

| HumeLink East Project Complaints Register |           |                              |         |           |                   |                       |                                                                                                                                                                |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                           |                                                                                                                                                                                                                                                    |        |             |                                    |
|-------------------------------------------|-----------|------------------------------|---------|-----------|-------------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------|------------------------------------|
| Year                                      | Month     | Date                         | Time    | Number of | How complaint was | LGA                   | Topics Raised                                                                                                                                                  | Avoidable / | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Responses and Investigation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | SF Reference                              | Outstanding Actions                                                                                                                                                                                                                                | Status | Date Closed | Time Between Receipt of            |
| 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<br>Investigation was undertaken<br>Phone call made to stakeholder<br><i>Further discussions</i><br>Response:<br>Phone call 6/12 at 3pm.<br>emailed stakeholder - advised they could participate on the project.<br>will record complaint<br>response sent - 9/12/2024 - expression of interest form was sent to stakeholder.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Activity number - ACT-88390 - ACT - 89127 | None                                                                                                                                                                                                                                               | Closed | 09/12/2024  | 24 hours                           |
| 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.                                                                                                                                                                                                                                                                                                                                                     | ~ Landowner called Transgrid ~ Landowner Access Officer on 31/1/2025 at 9:30am<br>~ Complaint recorded                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Activity number ACT-89130                 | None                                                                                                                                                                                                                                               | Closed | 09/12/2024  | <6 hours                           |
| 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 <i>Property Management Plan</i> .                                                                                                                                                                                                                                                                                                                                            | 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Activity number: ACT-92451                | None                                                                                                                                                                                                                                               | Closed |             | <2Hours                            |
| 2025                                      | February  | Thursday, 6 February 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)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | HumeLink East Place Manager advised the council member                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Activity Number - 941176                  | None                                                                                                                                                                                                                                               | Closed | 02/06/2025  | <24hrs                             |
| 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 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Activity Number ACT-97761                 | None                                                                                                                                                                                                                                               | Closed | 02/12/2025  | <2Hours                            |
| 2025                                      | March     | Monday, 24 March 2025        | 1.06pm  | 1         | Email             | Upper Lachlan Shire   | Gates left half open and latches not clipped                                                                                                                   | Avoidable   | The Landowner emailed to advise the gates had been left half open and latches                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | This occurrence resulted from an inadvertent error involving an incorrect address supplied to the HumeLink East supervisor. When informed of the error by the landowner, the supervisor immediately apologised. HumeLink East has taken this matter seriously, conducted a thorough review of their processes, and implemented the necessary changes to avoid a similar incident in the future. Transgrid has written to the landowner, apologising for this                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Activity number ACT-97761                 | None                                                                                                                                                                                                                                               | Closed | 24/3/2025   | 3 Hours                            |
| 2025                                      | March     | Tuesday, 11 March 2025       | 10am    | 1         | Email             | Upper Lachlan Shire   | HumeLink East supervisor and contractor drove onto a landowner's property. Unauthorised and unannounced, and had not adhered to agreed biosecurity practices.  | Avoidable   | Complaint came through Transgrid from the Australian Energy Infrastructure Commissioner on 27 March 2025. The landowner has requested an apology. The HumeLink East supervisor and contractor went onto the wrong property as they were given an incorrect address. Upon learning of the error, the supervisor apologised to the landowner.                                                                                                                                                                                                                                                                 | HumeLink East has taken this matter seriously, conducted a thorough review of their processes, and implemented the necessary changes to avoid a similar incident in the future. Transgrid has written to the landowner, apologising for this                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Activity number - ACT 97761               | None                                                                                                                                                                                                                                               | Closed | 04/01/2025  | <2Hours                            |
| 2025                                      | March     | Tuesday, 25 March 2025       | 10.24am | 1         | Email             | Yass Valley Council   | Transgrid transmission easement and access track property acquisition process                                                                                  | Unavoidable | The landowners have contacted EWON. Their claims about Transgrid include: providing misleading information, lack of engagement, delay tactics, incomplete ecology survey on the property, refusal to alter the alignment across a neighbouring property. The landowners say they have suggested an alternative alignment option which would avoid sensitive locations on their property.                                                                                                                                                                                                                    | Transgrid has been engaging with the landowners since 2020 and most recently had been investigating alternative transmission line alignment and access track locations on the landowners' property. Transgrid has been instructed not to contact the landowners further at this stage and to provide information for a resolution. Response to EWON sent on 04/04/2025. EWON requested further information. Response sent to EWON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Activity number - ACT 98433               | None                                                                                                                                                                                                                                               | Closed | 05/02/2025  | <2Hours                            |
| 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  | <2Hours                            |
| 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 transmission                                                                                                                                                                                                                         | 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  | <2Hours                            |
| 2025                                      | June      | Monday, 16 June 2025         | 2.59pm  | 1         | Email             | Yass Valley Council   | Visual impact, economic impact, poor                                                                                                                           | Unavoidable | The complainant lives next door to a property which will have transmission                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 16/06/25 - The project has called and emailed the complainant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Activity number -                         | None                                                                                                                                                                                                                                               | Closed | 07/08/2025  | 2.5 hours                          |
| 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.<br><br>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.<br><br>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.<br><br>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.<br><br>18/07/2025 - Transgrid wrote to the complainant apologising on behalf of the HumeLink East delivery partner and advised that | Activity number - ACT-110954              | None                                                                                                                                                                                                                                               | Closed | 18/07/2025  | Immediate response to phone call   |
| 2025                                      | July      | Thursday, 10 July 2025       | 1.48pm  | 1         | Email             | Snowy Valleys         | Landowner concerned about Transgrid                                                                                                                            | 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 would                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Activity number -                         | None                                                                                                                                                                                                                                               | Closed | 24/07/2025  | 3.5 hours                          |
| 2025                                      | July      | Monday, 14 July 2025         | 5.00pm  | 1         | Phone call        | Yass Valley Council   | Truck movements and possible road damage                                                                                                                       | Unavoidable | A Yass Valley Council employee telephoned HumeLink East to report a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 14/07/2025 - The HumeLink East delivery partner is conducting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Activity number -                         | None                                                                                                                                                                                                                                               | Closed | 17/07/2025  | Immediate response to phone call   |
| 2025                                      | July      | Thursday, 24 July 2025       | 9.20pm  | 1         | Phone call        | Snowy Valleys         | Truck movements and driver behaviour                                                                                                                           | Unavoidable | A community member telephoned HumeLink East to report driver behaviour at                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | The HumeLink East delivery partner called the community                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Activity number -                         | None                                                                                                                                                                                                                                               | Closed | 24/07/2025  | <3.5 hrs                           |
| 2025                                      | August    | Monday, 11 August 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 11/08/2025 - HumeLink East delivery partner is undertaking a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Activity number -                         | None                                                                                                                                                                                                                                               | Closed | 12/08/2025  | Email received afterhours - Friday |
| 2025                                      | August    | Tuesday, 19 August 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 19/08/25 - The HumeLink East delivery partner phoned the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Activity number -                         | 11.09.25 - The HumeLink East delivery partner                                                                                                                                                                                                      | Closed | 09/11/2025  | Immediate response from            |
| 2025                                      | August    | Friday, 22 August 2025       | 1.56 pm | 1         | Email             | Yass Valley Council   | Lessee has raised a complaint about material                                                                                                                   | Avoidable   | Transgrid received the complaint from the stakeholder and provided advice to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | The HumeLink East delivery partner called the landowner and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Activity number -                         | HumeLink East to call Landowner - Monday                                                                                                                                                                                                           | Closed | 25/08/2025  | Less than 2 hrs response from      |
| 2025                                      | August    | Friday, 22 August 2025       | 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The HumeLink East delivery partner, can confirm that Fairhole                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Activity number -                         | Email sent to stakeholder (as only contact                                                                                                                                                                                                         | Closed | 22/08/2025  | <6hrs                              |
| 2025                                      | September | Wednesday, 10 September 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The HumeLink delivery partner emailed the stakeholder to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Activity number -                         | 10/09/25 - Email sent to stakeholder to advise                                                                                                                                                                                                     | Closed | 11/09/2025  | <4hrs                              |
| 2025                                      | September | Tuesday, 23 September 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 partner. The HumeLink East delivery partner contacted the stakeholder who's primary concern was that they had previously contacted the HumeLink East delivery partner regarding dust concerns and was advised at the time that the HumeLink East delivery partner would get back to them with more information around dust management. This did not occur and the stakeholder placed the call today.                                                                                                          | The HumeLink East delivery partner phoned the stakeholder at 3.36pm and apologised for the delay in returning information. The stakeholder was able to clarify their concerns with the delivery partner. 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. HumeLink East arranged to meet with the stakeholder at 4pm on Wednesday 1 October 2025 at their property to better understand the stakeholder's concerns with future project traffic and their request to have the dirt road sealed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Activity number - ACT-122554              | 23/09/2025 - Phone call to stakeholder and meeting arranged @4pm 01.10.25<br>01/10/2025 - meeting held - apology for the delay in response time accepted by the stakeholder. The HumeLink East team are working with Councils on Road Maintenance. | Closed | 01/10/2025  | <1hr                               |



|      |           |                                                               |          |   |                                |                           |                                                                      |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                             |                                                                                                                                                                                           |        |            |                                                      |
|------|-----------|---------------------------------------------------------------|----------|---|--------------------------------|---------------------------|----------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------|------------------------------------------------------|
| 2025 | September | 30/09/2025 (complaint sent)<br>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   | <b>Note: Due to a Transgrid website problem, this complaint did not come through until 8/10/2025.</b> 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 who need to                                                                                                                                                                                                                                                                                          | 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 | 1hr from Transgrid to community member               |
| 2025 | October   | Tuesday, 21 October 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | The HumeLink East delivery partner met with Council and                                                                                                                                                                                                                                                                                                                                                                                                                                             | Activity Numbers -                          | Actions completed                                                                                                                                                                         | Closed | 29/10/2025 | Email sent to individual email                       |
| 2025 | November  | Monday, 3 November 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 it to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The HumeLink East delivery partner, can confirm that Flacknell                                                                                                                                                                                                                                                                                                                                                                                                                                      | Activity Number -                           | Actions completed                                                                                                                                                                         | Closed | 04/11/2025 | <4hrs                                                |
| 2025 | December  | Tuesday, 2 December 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | The HumeLink East delivery partner phoned the caller, who                                                                                                                                                                                                                                                                                                                                                                                                                                           | ACT-131911                                  | Actions completed                                                                                                                                                                         | Closed | 03/12/2025 | <24 hrs                                              |
| 2025 | December  | Wednesday, 3 December 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | The HumeLink East delivery partner called the stakeholder                                                                                                                                                                                                                                                                                                                                                                                                                                           | ACT-131893                                  | Actions completed                                                                                                                                                                         | Closed | 03/04/2025 | <1hr                                                 |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | The HumeLink East delivery partner phoned the stakeholder                                                                                                                                                                                                                                                                                                                                                                                                                                           | ACT-131929                                  | Actions completed                                                                                                                                                                         | Closed | 3/12/2025  | <1hr                                                 |
| 2025 | December  | Tuesday, 9 December 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | The HumeLink East delivery partner called the stakeholder to                                                                                                                                                                                                                                                                                                                                                                                                                                        | ACT-134701                                  | Actions completed                                                                                                                                                                         | Closed | 19/12/2025 | <2hrs                                                |
| 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 | <2hrs - once complaint was received by HumeLink East |
| 2025 | December  | Wednesday, 10 December 2025                                   | 4.20pm   | 1 | Phone call                     | Upper Lachlan Shire       | Dangerous driving and visibility on road                             | Avoidable   | Stakeholder called to advise of a near miss. They advised they were heading                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | The HumeLink East delivery partner is investigating this with its                                                                                                                                                                                                                                                                                                                                                                                                                                   | ACT-133220                                  | Actions completed                                                                                                                                                                         | Closed | 12/12/2025 | <4 hrs                                               |
| 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) specifically,                                                                                                                                                                                                                                                                                                                                                                                                                                      | ACT-134702                                  | Actions completed                                                                                                                                                                         | Closed | 19/12/2025 | <6 hrs                                               |
| 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 longer                                                                                                                                                                                                                                                                                                                                                                                                                                        | ACT-133177                                  | Actions completed                                                                                                                                                                         | Closed | 15/12/2025 | <6hrs                                                |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The HumeLink East delivery partner is investigating a longer                                                                                                                                                                                                                                                                                                                                                                                                                                        | ACT-133195, ACT-                            | Actions completed                                                                                                                                                                         | Closed | 12/12/2025 | <3hrs                                                |
| 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-133117                                  | Actions completed                                                                                                                                                                         | Closed | 02/09/2026 | <2hrs                                                |
| 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 dust                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The HumeLink East delivery partner has responded to a longer                                                                                                                                                                                                                                                                                                                                                                                                                                        | ACT-133882                                  | Actions completed                                                                                                                                                                         | Closed | 17/12/2025 | <2hrs                                                |
| 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 limits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | The HumeLink East delivery partner will investigate temporary                                                                                                                                                                                                                                                                                                                                                                                                                                       | ACT-138315                                  | Actions completed                                                                                                                                                                         | Closed | 06/01/2025 | <3.5hrs                                              |
| 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 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 | <5hrs                                                |
| 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 partner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | The HumeLink project delivery partners and there contractors                                                                                                                                                                                                                                                                                                                                                                                                                                        | TBC                                         | Phone call                                                                                                                                                                                | Closed | 16/01/2026 | <5hrs                                                |
| 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, of                                                                                                                                                                                                                                                                                                                                                                                                                                     | TBC                                         | Email                                                                                                                                                                                     | Closed | 21/01/2026 | TBC                                                  |
| 2026 | January   | Monday, 19 January 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's heavy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The HumeLink East delivery partner called the Stakeholder and                                                                                                                                                                                                                                                                                                                                                                                                                                       | ACT-135679                                  | Community phone called                                                                                                                                                                    | Closed | 21/01/2026 | <2                                                   |
| 2026 | January   | Saturday, 21 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Stakeholder phoned the HumeLink East delivery partner to raise concerns                                                                                                                                                                                                                                                                                                                                                                                                                             | ACT-137787                                  | Phone call made to stakeholder                                                                                                                                                            | Closed | 21/01/2026 | <4hrs                                                |
| 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 deliver partner advised stakeholder they                                                                                                                                                                                                                                                                                                                                                                                                                                          | ACT-136545                                  | Phone call made                                                                                                                                                                           | Closed | 21/01/2026 | 3.5hrs                                               |
| 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 vehicles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | The HumeLink East delivery partner has responded to the                                                                                                                                                                                                                                                                                                                                                                                                                                             | ACT-136899 -                                | Phone call, SMS, Email                                                                                                                                                                    | Closed | 23/01/2026 | <5hrs                                                |
| 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  | <1 hr                                                |
| 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 ACT-13                           | Phone call                                                                                                                                                                                | Closed | 17/12/2025 | <1hr                                                 |
| 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 stakeholder to confirm they are satisfied with the replacement                                                                                                                                                                                                                                                 | ACT-139750                                  | Email and voice mail                                                                                                                                                                      | Closed | 20/02/2026 | <1hr                                                 |
| 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                                                                                                                                                                                                                                             | 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  | 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 between 8am-845am and                                                                                                                                                                                    | ACT-139050 ACT-138235 ACT-139146 ACT-139456 | Mention in pre-start and tool box 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  | 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 there is currently no                                                                                                                                                                                                                                                                       | 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                                                                                                                                  | 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  | 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 landholder referenced NSW EPA                                                         | 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  | 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 | 24hrs                                                |
| 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                                                                                                                                                                                                                                                | ACT-139155                                  | Email to stakeholder                                                                                                                                                                      | Closed | 16/02/2026 | <3hrs                                                |
| 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 utes. 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 | 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 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.                      | 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 | 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 | 5 hours                                             |
| 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<br>Email to superintendent and senior project engineer advising of incident<br>Response from SPE advising there is an overarching OOH permit that extends project wide.<br>Referred to Landowner and Community manager                                                                                                                                                                                                                                                                                                                   | ACT-139946<br>ACT-139935                      |                                                                                                                                                                                                                                                                                                                                                                                                                                               | Closed | 23/02/25   | Immediately as it was face-to-face                  |
| 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<br>ACT-140053                      | Formal letter to be sent to trucking companies - letter has been distributed to trucking companies 25 March 2026                                                                                                                                                                                                                                                                                                                              | Closed | 25/02/2026 | 7 hours                                             |
| 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.<br>2/3/2026 - Transgrid has confirmed meeting time with landowner - 3pm, 6/3/2026.<br>3/3/2026 - Landowner called and requested change to meeting time - 2.30pm on 4/3/2026 agreed to.<br>4/3/2026 - Transgrid met with landowner and will continue discussions regarding access to his dam.                                                                                                                                                                                                                                                           | ACT-140405                                    | None                                                                                                                                                                                                                                                                                                                                                                                                                                          | Closed | 04/03/2026 | Immediately, as Transgrid returned landowners call. |
| 2026 | February | Wednesday, 25 February 2026 | 2.39pm   | 1 | Letter to DPHI<br>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:<br>- Complaints from residents about construction heavy vehicles speeding<br>- Council staff and community members have observed project heavy vehicles travelling on roads that are not approved haulage routes<br>- 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 | 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 | Complaint was sent to DPHI and Transgrid was cc'd.  |
| 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.<br><br>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 | Closed | 27/2/2026  | Immediately                                         |
| 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 | Immediately                                         |
| 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 | <24 hrs on receipt of email                         |
| 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 | <24 hrs on receipt of email                         |
| 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 | <4 hrs.                                             |
| 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 | <12hrs                                              |
| 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 | Immediately                                         |
| 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).<br><br>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 | Immediately                                         |
| 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.<br><br>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.<br><br>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 | Immediately                                         |
| 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 parter reiterated expectations on gate management with construction team to prevent further reoccurrences.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | ACT - 141 563                                 | Actions complete.                                                                                                                                                                                                                                                                                                                                                                                                                             | Closed | 03/06/2026 | 2 hours                                             |



|      |       |                           |         |   |                                         |                             |                                                                                                                                    |             |                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                         |                                                               |        |            |                                                                                                                                           |
|------|-------|---------------------------|---------|---|-----------------------------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------------------------------------------|--------|------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 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. | ACT - 142832 ACT-143446 | Actions complete.                                             | Closed | 26/3/26    | >24 hours<br>Recorded on 6th March as complaint was escalated to Delivery Partner's Interface Manager from Snow Valleys Council via email |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | ACT-141872              | Actions complete.                                             | Closed | 03/10/2026 | 6 hours                                                                                                                                   |
| 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 | Immediate                                                                                                                                 |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | ACT - 142838            | Delivery Partner is scheduled to meet with Council next week. | Closed | 11/03/2026 | Immediate                                                                                                                                 |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ACT-142057              | Actions complete.                                             | Closed | 23/3/2026  | 6 hours                                                                                                                                   |
| 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  | Immediate                                                                                                                                 |
| 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 therefor reduced water spraying. Unhappy with response, requesting manager.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ACT-142737              | Actions complete                                              | Closed | 30/03/2026 | Immediate                                                                                                                                 |
| 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 HLE650) - 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 | 5 hours                                                                                                                                   |
| 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 | 2 days                                                                                                                                    |
| 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 | Immediate                                                                                                                                 |
| 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  | Immediate                                                                                                                                 |
| 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  | 24 hours                                                                                                                                  |
| 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  | 24 hours                                                                                                                                  |
| 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 | 8 hrs                                                                                                                                     |
| 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  | 24 hours                                                                                                                                  |
| 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 | Immediate                                                                                                                                 |
| 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  | 24 hours                                                                                                                                  |
| 2026 | March | Wednesday, March 25, 2026 | 6:54pm  | 1 | email                                   | Goulburn Mulwaree Council   | Uncovered holes drilled in the tower pad has been accesses 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 | 12 hours                                                                                                                                  |



|      |       |                          |         |   |                                         |                             |                                                                                                                                                       |                     |                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                    |            |                                                                                                  |        |            |            |
|------|-------|--------------------------|---------|---|-----------------------------------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------------------------------------------------------------------------------------|--------|------------|------------|
| 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 |            | Immediate  |
| 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.<br><b>Raised concerns about some truck drivers reportedly speeding and travelling</b>                          | 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  | immediate  |
| 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 | Immediate  |
| 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 | Immediate  |
| 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 | Immediate  |
| 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 | 10 days    |
| 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 | Immediate  |
| 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 | Immediate  |
| 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 cattlegird, 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  | Immediate. |
| 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  | Immediate  |
| 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    | Immediate  |
| 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  | 2 Days     |
| 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 | Immediate  |
| 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 Eilerslie 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 | 24 Hours   |
| 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 | 3 hours    |
| 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. <b>Email acknowledgment sent to landowner.</b>                                                                                                                | ACT-148887 | No further action.                                                                               | Closed | 05/04/2026 | 12 days    |
| 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 processes and notifications. | ACT-148770 | No further action.                                                                               | Closed | 08/05/2026 | 6 days     |
| 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 | 20 hours   |
| 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 | 24 hours   |
| 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  | Immediate  |
| 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 | Immediate  |
| 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  | Immediate  |
| 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  | Immediate  |
| 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 did not show vehicles above speed limit.                                                                                                                                                                                                                               | ACT-150351 | Complaint closed. No further action.                                                             | 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  | 24 hours   |



|      |        |                          |         |   |                           |                           |                                                                                                 |                     |                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |            |                                                                                                                                                    |        |            |                                                                                                     |
|------|--------|--------------------------|---------|---|---------------------------|---------------------------|-------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------|-----------------------------------------------------------------------------------------------------|
| 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 undertaken and information provided to landowner.                                                                                                                                                                                                                                                                                                                                                                                     | ACT-150589 | Complaint closed. No further action.                                                                                                               | Closed | 25/05/26   | 2 hours                                                                                             |
| 2026 | May    | Friday, May 29, 2026     | 2:35pm  | 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 scheduled with LO Thursday 4 June. Additional signage installed on site.                                                                                                                                                                                                                                                                                                                                         | ACT-152210 | Complaint closed. No further action.                                                                                                               | Closed | 06/04/2026 | Immediate                                                                                           |
| 2026 | May    | Friday, May 29, 2026     | 5:45pm  | 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 undertaken. Compensation payment made to LO.                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ACT-151357 | Complaint closed. No further action.                                                                                                               | Closed | 06/02/2026 | Immediate                                                                                           |
| 2026 | May    | Saturday, May 30, 2026   | 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 | 06/01/2026 | 3 hours                                                                                             |
| 2026 | June   | Friday, June 5, 2026     | 9:54am  | 1 | Call in                   | Yass Valley Council       | Gates left open on property.                                                                    | Avoidable           | Landowner unhappy with gates being left open on her property.                                                                                                                                                                | Investigation underway. Data being extracted from vehicle tracking system.                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ACT-152326 | Complaint closed. Investigation ongoing. No project vehicles identified on property during complaint period. Vehicle tracking data being verified. | Closed | 05/05/2026 | Immediate                                                                                           |
| 2026 | June   | Friday, 5 June 2026      | 2:45pm  | 1 | In person                 | Goulburn Mulwaree Council | Project team member behaviour.                                                                  | Avoidable           | Member of public observed project member urinating outside of office.                                                                                                                                                        | Complaint acknowledged. Matter investigated by HR and written warning issued to staff member.                                                                                                                                                                                                                                                                                                                                                                                                                                       | ACT-152361 | Complaint closed. No further action.                                                                                                               | Closed | 06/05/2026 | Immediate                                                                                           |
| 2026 | June   | Wednesday, June 10, 2026 | 11:00am | 1 | Phone Call in             | Cootamundra / Gundagai    | Driver behaviour.                                                                               | Avoidable           | Landowner observed a steel delivery truck on Bundarbo Road. Bundarbo Road is an approved LV road for the project but project team have been instructed H/V are not to use route due to safety concerns.                      | Project team has investigated, follow-up action has been taken with trucking company. Close the loop undertaken with LO to inform him that the truck driver has been identified and action has been taken.                                                                                                                                                                                                                                                                                                                          | ACT-350269 | Complaint closed. No further action.                                                                                                               | Closed | 06/10/2026 | Immediate                                                                                           |
| 2026 | June   | Thursday, 11 June 2026   | 12:44pm | 1 | Phone call in             | Upper Lachlan Shire       | Driver behaviour and wild life impacts.                                                         | Not project related | Complainant unhappy with speed of trucks in the area and amount of road kill on the side of the road. Wants trucks to slow down.                                                                                             | Project team acknowledged complaint. Complainant did not witness HLE truck hitting animal. Without location, time, and vehicle detail cannot confirm project trucks are responsible for road kill.                                                                                                                                                                                                                                                                                                                                  | ACT-350466 | Complaint closed. No further action.                                                                                                               | Closed | 06/11/2026 | 3 hours                                                                                             |
| 2026 | June   | Friday, June 12, 2026    | 5:56am  | 1 | Phone call in             | Upper Lachlan Shire       | Noise complaint.                                                                                | Avoidable           | LO complained about noisey work taking place on the neighbouring property.                                                                                                                                                   | Complaint acknowledged. Investigation underway. Email follow up sent to LO as requested.                                                                                                                                                                                                                                                                                                                                                                                                                                            | ACT-350624 | Complaint acknowledged. Additional monitoring to be undertaken to validate noise model.                                                            | Closed | 06/12/2026 | Immediate                                                                                           |
| 2026 | June   | Friday, 12 June 2026     | 8:28am  | 1 | Email in                  | Upper Lachlan Shire       | Project impact.                                                                                 | Unavoidable         | General project concerns with impact on roads and residents.                                                                                                                                                                 | Project team has acknowledged complaint and requested a phone call with complainant to discuss concerns. Complainant requested written response. Written response sent addressing                                                                                                                                                                                                                                                                                                                                                   | ACT-350520 | Complaint closed. No further action                                                                                                                | Closed | 18/06/2026 | 15 hours                                                                                            |
| 2026 | June   | Friday, 12 June 2026     | 11:00am | 1 | Phone call in             | Cootamundra / Gundagai    | Project team member behaviour.                                                                  | Avoidable           | Complainant reported a HLE project team member spoke to Coolac Store staff in disrespectful way.                                                                                                                             | Complaint acknowledged. Information passed to HR.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ACT-351067 | Complaint closed. No further action                                                                                                                | Closed | 12/06/2026 | Immediate                                                                                           |
| 2026 | June   | Friday, 12 June 2026     | 2:43pm  | 1 | Phone call with Transgrid | Yass Valley Council       | Dissatisfaction with construction on her property.                                              | Avoidable           | LO is concerned with the state of access tracks on her property and advised she has safety concerns. LO has advised she locking the gates.                                                                                   | Complaint acknowledged. Access to property remains to retrieve plant and equipment. Meeting held with LO 15/6/26 to discuss resolution. ERSED inspection took place on 23 June. Post inspection sent to LO. Fencing being installed.                                                                                                                                                                                                                                                                                                | ACT-350637 | Complaint closed. Fencing installation underway.                                                                                                   | Closed | 18/6/2026  | Immediate                                                                                           |
| 2026 | June   | Friday, 12 June 2026     | 4:00pm  | 1 | Phone call                | Snowy Valleys Council     | Driving onto property.                                                                          | Avoidable           | Complainant reported a Transgrid vehicle entered his paddock trying to access project. Vehicle number or specific branding was not identified.                                                                               | Complaint acknowledged. Complainant not able to discuss issue. Investigation underway to identify vehicle. Follow up conversation to occur Monday. Call made not able to identify vehicle. <del>Close the loop call made to resident.</del>                                                                                                                                                                                                                                                                                         | ACT-351201 | Complaint acknowledged. No further action.                                                                                                         | Closed | 17/6/2026  | 4 days                                                                                              |
| 2026 | June   | Tuesday, June 16, 2026   | 9:00am  | 1 | Phone call to Transgrid   | Upper Lachlan Shire       | Delays to access track construction.                                                            | Avoidable           | LO unhappy with the delay to construction of access track as per his PMP.                                                                                                                                                    | Email sent to LO to acknowledge complaint as requested. Transgrid and AGJV to secure additional clearing limits to update FLP and progress construction. Meeting held on site with LO 25 June 2026.                                                                                                                                                                                                                                                                                                                                 | ACT-351077 | Complaint acknowledged and closed. Transgrid and AGJV to review access tracks and provide LO information as discussed in site meeting.             | Closed | 26/6/2026  | 7 hours                                                                                             |
| 2026 | June   | Tuesday, June 16, 2026   | 14:56pm | 1 | Phone call in             | Snowy Valleys             | Project vehicles taking car parks on Capper Street during school pick up times.                 | Avoidable           | Complainant has issues with HumeLink East project vehicles taking car park during school parking.                                                                                                                            | AGJV representative undertook visual inspection of street. No project vehicles parked out the front of the school. Vehicles parked in project compound and overflow on Capper Street.                                                                                                                                                                                                                                                                                                                                               | ACT-351202 | Complaint acknowledged and closed. No further action.                                                                                              | Closed | 16/6/2026  | Immediate                                                                                           |
| 2026 | June   | Saturday, June 20, 2026  | 3:30pm  | 1 | Phone call to Transgrid   | Upper Lachlan Shire       | Lock on gate.                                                                                   | Avoidable           | Lock on the gate prevented the owner from gaining access to the property.                                                                                                                                                    | Complaint acknowledged. Transgrid lock was cut off and the original daisy chain of locks was put back, allowing LO access to their property.                                                                                                                                                                                                                                                                                                                                                                                        | ACT-351987 | Complaint acknowledged. No further action.                                                                                                         | Closed | 22/06/26   | 2 hours                                                                                             |
| 2026 | June   | Sunday, June 21, 2026    | 4:17pm  | 1 | Text message              | Upper Lachlan Shire       | Rubbish blown across paddock.                                                                   | Avoidable           | LO sent photos of plastic debris blown across paddock.                                                                                                                                                                       | Complaint acknowledged. AGJV asked to visit site immediately to clean up and secure material. LO did not want project team on site. <del>Face to face meeting. Issue resolved.</del>                                                                                                                                                                                                                                                                                                                                                | ACT-352167 | Complaint acknowledged. No further action.                                                                                                         | Closed | 23/6/2026  | 17 hours                                                                                            |
| 2026 | June   | Monday, June 22, 2026    | 9:19am  | 1 | Phone call in             | Upper Lachlan Shire       | Driver entered private lane to homestead despite signage.                                       | Avoidable           | Project vehicle drove down private lane to homestead ignoring project no entry signage.                                                                                                                                      | Complaint acknowledged. Investigating undertaken. Driver identified and no longer working on project. Close the loop call made to complainant.                                                                                                                                                                                                                                                                                                                                                                                      | ACT-352174 | Complaint acknowledged. No further action.                                                                                                         | Closed | 25/6/2026  | Immediate                                                                                           |
| 2026 | June   | Monday, June 22, 2026    | 1:14pm  | 1 | Phone call in             | Upper Lachlan Shire       | Driver behaviour.                                                                               | Avoidable           | Project vehicle observed parking across disabled and no parking area in Gunning.                                                                                                                                             | Complaint acknowledged. Investigation undertaken. Matter referred to HR.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ACT-352154 | Complaint acknowledged and closed. No further action.                                                                                              | Closed | 23/6/2026  | Immediate                                                                                           |
| 2026 | June   | Friday, 26 June 2026     | 6:15PM  | 1 | Phone call in             | Upper Lachlan Shire       | Driver behaviour.                                                                               | Avoidable           | Project vehicle observed tailgating and overtaking in dangerous manner on road between Dalton and Gunning.                                                                                                                   | Complaint acknowledged. Investigation underway to identify vehicle and driver. Driver identified and spoken to. All crew toolboxed again.                                                                                                                                                                                                                                                                                                                                                                                           | ACT-352891 | Complaint acknowledged and closed. No further action.                                                                                              | Closed | 26/6/2026  | Immediate                                                                                           |
| 2026 | July   | Saturday, 4 July 2026    | 2:26pm  | 1 | Phone call in             | Yass Valley Council       | Condition of Coolalie Road.                                                                     | Avoidable           | Complaint made about poor road condition and potholes on Coolalie Road. The complainant queried responsibility for road maintenance as they have been told by Council that HLE is responsible.                               | Complaint acknowledged. Matter referred to the project team for investigation and response. Follow up call made to complainant to gather more information. Complainant unable to discuss. Follow up call to occur 7/7/26. Project team working with Council for road repair.                                                                                                                                                                                                                                                        | ACT-353928 | Complaint acknowledged and closed. No further action.                                                                                              | Closed | 07/06/2026 | 48 Hours                                                                                            |
| 2026 | July   | Wednesday, July 8, 2026  | 5:04pm  | 1 | Phone call out            | Upper Lachlan Shire       | Rubbish on site.                                                                                | Avoidable           | LO unhappy with rubbish, food scraps and cigarette butts left on his property.                                                                                                                                               | Complaint acknowledged. Site team deployed to remove rubbish from pad. LO unhappy with initial clean and requested entire crew to undertake shoulder by shoulder inspection at beginning of tomorrow's shift. Additional clean up of site occurred beginning of next shift.                                                                                                                                                                                                                                                         | ACT-354417 | Complaint acknowledged. No further action.                                                                                                         | Closed | 07/08/2026 | Immediate                                                                                           |
| 2026 | July   | Thursday, July 9, 2026   | 3:10pm  | 1 | Phone call to Transgrid   | Yass Valley Council       | Creek Crossing - seeking written confirmation it will be concreted.                             | Avoidable           | LO unhappy with delay to confirm construction of creek crossing on his property.                                                                                                                                             | Complaint acknowledged. Investigation undertaken into design program and prior LO consultation. Meeting to be held with LO 4 Aug 2026.                                                                                                                                                                                                                                                                                                                                                                                              | ACT-354512 | Complaint acknowledged. Meeting to be held with LO 4 Aug 2026.                                                                                     | Closed | 07/09/2026 | 2 days (complaint made to Transgrid 7 July and shared with AGJV on 9 July)                          |
| 2026 | July   | Thursday, July 9, 2026   | 1:44pm  | 1 | Email/letter in           | Upper Lachlan Shire       | Driver behaviour, increased traffic, damage to roads, gates left open or incorrectly locked.    | Avoidable           | Energy company has passed on community complaints about excessive vehicle speed, aggressive driving practices, tailgating, condition of Greywood Siding Road and failure to comply with gate access procedure.               | Complaint acknowledged. Interface meetings to recommence. Contact details provided to complainant to pass along any driver details available to action. Interface meetings between AGJV and Global Power Generation ongoing.                                                                                                                                                                                                                                                                                                        | ACT-354489 | Complaint acknowledged. No further action.                                                                                                         | Closed | 07/11/2026 | 14 days (Complaint from energy company made to Transgrid on 25/6/26 and shared with AGJV on 9/7/26) |
| 2026 | July   | Thursday, July 9, 2026   | 8:03pm  | 1 | Email in                  | Yass Valley Council       | Untimely delivery of HumeLink East work notifications and community program notices.            | Avoidable           | Complainant raised concern with three work notifications delivered on 1 July 2026 to their property on Childowla Road.                                                                                                       | Complaint received and acknowledged by Transgrid. Details forwarded to AGJV for investigation. Response sent to complainant explaining that the matter arose primarily from a misunderstanding created by the re-delivery of previously distributed notifications, together with a single administrative error that was acknowledged, addressed, and rectified with the landowner. Appropriate corrective action was taken, and arrangements were made for the landowner to participate in a future Mental Health First Aid course. | ACT-355073 | Complaint acknowledged. No further action.                                                                                                         | Closed | 15/7/2026  | 7 hours                                                                                             |
| 2026 | July   | Sunday, 19 July 2026     | 8:32pm  | 1 | Email in                  | Upper Lachlan Shire       | Project impact                                                                                  | Unavoidable         | General concerns about the impact of heavy vehicle movements on family home and road.                                                                                                                                        | Complaint was acknowledged. On 20/7, information sent to community member including future truck movements on Woodhouselee Rd. Invitation to meet has gone to community member on 24/7 & follow up invitation on 30/7.                                                                                                                                                                                                                                                                                                              | ACT-355930 | Complaint acknowledged. Offer for meeting sent to community member.                                                                                | Closed | 20/07/2026 | 7.5 hours                                                                                           |
| 2026 | July   | Tuesday, July 28         | 4:26pm  | 1 | Text message              | Upper Lachlan Shire       | Biosecurity, driver behaviour                                                                   | Avoidable           | LO unhappy with crews not using washdown bay on site, washdown tank empty, deliveries occurring on Sunday and speed of vehicles on property.                                                                                 | Complaint acknowledged. Investigation undertaken. Information toolboxed to all crew. Staff members spoken to individually. Entry and planning processes reiterated to all teams.                                                                                                                                                                                                                                                                                                                                                    | ACT-357356 | Complaint acknowledged. No further action.                                                                                                         | Closed | 28/07/2026 | Immediate                                                                                           |
| 2026 | July   | Thursday, July 30, 2026  | 5:10pm  | 1 | Phone call                | Yass Valley Council       | Road access                                                                                     | Avoidable           | A resident from Childowla Road reported a road access issue and stated that no warning signage or traffic control was present at the time.                                                                                   | Complaint acknowledged. Project information provided. Complainant to receive relevant project updates.                                                                                                                                                                                                                                                                                                                                                                                                                              | ACT-358007 | Complaint acknowledged - no further action from AGJV delivery partner.                                                                             | Closed | 31/07/2026 | Immediate                                                                                           |
| 2026 | August | Friday, 7 August 2026    | 4:07pm  | 1 | Phone call                | Yass Valley Council       | Concerns regarding project communication, road conditions, vehicle damage and driver behaviour. | Avoidable           | The community member raised concerns regarding a lack of communication about project-related vehicle movements, the deteriorating condition of Coolalie Road, alleged damage to their personal vehicle and driver behaviour. | Complaint acknowledged, investigation underway. Awaiting email from complainant with further detail about alleged damage to personal vehicle.                                                                                                                                                                                                                                                                                                                                                                                       | ACT-359001 | Complaint acknowledged, no further action. Awaiting photos                                                                                         | Closed | 31/8/2026  | Immediate                                                                                           |



|      |        |                            |         |   |                      |                      |                                                    |           |                                                                                                                                                                                                                              |                                                                                                                                                                                   |            |                                                         |        |            |           |
|------|--------|----------------------------|---------|---|----------------------|----------------------|----------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------------------------------------------|--------|------------|-----------|
| 2026 | August | Wednesday, August 12, 2026 | 9:10am  | 1 | In person            | Snowy Valley Council | Project vehicles parked outside Tumut office.      | Avoidable | Community member approached AGJV Superintendent outside Tumut office complaining about the number of project vehicles parked on the street.                                                                                  | Complaint acknowledged. Investigation undertaken. Project branded vehicles moved off street. Reminders given to personnel in Tumut office about parking.                          | ACT-359410 | Complaint acknowledged. No further action.              | Closed | 08/12/2026 | Immediate |
| 2026 | August | Thursday, 13 August 2026   | 9:00am  | 1 | Phone call           | Upper Lachlan Shire  | Driver behaviour                                   | Avoidable | Complaint received regarding a truck and excavator pulled over on Range Road without traffic control. Concerns were also raised about a VAC truck travelling in the middle of the road and failing to indicate when turning. | Complaint acknowledged, investigation underway. Complainant to send photo to AGJV to assist in investigation. Photos received with teams responsible identified and action taken. | ACT-359454 | Complaint acknowledged. No further action.              | Closed | 17/08/2026 | Immediate |
| 2026 | August | Friday, August 28, 2026    | 11:07am | 1 | Website contact form | Yass Valley Council  | Driver behaviour                                   | Avoidable | A HumeLink East vehicle was observed driving above the speed limit on the Barton Highway heading North from Canberra to Yass on Thursday evening between 5:00pm & 5:30pm.                                                    | Complaint acknowledged. Investigation underway. Project vehicle tracking system confirms vehicle in vicinity.                                                                     | ACT-362095 | Complaint acknowledged. Investigation underway.         | Closed | 28/8/2026  | 2 hours   |
| 2026 | August | Sunday, 30 August 2026     | 8:23am  | 1 | Email In             | Snowy Valley Council | Project vehicle speeding through construction area | Avoidable | Project vehicle was observed speeding through a reduced speed work zone.                                                                                                                                                     | Call made to complainant and message left. Investigation underway.                                                                                                                | ACT-362472 | Voicemail left for complainant. Investigation underway. | Open   |            | 24 hours  |
| 2026 | August | Monday, 31 August 2026     | 9:28am  | 1 | Phone call           | Yass Valley Council  | Condition of Stink Pot Road                        | Avoidable | Complaint made about condition of Stink Pot Road between Flacknell Creek Road and project access point.                                                                                                                      | Complaint acknowledged. Investigation underway. Project has previously advised all project personnel not to use section of Stink Pot Road due to prior near neighbour concerns.   | ACT-362442 | Complaint acknowledged. Investigation underway.         | Open   |            | Immediate |
| 2026 | August | Monday, 31 August 2026     | 3:28pm  | 1 | Phone call           | Yass Valley Council  | Dust on Loops Road                                 | Avoidable | Complaint made about dust on Loops Road generated by truck movements.                                                                                                                                                        | Complaint acknowledged. Investigation underway.                                                                                                                                   | ACT-362624 | Voicemail left for complainant. Investigation underway. | Open   |            | 2 hours   |