.	Email directed to Landowner and Community manager	ACT-139939		Closed	03/10/2026
2026	February	Tuesday, 24 February 2026	10.12am	1	1800 number	Yass Valley Council	Driver behaviour - trucks	Avoidable	The stakeholder called the HumeLink project regarding driver behaviour of gravel trucks on local road	HumeLink East delivery partner responded this morning to the complaint and spoke to the near neighbour advising they would speak to the truck companies	ACT-141528 ACT-140053	Formal letter to be sent to trucking companies - letter has been distributed to trucking companies 25 March 2026	Closed	25/02/2026
2026	February	Wednesday, 25 February 2026	4.30pm	1	Phone call	Snowy Valleys	Landowner believes that a tower location has changed, impacting the use of his dam by helicopters for firefighting	Unavoidable	Landowner stated that Transgrid has lied about the location of a tower on his property. He said that he was told that the tower would not impact the operations of helicopters wanting to access a nearby dam for firefighting activities. Construction has begun on his property for the tower pad and he believes this is in a different location to what he was promised. The landowner said that if this matter was not sorted out by Friday, 27/02/2026, he would lock the gates and deny access.	Transgrid will confirm a date to meet the landowner by 3/3/2026. 2/3/2026 - Transgrid has confirmed meeting time with landowner - 3pm, 6/3/2026. 3/3/2026 - Landowner called and requested change to meeting time - 2.30pm on 4/3/2026 agreed to. 4/3/2026 - Transgrid met with landowner and will continue discussions regarding access to his dam.	ACT-140405	None	Closed	04/03/2026

2026	February	Wednesday, 25 February 2026	2.39pm	1	Letter to DPHI Transgrid was cc'd	Cootamundra-Gundagai	Council has claimed that Transgrid and Delivery Partner have failed to comply with conditions of consent, specifically relating to traffic management, road use and community safety in the Adjungbilly area.	Unavoidable	Council has formally raised concerns about the HumeLink East project with DPHI, namely: - Complaints from residents about construction heavy vehicles speeding - Council staff and community members have observed project heavy vehicles travelling on roads that are not approved haulage routes - An incident involving a water tanker rolling over.	Transgrid and the Delivery Partner are investigating the incident that occurred on 16/02/2026 involving the rolled water tanker. The HumeLink East project expects its personnel and sub contractors to follow all road rules and to drive safely. HumeLink East is supporting a proposed speed limit decrease at Adjungbilly from 100km/h to 60km/h, which will need to be implemented by Transport for NSW. The Delivery Partner is working with Council to provide improved line marking and road safety signage in the area. Transgrid will provide a full response to any requests or questions from DPHI and will continue to work with Council to address their concerns.	ACT-140474	Whilst Transgrid awaits any request from DPHI, it will proactively organise a meeting with Council General Manager to run through the matters he has raised.	Closed	10/03/2026
2026	February	Thursday, 26 February 2026	1.56pm	1	1800 number	Snowy Valleys	Project vehicles taking all car parks near Tumut project office.	Avoidable	Community member advised that 13 project vehicles are using the parking in/near McAuley Catholic College, instead of parking in front of the project office or in assigned parking. This is impacting elderly community members who have to walk further than they should.	Delivery partner and Transgrid will investigate this matter.	ACT-140543	The Delivery Partner discussed with the community remember the car park issue and explained carpark locations and assured them that the issue of not using designated car parks will be raised at the next toolbox discussion. This was actioned. The Delivery Partner have since been in discussion with Tumut RSL Subbranch about the rent of some car spaces to reduce on street car parking. Further discussion scheduled for week commencing 9/3 with the RSL.	Closed	27/2/2026
2026	February	Friday, 27 February 2026	2:30pm	1	Phone call	Upper Lachlan Shire	Cows and calves separated in new fenced area.	Avoidable	Landowner called that he has found some cows and calves have been separated in a newly fenced area. He has rectified it but it was lucky he was in the area otherwise it could have been days before he saw it.	Spoke to senior supervisor to make him aware and take measures to ensure it does not occur again. Delivery Partner apologised for the situation and has spoken to the senior supervisor. He will take it up with the team on the ground.	ACT-140533	Actions complete.	Closed	27/02/2026
2026	February	Saturday, 28 February 2026	7.00am	1	Email to Place Manager	Snowy Valleys	Crew working OOH	Avoidable	Landowner emailed to advise that crew were working OOH	Called superintendent to follow up which crews and to advise them of approved hours. Sent LO email asking for details and that matter is being investigated. The Delivery Partner emailed and followed up with call. No acknowledgement from Near Neighbour.	ACT- 141941, AT-141296, AT-141297, ACT-148936	Actions complete.	Closed	03/10/2026
2026	March	Sunday, 1 March 2026	1.51pm	1	Email to Place Manager	Snowy Valleys	Crew working OOH	Avoidable	Landowner emailed to advise that crew were working OOH.	Called superintendent to follow up which crews and to advise them of approved hours. Sent LO email asking for details and that matter is being investigated. The Delivery Partner emailed and followed up with call. No acknowledgement from Near Neighbour.	ACT-141957, AT020, ACT-148939	Actions complete.	Closed	03/10/2026
2026	March	Monday, 2 March 2026	8.24am	1	Phone call	Yass Valley Council	Called regarding meeting not held	Avoidable	Landowner frustrated that planned meeting did not occur as expected	Advised landowner would make a call to the delivery partner administrator to find out what had happened. Called landowner back to advise we would like to organise another meeting apologised for the misunderstanding. Alternative meeting arranged with landowner. Issues have been resolved at this alternative meeting.	ACT-141795,	Actions complete.	Closed	02/03/2026
2026	March	Monday, 2 March 2026	8:19am	1	Webform	Wollondilly	HumeLink East Delivery Partner vehicle did not merge left when safe to do so, when driving on the Hume Hwy.	Avoidable	HumeLink East Delivery Partner vehicle was driving in In right hand lane on the Hume Hwy when it was safe to merge in to the left lane.	Driver of vehicle was identified by Delivery Partner and this issue has been escalated to their manager for discussion. Driver has been spoken to and Safety Improvement Notice issued. A voicemail has been left for the complainant.	ACT-140653	Actions complete.	Closed	02/03/2026
2026	March	Monday, 2 March 2026	12.30pm	1	Phone call	Snowy Valleys	Delivery Partner keeps leaving the landowner's gates open.	Avoidable	Landowner has recorded seven occasions when the project team has left gates open on his property. This is impacting the movement of his cattle and has cost him time.	Transgrid Land Access Delivery Manager has spoken with the landowner and assured him they will follow up with the Delivery Partner and sort out how to prevent it occurring in the future. The Delivery Partner met with the Landowner on 5/03/2026. Discussed issues regarding access tracks, gates and gravel on access track. Access track change was agreed to in PMP. Meeting again on w/c 16th March to close out issues with Landowner.	ACT-140996	Actions complete.	Closed	03/12/2026
2026	March	Friday, 6 March 2026	8.27am	1	Email	Snowy Valleys	Alleged breach of Water Supply Agreement.	Avoidable	Complaint from Council that the Delivery partner have been using large articulated water tankers from the fill station on Elm Drive, Tumut, and then continuing on Elm Drive to exit onto East Street and/or Broughton Street instead of turning around at the fill station and going back onto Fitzroy Street (Snowy Mountains Highway). These traffic movements are a public safety concern to Council's Local Traffic Forum (Previously known as the Local Traffic Committee). These traffic movements are also a breach the executed Water Supply Agreement.	Delivery partner is in discussion with Council and investigating the complaint. The Delivery Partner's Interface Manager has responded to council and the issue is now closed	ACT-142159	Actions complete.	Closed	03/09/2026

2026	March	Friday, 6 March 2026	1.00pm	1	Phone call	Snowy Valleys	Gates left open; privacy concerns	Avoidable	The landowner's representative contacted Transgrid and complained that gates were left open on 27/2/2026 and the a member of the delivery partner project team was informed however gates have been left open again since then. This has the potential to cause costly issues with livestock. The representative has also claimed a member of the delivery partner project team is discussing matters about the landowner with members of the public.	Transgrid passed this complaint onto the delivery partner on 6/3/2026, requesting an investigation. The Delivery Partner met with the Landowner and discussed issues raised by representative. All access to the property has been reinstated and the matter is now closed.	ACT-141929, ACT-141938, ACT-141985	Actions complete.	Closed	03/09/2026
2026	March	Thursday, 5 March 2026	7:58am	1	Phone call	Upper Lachlan Valley	Gates left open	Avoidable	Landowner was frustrated that the Delivery partner's construction team had not adequately secured the property gate with a locked padlock.	Apologised to the landowner. Delivery partner reiterated expectations on gate management with construction team to prevent further reoccurrences.	ACT - 141 563	Actions complete.	Closed	03/06/2026
2026	March	Tuesday, 3 March 2026	1.08pm	1	Email from Council to Interface Manager	Snowy Valleys	Insufficient dust suppression	Avoidable	Insufficient dust suppression on 27 February and inability to make contact through HumeLink info line	PM has spoken with Resident on 11/3 at 12pm. Resident raised concerns regarding dust impacts from increased truck movements along Wee Jasper Road, including dust drifting onto their home and water tank and affecting their ability to keep windows open or hang washing outside. Concerns also noted regarding ongoing road maintenance and road base used by Snowy Valleys Council. Mitigation measures discussed included increasing water truck frequency between properties 1415-1517 Wee Jasper Rd, improving coordination between truck movements and dust suppression, investigating alternative suppression methods (e.g. polymers/salts), and limiting truck speeds to under 20 km/h past impacted homes. Matter to be discussed with civil works team to identify potential solutions to reduce dust impacts. Delivery partner to discuss with complainant and provide further information on the dust mitigation approach. Polymer was used on road for dust mitigation solution.	ACT - 142832 ACT-143446	Actions complete.	Closed	26/3/26
2026	March	Monday, 9 March 2026	11:44am	1	1800 number	Yass Valley Council	Trucks speeding and insufficient dust mitigation	Avoidable	The complainant was frustrated that dump trucks are using a recently graded council road at excessive speeds, causing dust and damaging the surface. They are concerned that the road's condition is rapidly deteriorating despite the recent maintenance work.	The delivery partner team will speak to the construction team and raise the concerns raised. A further update to be provided to the complainant. Delivery partner sent an email with close out on the issues raised.	ACT-141872	Actions complete.	Closed	03/10/2026
2026	March	Tuesday, 10 March 2026	9:59am	1	Phone call	Upper Lachlan Shire Council	Open heritage pits	Avoidable	Almost drove into an open heritage pit that was not clearly marked off	Heritage left the pits as construction was due to start. Delayed construction meant pits were left too long. Pits to be re-taped ASAP and backfilled quickly	ACT-141895	Actions complete.	Closed	03/11/2026
2026	March	Wednesday, 11 March 2026	4.15pm	1	Email from Council to Interface Manager	Cootamundra-Gundagai	Complaint received regarding a tracked machine causing damage to the surface of Bundarbo Road within the Cootamundra-Gundagai LGA.	Avoidable	Council has reported a tracked machine has caused surface damage to a causeway on Bundarbo Road and continued along a nearby track. Under Roads Regulation 2018 S10(2), such vehicles require Council approval. Council is investigating and intends to issue a penalty notice. They've requested any information on Humelink plant operating in the area.	AGJV Spoke with the complainant regarding the infringement notice. Council has agreed not to pursue the fine provided we either repair the road or fund Council to complete the repairs. We acknowledged responsibility for any damage caused. Opportunity to undertake minor maintenance to the causeway during repairs to improve access for longer vehicles.	ACT - 142838	Delivery Partner is scheduled to meet with Council next week.	Closed	11/03/2026
2026	March	Wednesday, 11 March 2026	12:56pm	1	TG called LO for a check in	Upper Lachlan shire	Dust and vehicle movements	Avoidable	Landowner has concerns about the number of vehicle movements and dust. There may have also been potential trespass. Details of the vehicle/person to be provided	Follow up call to discuss more mitigation measures, will speak with team and respond to Landowner. Landowner has been advised that civil works have been completed with reduced vehicle movement. Landowner will be updated once delivery dates and further work is scheduled. No HLE vehicle was tracked to his property. Landowner has no further details on who was at the property. This was not a AGJV vehicle on the property	ACT-142057	Actions complete.	Closed	23/3/2026
2026	March	Friday, 13 March 2026	4.28pm	1	Email from Council to Interface Manager	Yass Valley Council	Driver behaviour of HumeLink East trucks	Avoidable	Escalation by Council of In person and phone complaints to Council staff by stakeholders that Humelink trucks along Coolalie and Bango Roads are going too fast and causing a lot of dust, making it hazardous.	Acknowledged receipt of complaint from council. Under investigation by Delivery Partner. - Response sent to council from Interface Manager (AGJV)	ACT-143286	Actions complete	Closed	24/3/2026
2026	March	Monday, 16 March 2026	3:33pm	1	Phone call	Upper Lachlan Shire Council	Dust from local road use	Avoidable	Landowner concerned that many trucks were using the road, causing dust to rise. The Landowner requested that more water carts were in operation to mitigate dust on the roads.	Left voicemail for the landowner to confirm road use and suppression methods. Discussion with landowner to explain reduced truck use and therefore reduced water spraying. Unhappy with response, requesting manager. Manager explained the dust suppression requirements on the project and as work ramps up again, the water cart will be used once again. Landowner in agreement	ACT-142737	Actions complete	Closed	30/03/2026
2026	March	Monday, 9 March 2026	8:12am	1	Phone call		Driver behaviour	Avoidable	Caller was travelling on m31 from Sydney to Bowral region. Company ute (registration HLE656) - driver was eating behind the wheel and was all over the road as if he was intoxicated. Very dangerous driving - swerving. Wanting to let company know.	Caller was called and their complaint was acknowledge and advised that this was under investigation with our construction manager. Construction manager was advised of the complaint and will be talking to the driver about their driving behaviour.	ACT-141827	No outstanding actions	Closed	03/09/2026
2026	March	Tuesday, 10 March 2026	4:31pm	1	Email	Upper Lachlan Shire Council	Vehicle movements	Avoidable	Complaint was emailed through to Transgrid about truck movements down Fairy Hole Road and the lack of communications about truck and vehicle movements.	Acknowledgement was given to complainant and information was provided via email with OOH's works notice.	ACT-142302	No outstanding actions	Closed	03/12/2026
2026	March	Tuesday, 17 March 2026	11:19am	1	Phone call	Upper Lachlan Shire Council	Project timeline	Unavoidable	Complainant called Place manager regarding complaint previously raised about trucks on prices lane.	Place manager organised with complainant to have updates sent to their email and complainant was satisfied with this response.	ACT-142627	No outstanding actions	Closed	17/03/2026
2026	March	Thursday, 19 March 2026	10:30am	1	During meeting with Transgrid	Upper Lachlan Shire Council	Driving behaviour	Avoidable	During meeting with Transgrid a complaint was made about the concerns of trucks and light vehicles speed.	Acknowledged complaint. Driver safety information included in toolbox. Internal driver safety campaign rolled out across project.	ACT-142998	No outstanding actions	Closed	26/3/2026

2026	March	Friday, 20 March 2026	4:38pm	1	Text message	Upper Lachlin Shire	Gates left open	Avoidable	A landowner has sent pictures of 3 sets of gates left open on property	Acknowledged complaint - Delivery Partner discussed again in pre-starts and toolbox. Raised complaint straight away to the superintendent. Responded to stakeholder.	ACT-145140	All actions complete.	Closed	23/3/2026
2026	March	Friday, 20 March 2026	10:22am	1	email	Upper Lachlan Shire	Gates left open	Avoidable	Landowner emailed to advise the gates were left open over a few days	Acknowledged complaint - Internal investigation complete. Reminders for protocols working on LO properties presented in toolbox and weekly all project meeting	ACT-145141	All actions complete.	Closed	23/3/2026
2026	March	Monday, 23 March 2026	9:38am	1	email	Goulburn Mulwaree Council	Behaviour of employee	Avoidable	The stakeholder has raised concerns about communication delays and short-notice scheduling changes affecting RAP workers. They also raised concerns about communication difficulties with a member of the Delivery Partner's team, including delays in returned calls and challenges obtaining timely information about work scheduling and archaeological activities	Acknowledged complaint. Investigating issues raised with intent to respond to the landowner. Responded to stakeholder. Acknowledged the concerns raised, addressed each issue, and outlined the steps we are taking to improve communication, coordination, and cultural safety moving forward.	ACT-143276	All actions complete.	Closed	27/03/2026
2026	March	Monday, 23 March 2026	11.00am	1	Phone Call to TG	Snowy Valleys	Environmental Concerns	Unavoidable	Stakeholder raised concerns and shared images of what they perceived to be run off from a tower pad / access tracks into his Dam	Complaint re: sediment in dam after 20th March rainfall event. Investigation found no link to project works; tracks stable and controls in place. Material consistent with natural runoff following heavy rain (30-50mm). Outcome: Complaint closed. Information shared with TG.	ACT-143150	Review complete. All actions complete.	Closed	24/3/2026
2026	March	Tuesday, 24 March 2026	12.30pm	1	Phone Call to LO	Snowy Valleys	Gadara Lane road condition, dust, damage to cattle grid, concerns for local resident being impacted by dust	Avoidable	Stakeholder - Concerns raised re: cattle grid damage, road condition and dust impacts from truck movements; suppression measures considered ineffective.	Delivery partner investigated damage to cattle grid. Delivery partner applied polymer dust suppression. Delivery Partner raised at next Council meeting. Close the loop email sent to Stakeholder. Follow-up email sent to LO.	ACT-143316	Actions complete.	Closed	04/10/2026
2026	March	Tuesday, 24 March 2026	9:50am	1	call to council	Yass Valley Council	Driver behaviour on Coolalie Road	Avoidable	Truck driver behaviour on Coolalie Road.	Request to call stakeholder from Council - called stakeholder advised of measures the project is putting into place to manage driver behaviour.	ACT-143323	All actions complete.	Closed	24/3/2026
2026	March	Wednesday, March 25, 2026	6:54pm	1	email	Goulburn Mulwaree Council	Uncovered holes drilled in the tower pad has been accessed by cattle, resulting in the bull being injured	Avoidable	Landowner raised concerns that uncovered holes drilled in the tower pad has been accessed by cattle, resulting in the bull being injured.	Acknowledge complaint and investigation underway. Agreement reached with LO for payment.	ACT-145139	All actions complete.	Closed	04/01/2026
2026	March	Friday, 27 March 2026	2:39pm	1	Email	Upper Lachlan Shire	Tower location	Unavoidable	Filing formal complaint about the tower locations and lack of flexibility in moving them.	Acknowledged. Complaint discussed with AGJV and TG. Meeting held with LO to discuss design. Agreement reached at a meeting with LO on various item locations and changes to an access track	ACT-143695	All actions complete.	Closed	
2026	March	Monday, 30 March 2026	1:59pm	1	phone call	Yass Valley Council	Trucks entering and exiting worksite on Burrinjuck Road, signage, speeding, traffic control.	Avoidable	The landowner has requested traffic control be considered at the entry and exit points of the worksites, as trucks are required to cross the road in an already narrow section. The landowner noted current signage appears too small. Raised concerns about some truck drivers reportedly speeding and travelling on the middle of Burrinjuck Road.	Delivery partner acknowledged complaint and would investigate. Put in place further mitigation measures including traffic control. Installation of additional advanced signed before Easter 2026.	ACT-143850	All actions complete.	Closed	30/3/2026
2026	March	Tuesday, 24 March 2026	11:33am	1	Email	Goulburn Mulwaree Council	Driver behaviour	Avoidable	Community member witnessed poor driver behaviour.	Acknowledged complaint. Drivers manager made aware.	ACT-143930	All actions complete.	Closed	31/03/2026
2026	March	Tuesday, 31 March, 2026	7:12pm	1	Phone call to TG	Goulburn Mulwaree Council	Driver behaviour	Avoidable	Community member witnessed poor driver behaviour. Unsure if it was a HLE vehicle but van was travelling near other branded HLE light vehicles.	Acknowledged complaint and investigation complete. Vehicle was a project vehicle. Drivers manager made aware.	ACT-144243	All actions complete.	Closed	04/01/2026
2026	April	Wednesday, 1 April, 2026	08:17am	1	Phone call	Goulburn Mulwaree Council	Driver behaviour	Avoidable	Caller was on Taralga Rd Taralga, approx. intersecting with Holloways Rd, this morning at 6.20, and it was very foggy. A Humelink East Toyota Hilux ute overtook caller and other cars, with very low visibility. HumeLink branding on vehicle.	01/04/2026 08:17am no call back required. Internal investigation undertaken. Driver has been spoken to and was issued a Safety Improvement Notice. Complaint closed.	ACT-144081	All actions complete.	Closed	04/01/2026
2026	April	Wednesday, 1 April 2026	9:42am	1	Email	Upper Lachlan Shire Council	Illegal use of council water	Avoidable	A subcontractor was observed taking council water from a hydrant without authorisation.	Subcontractor sent notice to undertake an investigation and provide written confirmation of outcome. Toolbox was undertaken with all workers and subcontractors to ensure they understand their obligations to follow the rules in accessing water from approved sources only.	ACT-145623	Complaint closed. All actions complete.	Closed	13/04/2026
2026	April	Wednesday, 1 April, 2026	3:19pm	1	Phone call	Yass Valley Council	Driver behaviour	Avoidable	HLE light vehicle went across the railway crossing when the train was 200 metres away. Train driver enacted near miss safety protocol. Train was 200 metres past crossing when it came to a stop. ARTC and Police notified.	Acknowledged complaint and investigation complete. Vehicle was a HLE project vehicle. Matter raised with safety and HR. Information received from driver and car tracking system indicated train stationary when vehicle arrived at crossing. No further action. Complaint closed.	ACT-144720	Complaint closed. All actions complete.	Closed	04/01/2026
2026	April	Thursday, 9 April 2026	2:59pm	1	Phone call	Upper Lachlan Shire Council	Unauthorised property access	Avoidable	Landowner observed a HLE person on the property when nothing had been arranged.	Apologised and investigation revealed misunderstanding in access to property with project team. Callback to landowner to explain situation and apologise. Landowner understood why the misunderstanding occurred and accepts. Internal team re-briefed on property access process.	ACT-145301	Complaint closed. No further action.	Closed	04/10/2026

2026	April	Friday, April 10, 2026	9:45am	1	Face to face	Cootamundra / Gundagai	Failed cattle grid.	Unavoidable	LO reported dis-satisfaction with the traffic loading and resulting damage / failure of the Cattle Grid #8 on Bundarbo Road just short of HLE Access Point AP-T320.	TG passed complaint to AGJV on 10/4/26. AGJV acknowledged the complaint with the LO / Near Neighbour. AGJV Team will replace cattlegrid, working with Cootamundra / Gundagai Council to seek approval to change out cattle grid at it is a council asset on a council road.	ACT-145365	Complaint closed. Project team planning replacement of cattlegrid. Preparing a CA for the works.	Closed	13/4/2026
2026	April	Tuesday, 14 April 2026	7.45am	1	Phone Call	Snowy Valleys Council	Brake and Winch Pad	Avoidable	LO upset that part of his recently sown land was being excavated for a brake and winch pad, stating he had not been informed of this use of his property. He advised he may deny access and is seeking compensation.	AGJV has acknowledged the complaint with the LO. AGJV escalated the issue of compensation to TG. Access to property reinstated, with work to the B&W site being resumed.	ACT-145658	Complaint closed. Joint meeting with TG and AGJV to be held with LO.	Closed	14/4/2026
2026	April	Friday, April 17, 2026	8:41am	1	Phone call in	Snowy Valleys Council	Location of access track and removal of trees	Avoidable	LO is upset on the location of the access track and believes he has not been consulted enough.	Access track location and past consultation being investigated. Meeting scheduled to discuss and confirm access track location 7 May. Access track changed to within easement, issue resolved	ACT-146167	Complaint closed.	Closed	17/4/26
2026	April	Tuesday, 21 April 2026	2:38pm	1	Email	Yass Valley Council	Dissatisfaction with the project	Unavoidable	Complainant expresses concern and frustration about the impact of the HumeLink Transmission Line on rural landholders noting the project disrupts productive farmland, livelihoods, and the strong connection farmers have to their land.	AGJV discussed course of action with TG and TG advised they will draft a response and respond to complainant. TG provided email response to complainant.	ACT-146597	Complaint closed. No outstanding actions.	Closed	23/4/2026
2026	April	Friday, 24 April 2026	8.40am	1	Phone call in	Snowy Valleys Council	B&W compensation	Avoidable	LO upset due to ongoing discussions about additional compensation for a brake and winch site on his property. LO advised AGJV representative that TG told him 'he would not be compensated for break and winch'. LO has asked for construction team to leave his property and locked the gate.	AGJV acknowledged complaint and removed all construction personnel from site as requested by LO. Discussions ongoing between TG and LO to resolve remuneration issue. LO has provided access to recommence construction activities.	ACT-146996	Complaint closed.	Closed	29/04/2026
2026	April	Wednesday, April 29 2026	8.53am	1	Phone Call in	Snowy Valleys Council	Concern regarding static speed reduction signage on Snowy Mountains Highway.	Unavoidable	Concern regarding static speed reduction signage on Snowy Mountains Highway. Complainant requested the signage be covered or removed outside construction hours. Query why VMS is not used instead for time-based speed control. Comparison raised with VMS use on Ellerslie Rd and Adelong Road. Seeking consistency in traffic management approach.	AGJV acknowledged complaint and provided response to complainant referencing State Road requirements in TTMP.	ACT-147486	Complaint closed. No further action.	Closed	30/04/2026
2026	April	Thursday, 30 April 2026	9:59am	1	Email via MP (forwarded from Transgrid)	Upper Lachlan Shire	Road condition of Bannaby Road	Avoidable	Complainant contacted MP Wendy Tuckerman about the road conditions of Bannaby Road and increased number of pot holes.	Transgrid passed complaint to AGJV on 30/4/26. Agreement with ULSC explained and including road repairs. Vehicle damage also sits with council as they look after the maintenance of roads.	ACT-147655	Complaint closed.	Closed	01/05/2026
2026	May	Friday, 1 May 2026	10:46am	1	Email in	Upper Lachlan Shire	Complaint regarding health issues from dust.	Unavoidable	Landowner emailed complaint about the level of dust around property which has caused alleged health issues.	Place manager spoke to the area Superintendent. Visual monitoring of the area undertaken and additional watercarts were used during works. Earthworks in this area are now complete. Email acknowledgment sent to landowner.	ACT-148887	No further action.	Closed	05/04/2026
2026	May	Saturday, 2 May 2026	10.41am	1	Email	Upper Lachlan Shire	Lack of transparency on final routes and tower placement; proximity of works to residential properties; dangerous driving behaviour; and road damage.	Avoidable	Complainant has requested that Transgrid provide information and a response pertaining to property-specific mapping showing; traffic management controls; independent road condition assessment and repairs; and engage in direct consultation with affected landholders.	Transgrid responded to the complainant on 8 May, providing: tower locations and route alignment; the noise and vibration management fact sheet; information about driver safety management; information about road assessments and the road maintenance agreement with Council; and a rundown of community engagement	ACT-148770	No further action.	Closed	08/05/2026
2026	May	Sunday, 3 May 2026	4:01pm	1	Email	Upper Lachlan Shire	Gates not being closed.	Avoidable	Gates were left open from worker accessing property on Sunday.	Gates were left open during delivery. Teams reminded to shut gates even if they will be quick.	ACT-148246	Complaint closed. No further action.	Closed	05/04/2026
2026	May	Wednesday, May 6, 2026	3:00pm	1	Phone call in	Yass Valley Council	Dissatisfaction with construction on his property.	Avoidable	LO is frustrated with condition of access tracks, gates being left open, lack of ramps and delayed washdown construction.	Issues raised in complaint being investigated by project team. Further investigation underway. Meeting held onsite with LO to resolve issue. Issues resolved	ACT-148585	Complaint closed. No further action.	Closed	05/07/2026
2026	May	Wednesday, May 13, 2026	11:20am	1	In Person	Cootamundra / Gundagai	Road Safety, driver behaviour.	Avoidable	Complainant angry at project team leaving flashing lights/beacon on while driving roads outside of project boundary. Complainant approached project team member, told them light was still on and was unsatisfied with their response. Complainant followed project vehicle and kicked spotlights on the light vehicle.	Complaint acknowledged. Incident under investigation. Additional signage being prepared for exit points of camp and access points, reminder in next tool box, email to all staff regarding beacons being left on and general road safety.	ACT-149311	Complaint closed.	Closed	13/5/2026
2026	May	Friday, 15 May 2026	1:34pm	1	Phone in	Upper Lachlan Shire	Driver behaviour.	Not project related	Vehicle was reportedly driving erratically and dangerously in poor road conditions on Brayton Road at the Tarlo River Causeway. Company logo and details of the vehicle were not recorded due to the circumstances and complainant unsure if it was a HLE vehicle.	Complaint acknowledged. Investigation undertaken. No project vehicle in vicinity within a 1.5 hour window either side of time provided by the complainant. Internal driver safety campaign continuing.	ACT-149498	Complaint closed. No further action.	Closed	15/05/2026
2026	May	Wednesday, May 20, 2026	2:33pm	1	Phone call in	Upper Lachlan Shire	Driver behaviour.	Not project related	Unbranded vehicle reportedly driven by HLE employee was observed overtaking a truck on blind corner.	Complaint acknowledged. Investigation undertaken to identify driver. Vehicle matching description from complainant not found. Site teams in work area toolboxed again on driver behaviour at prestart.	ACT-150034	Complaint closed. No further action.	Closed	25/5/2026
2026	May	Thursday, 21 May 2026	11:23am	1	SMS	Upper Lachlan Shire	Driver behaviour and damage.	Avoidable	Truck driver has struck and caused damage to gate and track.	Complaint was acknowledged. Driver was immediately removed from the project. Gate and track repairs complete.	ACT-150136	Complaint closed. Repairs complete. No further actions.	Closed	21/5/2026
2026	May	Friday, 22 May 2026	1:14pm	1	Phone call in	Snowy Valley Council	Driver behaviour.	Avoidable	Complaint observed trucks travelling fast on Adjungbilly road on 10 May. Reported to project team on 22 May. Trucks were reported to be serving on road and complainant had to swerve onto the gravel to avoid head on collision.	Complaint acknowledged via email as requested by complainant. Investigation underway.	ACT-150351	Complaint acknowledged. Investigation underway.	Closed	27/5/26
2026	May	Sunday, 24 May 2026	11:55am	1	Onsite	Upper Lachlan Shire	Biosecurity and gate being left open.	Avoidable	Landowner provided feedback to site team that vehicles hadn't been washed down prior to entering their property and that a gate had been left open during works.	Acknowledged complaint on site when it was raised and followed up by Place Manager 25/5/26. Email sent to landowner acknowledging complaint and advising workers have been reminded of biosecurity rules. Site teams toolboxed at prestart.	ACT-150383	Complaint closed. No further action.	Closed	25/5/2026
2026	May	Sunday, 24 May 2026	11:30am	1	Onsite	Upper Lachlan Shire	Biosecurity concerns.	Avoidable	Landowner approached site team and raised complaint about concrete trucks not stopping at washdown bays prior to entering property. Email from landowner received 25/5/26 requesting investigation.	Complaint acknowledged by site team and washdown of vehicles began immediately. Investigation underway and information provided to landowner.	ACT-150589	Complaint closed. No further action.	Closed	25/05/26
2026	May	Friday, May 29	2:40pm	1	Phone call in	Upper Lachlan Shire	Trees being marked, biosecurity and access track.	Avoidable	Landowner raised concerns with trees being marked on private laneway, biosecurity and timing of access track construction. He was unaware people would be near his property today.	Complaint acknowledged and under investigation. Additional signage to be installed at entrance to laneway. Meeting to be held with LO.	TBC	Investigation underway. Additional signage to be investigated at entrance to laneway. Meeting with LO proposed for Thursday 4 June.	Open	
2026	May	Friday, May 29	6:28pm	1	Phone call in	Upper Lachlan Shire	Gates being left open (compensation) and ongoing matters.	Avoidable	Landowner unhappy in regards to the compensation for gates being left open and ongoing issues on the property.	Complaint acknowledged. Investigation underway.	ACT-151357	Investigation underway. Follow up conversation with LO scheduled for Monday	Open	

2026	May	Saturday, May 30	10:01am	1	Email in	Goulburn Mulwaree Council	Driver behaviour	Avoidable	Two project light vehicles were observed driving in a manner described as unsafe within the Goulburn Square carpark.	Complaint acknowledged. Internal investigation undertaken with appropriate actions undertaken.	ACT-151467	Complaint closed. No further action.	Closed	01/06/2026
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