

HumeLink East Project Complaints Register															
Year	Month	Date	Time	Number of Complaints	How complaint was	LGA	Topics Raised	Avoidable / Unavoidable	Summary	Responses and Investigation	SF Reference	Outstanding Actions	Status	Date Closed	Time Between Receipt of
2024	November	27/11/2024	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 13/12/2024 - Phone call and further emails Undertake lessons learnt Email out - 17 December 2024 recorded complaint	Activity number - ACT-88390 - ACT -89127	None	Closed	12/09/2024	24 hours
2024	December	12/06/2024	AM	1	Text Message	Yass Valley Council	Participation on the project	Unavoidable	Stakeholder sent a text to complain about how they felt 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. email 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	12/09/2024	<6 hours
2025	January	31/01/2025	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 Contact landowner to confirm that Transgrid Landowner Access Officer will attend PMP meeting with contractor.	Activity number: ACT-92451	None	Closed		<2Hours
2025	February	06/02/2025	11:24am	1	Phone call	Cootamundra/Gundagai	Road being damaged by trucks entering	Unavoidable	HumeLink East Place Manager (and interface Manager in a separate call) received a call from a	HumeLink East Place Manager advised the council member that the HumeLink East team would	Activity Number - ACT - 95585	None	Closed	06/02/2025	<24hrs
2025	February	12/02/2025	9 17am	1	Email	Yass Valley Council	Poor driving behaviour of a HumeLink East	Avoidable	The community member advised by email that they were tailgated by a HumeLink East branded	A HumeLink East Place Manager has contacted the community member by phone. Confirmed that	Activity Number ACT-84176	None	Closed	12/02/2025	<2Hours
2025	March	24/03/2025	1:06pm	1	Email	Upper Lachlan Shire	Gates left half open and catches not clipped	Avoidable	The Landowner emailed to advise the gates had been left half open and catches were not clipped	The Landowner emailed to advise the gates had been left half open and catches were not clipped	Activity number ACT-97316	None	Closed	24/3/2025	3 Hours
2025	March	11/03/2025	10am	1	Email	Upper Lachlan Shire	HumeLink East supervisor and contractor drove	Avoidable	Complaint came through Transgrid from the Australian Energy Infrastructure Commissioner on	This occurrence resulted from an inadvertent error involving an incorrect address supplied to the	Activity number - ACT 97761	None	Closed	01/04/2025	<2Hours
2025	March	25/03/2025	10:24am	1	Email	Yass Valley Council	Transgrid transmission easement and access	Unavoidable	The landowners have contacted EWON. Their claims about Transgrid include: providing	Transgrid has been engaging with the landowners since 2020 and most recently had been	Activity number - ACT 98433	None	Closed	02/05/2025	<2Hours
2025	April	04/04/2025	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 these 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. HumeLink East has responded via email (07/04/2025) to this business addressing their concerns around work allocation and the process involved. The matter has been discussed with the RAP sub-contractor. HumeLink East included the project's complaints process in the response.	Activity number - ACT-98910	None	Closed	07/04/2025	<2Hours
2025	May	23/05/2025	4:26pm	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 transmission lines visually impact their property and this will affect the value of their property; they wish to be reimbursed for legal costs that they have incurred; and the project has caused them concern and worry.	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. 30/06/25 - No response received from complainant. 1/7/2025 - Complainant acknowledged receipt of emails and said they would provide requested information next week. 8/7/2025 - Complainant provided bank details for reimbursement to occur. 8/7/2025 - Transgrid spoke with the complainant to confirm payment details for reimbursement of legal fees. Payment was transferred on 11/7/2025.	Activity number - ACT-103915	None	Closed	11/07/2025	<2Hours
2025	June	16/06/2025	2:56pm	1	Email	Yass Valley Council	Visual impact, economic impact, poor	Unavoidable	The complainant lives next door to a property which will have transmission towers on it. He is	16/06/25 - The project has called and emailed the complainant regarding his concerns and stated	Activity number - ACT-106621	None	Closed	06/07/2025	2.5 hours
2025	July	10/07/2025	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 trucks being driven on were private property, and no arrangements had been made to provide 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-110564	None	Closed	16/07/2025	Immediate response to phone call
2025	July	10/07/2025	1:48pm	1	Email	Snowy Valleys Council	Landowner concerned about Transgrid	Avoidable	During a visit to the complainant's property on 30 June, a heritage consultant mentioned that on	24/07/2025 - Transgrid offered an apology and said it would improve its communications	Activity number - ACT-111132	None	Closed	24/07/2025	3.5 hours
2025	July	14/07/2025	5:06pm	1	Phone call	Yass Valley Council	Truck movements and possible road damage	Unavoidable	Yass Valley Council employee telephoned HumeLink East to report a complaint from a	14/07/2025 - The HumeLink East delivery partner is conducting an investigation - review of the	Activity number - ACT-111936	None	Closed	17/07/2025	Immediate response to phone call
2025	July	24/07/2025	9:20pm	1	Phone call	Snowy Valleys Council	Truck movements and driver behaviour	Unavoidable	A community member telephoned HumeLink East to report driver behaviour at the intersection of	The HumeLink East delivery partner called the community member to confirm details of the	Activity number - ACT-112642	None	Closed	24/07/2025	<3.5 hrs
2025	August	08/11/2025	9 17 am	1	Email	Cootamundra /	Truck movements and possible road damage	Unavoidable	The HumeLink East delivery partner received an email from the Cootamundra Gundagai	11/08/2025 - HumeLink East delivery partner is undertaking a review with Council and has a	Activity number - ACT-115076	None	Closed	08/12/2025	Email received afterwards - Friday
2025	August	19/08/2025	9 07 am	1	Email	Yass Valley Council	Landowner concerned that a commitment to a	Avoidable	The HumeLink East delivery partner received an email from Transgrid advising they had received	19/08/25 - The HumeLink East delivery partner phoned the landowner to discuss concerns and	Activity number - ACT-116195	None	Closed	11/09/2025	Immediate response from Transgrid
2025	August	22/08/25	1:56 pm	1	Email	Yass Valley Council	Leases has raised a complaint about material	Avoidable	The HumeLink East delivery partner called the landowner and landowner has agreed to meet next	The HumeLink East delivery partner called the landowner and landowner has agreed to meet next	Activity number - ACT-116958 and ACT-116785	None	Closed	25/09/2025	Less than 2 hrs response from
2025	August	22/08/25	9:58 am	1	Email	Yass Valley Council	Truck movements - possible speeding	Avoidable	Transgrid received the complaint via the community inbox and forwarded to the HumeLink East	The HumeLink East delivery partner, can confirm that Fairyhole Road is being utilised by the	Activity number - ACT-116985	None	Closed	22/08/2025	<6hrs
2025	September	09/10/2025	11:17am	1	Email	Yass Valley Council	Truck movements, road condition	Unavoidable	Transgrid received the complaint via the community inbox and forwarded to the HumeLink East	The HumeLink East delivery partner emailed the stakeholder to confirm that they are in discussions with	Activity number - ACT-120969	None	Closed	09/11/2025	<6hrs
2025	September	23/09/2025	3:11 pm	1	Phone call	Upper Lachlan Shire	Dust concerns and lack of timely notification	Avoidable	Stakeholder placed a call to Transgrid's call centre, who notified the HumeLink East delivery	The HumeLink East delivery partner phoned the stakeholder at 3:36pm and apologised for the	Activity number - ACT-122554	None	Closed	10/01/2025	<1hr
2025	September	30/09/2025	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	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 Ellesmere 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	1hr from Transgrid to community member
2025	October	21/10/2025	3:43 pm	1	Email	Goulburn Mulwaree	HumeLink vehicles parking along Bourke Street	Unavoidable	A email was sent 21.10.25 to the HumeLink East delivery partner to private email. It was not	The HumeLink East delivery partner met with Council and provided advice to Council that they had	Activity Numbers -	22.10.25 - Council to provide the HumeLink East	Closed	29/10/2025	Email sent to individual email
2025	November	3/11/2025	9:41 pm	1	Email	Yass Valley Council	Truck movements, road condition, driver	Unavoidable	Transgrid received the complaint via the community inbox and forwarded to the HumeLink East	The HumeLink East delivery partner, can confirm that Facknell Creek Road is being utilised by the	Activity Number - ACT-126931	None	Closed	11/04/2025	<4hrs
2025	December	2/12/2025	4:46 pm	1	Phone call	Upper Lachlan Shire	Truck movements, driver behaviour	Unavoidable	Stakeholder advised that an unbranded truck and trailer which was heading east towards Gundagai	The HumeLink East delivery partner phoned the caller, who was grateful for the call and advised	ACT-131918	None	Closed	12/03/2025	<24 hrs
2025	December	19/01/2025	8:43 am	1	Phone call	Upper Lachlan Shire	Truck movements, driver behaviour	Unavoidable	Stakeholder advised that ALL trucks that drive through Dalton are speeding and not staying in	The HumeLink East delivery partner called the stakeholder. They were able to provide additional	ACT-131893	None	Closed	04/03/2025	<1hr
2025	December	03/12/2025	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	The HumeLink East delivery partner phoned the stakeholder advising that we take these incidents	ACT-131929	None	Closed	3/12/2025	<2hrs
2025	December	09/12/2025	2:49 pm	1	Phone call	Upper Lachlan Shire	Dust - caused by vehicle movements on un-	Unavoidable	A stakeholder called to express concern that there are not enough water trucks being used in	The HumeLink East delivery partner called the stakeholder to confirm they were investigating both	ACT-134701	None	Closed	19/12/2025	<2hrs
2025	December	10/12/2025	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. They	The HumeLink East delivery partner has reviewed GPS tracking of vehicles with no vehicles	ACT - 132942	None	Closed	10/12/2025	<2hrs - once complaint was
2025	December	10/12/2025	4:20pm	1	Phone call	Upper Lachlan Shire	Dangerous driving and visibility on road	Unavoidable	The HumeLink East delivery partner is investigating this with its subcontractor Divals.	The HumeLink East delivery partner is investigating this with its subcontractor Divals.	ACT-133220	None	Closed	12/12/2025	<4 hrs
2025	December	11/12/2025	8:20am	1	Email	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder called to advise that the water truck ran eight minutes after two double-trailer trucks had driven past at 6.12am.	The stakeholder has previously advised (in Sept) specifically, that two previous projects - not related to HumeLink - did not manage dust along the road and the stakeholder was not willing to put up with this again with another project and they wanted the dirt road to be upgraded to a sealed road. Rather than relying on water trucks, the HumeLink East delivery partner has advised that it is investigating a longer lasting solution to minimise dust involving a polymer treatment. It is testing this polymer on a small section of road in another location and is waiting on the trial results. In the interim, the project is investigating the potential for dust monitoring at the property. The stakeholder has progressed to commentary based information rather than complaint. The HumeLink East delivery partners is looking at placing polymer on the roads as a dust management tool.	ACT-134702	None	Closed	16/12/2025	<6 hrs
2025	December	12/12/2025	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. Stakeholder advised that there are very narrow portions of road where there is nowhere for vehicles to move to the side to avoid oncoming vehicles. Stakeholder commented that school buses would be affected. Stakeholder raised concerns around speed of trucks a lack of visibility and about dust. In particular, along Prices Lane and Garrundah Road advising that it was severe. Stakeholder did advise that water trucks have been seen multiple times a day. Stakeholder raised concerns around dust affecting adjacent tanks at residents' homes.	The HumeLink East delivery partner is investigating a longer lasting solution to minimise dust involving a polymer treatment, rather than relying on water trucks. Stakeholder advised, that they wanted the project to be aware of truck speeds and the narrow road. The HumeLink East delivery partner is discussing driver behaviours with its trucking companies and quarry suppliers.	ACT-133177	None	Closed	15/12/2025	<6hrs
2025	December	12/12/2025	12:04pm	1	Phone call	Upper Lachlan Shire	Dust	Unavoidable	AGJV call - stakeholder advised that the road needed to be watered. That the trucks were travelling too fast and creating dust. The stakeholder advised they had never seen a water truck along the road. The stakeholder advised that their house gutters are full of dust, and they were concerned that when it rains that the water tank will get filled with mud. The stakeholder advised they cannot open their windows due the amount of dust or hang out the washing. Stakeholder advised that there were asthmatics in the house.	The HumeLink East delivery partner is investigating a longer lasting solution to minimise dust involving a polymer treatment, rather than relying on water trucks and advised that the construction process occurs in phases on this project, unlike other projects. Fact sheets were provided and SMS program explained, which the stakeholder was interested in signing up to.	ACT-133195, ACT-134702, ACT-134701	None	Closed	12/12/2025	<3hrs
2025	December	12/12/2025	4:43pm	1	Email	Yass Valley Council	Alleged trespass	TBC	Transgrid received notification, via the landowner's lawyer, of an alleged trespass by a HumeLink	The HumeLink East delivery partner is investigating this. Transgrid has requested for additional	ACT-133271	None	Closed	09/02/2026	<2hrs
2025	December	17/12/2025	4:56pm	1	Email	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder emailed the HumeLink East delivery partner advised that the dust from the road	The HumeLink East delivery partner is investigating a longer lasting solution to minimise dust	ACT-133882	None	Closed	17/12/2025	<2hrs
2025	January	06/01/2025	10:31am	1	Phone call	Upper Lachlan Shire	Speed limits	Unavoidable	Stakeholder emailed the HumeLink East delivery partner and advised that project trucks are 40km/hr along Prices Lane as the stakeholder is concerned when small children are visiting	The HumeLink East delivery partner is investigating the with its subcontractor Divals. The HumeLink East delivery partner will investigate lemporary actions to reduce speeds for its vehicles, if possible. Noting that the delivery partner not Transgrid are the regulatory authority for changing speed limits. This power lies with Transport for NSW in conjunction with local councils. The HumeLink East delivery partner will raise reduced speeds in project team meetings and with their subcontractors. The HumeLink East delivery partner will ensure the stakeholder is informed when project vehicles will be using the road more frequently.	ACT-133883	None	Closed	06/01/2025	<3.5hrs
2026	January	8/1/2026	10:48am	1	Phone call	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder emailed the HumeLink East delivery partner and advised that project trucks are	The HumeLink East delivery partner has been able to divert project vehicles from the section of road	ACT-136899	None	Closed	08/01/2026	<6hrs
2026	January	16/01/2026	9:42am	1	Phone call	Snowy Valleys Council	Driving onto property	Avoidable	The HumeLink East delivery partner and the HumeLink West delivery partner received this and	The HumeLink project delivery partners and there contractors were not conducting work at the	TBC	None	Closed	16/01/2026	<4hrs
2026	January	19/01/2026	8:15am	1	Phone call	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder emailed the HumeLink East delivery partner and advised that project trucks are	Transgrid received notification, via the landowner's lawyer, of an alleged trespass by a HumeLink	ACT-136899	None	Closed	21/01/2026	TBC
2026	January	19/01/2026	1:03pm	1	Phone call	Upper Lachlan Shire	Vehicle movements - using incorrect road	Avoidable	Stakeholder called to advise that the HumeLink East Delivery partner heavy vehicles were	The HumeLink East delivery partner called the stakeholder and will inspect the driveway to see if	ACT-136979	None	Closed	21/01/2026	<2
2026	January	20/01/2026	12:28pm	1	Phone call	Upper Lachlan Shire	Road work - causing dust	Unavoidable	Stakeholder phoned the HumeLink East delivery partner to raise concerns around the condition	The HumeLink East delivery partner advised the stakeholder and will inspect the driveway to see if	ACT-137787	None	Closed	21/01/2026	<4hrs
2026	January	21/01/2026	7:40 am	1	Phone call	Upper Lachlan Shire	Dust	Unavoidable	Stakeholder called directly to a HumeLink East delivery partner's mobile to advise that the	The HumeLink East delivery partner advised stakeholder they would discuss with the construction	ACT-136545	None	Closed	21/01/2026	3.5hrs
2026	January	14/01/2026	12:17 pm	1	SMS	Upper Lachlan Shire	Dust - damage to driveway	Unavoidable	Stakeholder raised concerns regarding dust and the number of project vehicles using Loop Road.	The HumeLink East delivery partner has responded to the stakeholder advising their process for	ACT-136899 - connected to above - ongoing	None	Closed	23/01/2026	<6hrs

2026	January	23/01/2026	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		<1 hr
2026	January	23/01/26	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.		Phone call	Closed	17/12/2025	<1hr
2026	January	27/01/2026	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 HumeLink East delivery partner advised the stakeholder by voice mail that the cattle grid was	ACT-136945 ACT-133883 ACT-139750	Email and voice mail	Closed	20/02/2026	<1hr
2026	February	03/02/2026	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	>24 hrs
2026	February	06/02/2026	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 between 8am-845am and 330pm-415pm along the project alignment on the local bus routes.	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 reinforce school bus hours.	Closed	18/02/2026	2hours
2026	February	06/02/2026	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 there is currently no signage or traffic control in place at that access point.	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 entrance, and the team has advised that signage is being arranged. We are reviewing options to improve gate-management processes, and further internal discussion is required regarding the landholder's compensation request.	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 Burrinjuck Road entrance.	Closed	23/02/2026	5 hours
2026	February	12/02/2026	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 landholder referenced NSW EPA guidance on construction delivery hours and requested improved compliance and cooperation from the project team.	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	24 hrs
2026	February	12/02/2026	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 along the road.	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	24hrs
2026	February	16/02/2026	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	<3hrs
2026	February	18/02/2026	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 sites. 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 this would work.	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	24hrs
2026	February	20/02/2026	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 delivery partner and only wanted to talk to Transgrid.	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 engage further with the landowner, but to no avail.	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 and then closed.	Closed	24/2/2026	Immediately as it was face-to-face
2026	February	22/02/26	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	Immediately as it was face-to-face
2026	February	23/02/26	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		Open		
2026	February	24/2/2026	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-140052 ACT-140053	Formal letter to be sent to trucking companies	Open		7 hours
2026	February	24/02/2026	4:28pm	1	1800 number	Upper Lachlan Shire	Location of towers	Unavoidable	Wanting location of towers and understanding of the steel delivery in the OOH notification	Provided link to interactive map on TG website. Explained the purpose of the steel delivery and the impact it could have.	ACT-140106	None	Closed	25/02/2026	17.5 hours
2026	February	25/02/2026	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 had 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.			Open		Immediately, as Transgrid returned landowners call.
2026	February	25/02/2026	2:39pm	1	Letter to DPHI Transgrid was cc'd	Coolamundra-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. This incident was reported to to SafeWork NSW, in accordance with legislative requirements. Emergency services attended the scene. The area was secured and traffic controls implemented. A formal investigation by the Delivery Partner was commenced. The HumeLink East project expects its personnel and sub contractors to follow all road rules and to drive safely. The Delivery Partner regularly reminds drivers at start of work meetings of their obligation to drive safely. The Delivery Partner also reminds its sub contractors, particularly heavy vehicle suppliers, of these responsibilities. HumeLink East is supporting a proposed speed limit decrease at Adjungbilly from 100km/h to 80km/h, which will need to be implemented by Transport for NSW. The Delivery Partner is working with Council to provide improved Inemarking and road safety signage in the area. The Delivery Partner has met with local police in November 2025 regarding any issues with driver safety and complaints. Police said they had had no issues or complaints raised with them regarding project vehicles. The Delivery Partner and Transgrid held a community drop-in session at Adjungbilly (Bongongo Public School) in November 2025, in response to Council concerns about heavy vehicle traffic. One community member raised concerns about the speed limit on Adjungbilly Village Rd and wanted a reduction from 100km/h to 60km/h. The Council General Manager and Mayor were briefed by Transgrid and its Delivery Partner in January 2026 regarding road safety initiatives that are implemented by the project. Neither the Mayor nor GM could provide any specific instances where HumeLink East vehicles had caused any problems on local roads. 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		Open		Complaint was sent to DPHI and Transgrid was cc'd.
2026	February	26/02/2026	1:56pm	1	1800 number	Snowy Valleys	Project vehicles taking all car parks near Turnat 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		Open		
2026	February	27/02/2026	2:30pm	1	Phone call	Upper Lachlan Shire	Cows and calves separated in new fenced area.	Avoidable	Brett 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.	Speak to senior supervisor to make him aware and take measures to ensure it does not occur again. Veronica apologised for the situation and has spoken to the senior supervisor. He will take it up with the team on the ground.	ACT-140533		Closed	27/02/2026	