

1 DECEMBER 2022

# ESC Statement of Expectations Monthly Report

26<sup>th</sup> October – 24<sup>th</sup> November 2022

## Schedule of revisions

| Revision | Date       | Status                 | Author/Reviewer          | Details of change                           |
|----------|------------|------------------------|--------------------------|---|
| 1.0      | 01/12/2022 | Issued for Information | Project Business Analyst | Formal submission of 1 December 2022 Report |

## Approval to issue to Essential Services Commission

| Date Approved | Approved By                            | Signed  |
|---------------|--|---|
| 01/12/2022    | Jeff Rigby (Executive Project Sponsor) |  |

## Acknowledgement of Country

AusNet respects and honours Aboriginal and Torres Strait Islander Elders past, present and future. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

The Western Renewables Link (WRL) project recognises and pays respect to the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples, represented by the Barengi Gadjin Land Council (BGLC); Dja Dja Wurrung Clans Aboriginal Corporation (Djaara); Eastern Maar Aboriginal Corporation (EMAC); Wadawurrung Traditional Owners Aboriginal Corporation (WTOAC) and Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation (WWCHAC), the Traditional Owners of the lands on which the WRL will operate. The Project recognises the role of First Peoples - State Relations and each Registered Aboriginal Party (RAP) in the management, protection, and promotion of cultural heritage on Country, cultural awareness, and land access.

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# Acronyms and definitions

| Term                            | Expansion of Acronym  |
|---------------------------------|---|
| The Act                         | Electricity Industry Act 2000 (Vic)   |
| Agency                          | Crown Land Authorities, Public Utilities, Statutory Authorities, and Infrastructure Authorities   |
| Agency Land                     | Land Owned, Managed Administered or Controlled by an Agency   |
| AusNet                          | AusNet Transmission Group Pty Ltd   |
| BGLC                            | Barengi Gadjin Land Council   |
| Djaara                          | Dja Dja Wurrung Clans Aboriginal Corporation  |
| EMAC                            | Eastern Maar Aboriginal Corporation   |
| ESC                             | Essential Services Commission   |
| EWOV                            | Energy and Water Ombudsman Victoria   |
| FP-SR                           | First Peoples – State Relations   |
| Freehold Land                   | Titled land owned by individual or non-agency entities  |
| HSEQ                            | Health, Safety, Environment and Quality   |
| IAP2                            | International Association for Public Participation  |
| JLL                             | Jones Lang LaSalle Incorporated. The JLL project team is providing land access, land acquisition and compensation service to AusNet Services for the WRL.   |
| LLO                             | Land Liaison Officer. Each landholder is designated a Land Liaison Officer (LLO) who is their primary point of contact for the project and who will facilitate land access for surveys and the Option for Easement process. For example, the LLO will assist with gathering property specific information, arranging valuer meetings, and answering landholder questions. |
| Project                         | The 'Western Renewables Link'   |
| Private Land                    | Freehold land: Titled land owned by individual or non-agency entities   |
| Public Land                     | Agency land: Land owned, managed, administered, or controlled by an agency  |
| RAP                             | Registered Aboriginal Party   |
| Statement of Expectations (SOE) | Electricity Transmission Company Land Access Statement of Expectations  |
| S93                             | Section 93 of the Electricity Industry Act 2000   |
| WRL                             | Western Renewables Link, or 'the Project'<br>(Formerly Western Victoria Transmission Network Project)   |
| WTOAC                           | Wadawurrung Traditional Owners Aboriginal Corporation   |
| WWWCHAC                         | Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation   |

# 1. Introduction

## 1.1. Report purpose

This is a monthly report compiled by AusNet Transmission Group Pty Ltd (AusNet) and issued to the Essential Services Commission (commission). This report provides a summary of the Western Renewable Link's (WRL's) performance against the general principles set out in the commission's 'Electricity Transmission Company Land Access Statement of Expectations' (statement of expectations).

The commission requires the reports to be provided on the first business day of each month. Each report contains data for the preceding month. It is acknowledged that it may not be possible to include data related to land access that occurs in the final days of the reporting period. As such, each WRL report indicates the date up until which data has been included and outstanding data for the remaining days of that month will be included in the following month's report.

Each month the commission makes a non-confidential version of the report publicly available via its website <https://www.esc.vic.gov.au>, therefore, AusNet provides the report in two formats:

- a report with confidential information, wherein the confidential information is clearly identified; and
- a report for publication which has the confidential information redacted.

## 1.2. Reporting overview

The commission has outlined the following reporting metrics for AusNet to provide each month.

### 1.2.1. Number of voluntary access agreement negotiations underway

Where temporary access to land is necessary, the majority of affected landholders have received the voluntary land access consent form to consider and discuss with their Land Liaison Officer. Ongoing conversations regarding voluntary access consents progress organically with each individual landholder as land access is sought. For this report, the total number of landholders is defined as any person/s (including an entity e.g., company or trust) entitled to hold a parcel of land within the proposed route.

**Metric reported:** Section 2, Table 1

**Definition:** Total number of private landholders minus:

- the number of landholders that have signed a voluntary land access consent form;
- the number of landholders that have declined to sign a voluntary land access consent form; and
- the number of landholders that have not yet been presented with a voluntary land access consent form.

### 1.2.2. How principles 2 – 14 have been applied to voluntary access agreement negotiations underway

Principles 2 to 14 have been applied as reported in Appendix D and as detailed in the spreadsheet in Appendix C (confidential).

### 1.2.3. Number of voluntary access agreements entered into

The total number of voluntary land access consent forms signed will be reported monthly. It should be noted that a landholder can withdraw their prior consent at any time, therefore, this number may fluctuate.

**Metric reported:** Section 2, Table 1

**Definition:** Total number of new voluntary land access consent forms signed by both the landholder and land liaison officer, for the reporting period.

#### **1.2.4. How principles 2 – 14 have been applied to voluntary access agreement entered into**

Principles 2 to 14 have been applied as reported in Appendix D and as detailed in the voluntary land access consent form.

#### **1.2.5. Number of notices issued regarding access under section 93 of the Electricity Industry Act 2000 (Vic)**

AusNet provides written notice to enter land under section 93 (s93) of the Electricity Industry Act 2000 (Vic) (Act) to landholders a minimum of seven (7) days prior to the planned access date. As the notice to enter is sent in advance of planned access, the number of notices sent compared to number of the accesses to land that occurred pursuant to section 93 of the Act may not match.

**Metric reported:** Section 2, Table 1

**Definition:** Number of notices to enter under section 93 of the Act sent within the reporting period.

#### **1.2.6. How principles 2 – 14 have been applied prior to issuing each notice regarding access under section 93 of the Act**

Principles 2 to 14 have been applied as reported in Appendix D and detailed in the notice to enter under section 93 of the Act as well as detailed in the spreadsheet in Appendix C (confidential).

#### **1.2.7. Number of times land was accessed pursuant to section 93 of the Act**

The number of times land was accessed pursuant to section 93 of the Act, and in each instance whether each access was pursuant to a notice issued and the period between issuing a notice and access occurring.

**Metric reported:** Section 2, Table 1

**Definition:** Each instance of land access is counted separately, even if multiple instances of land access are conducted pursuant to a single notice. For instance, if a survey requires land to be accessed over three days, twice a day, it will be recorded that there were six instances of land access. The description of how the principles were applied, if common to the multiple instances of land access, is not repeated.

#### **1.2.8. How principles 15 – 20 were applied to land accessed pursuant to section 93 of the Act**

Principles 15 to 20 have been applied as reported in Appendix D and detailed in the notice to enter under section 93 of the Act as well as detailed in the spreadsheet contained in Appendix C (confidential).

#### **1.2.9. Number and nature of complaints received in relation to section 93 access**

The number and nature of complaints received, including those forwarded to the Energy and Water Ombudsman (Victoria), in relation to access under section 93 of the Act, the time to respond to each complaint, and actions taken, if any, in response to the complaint.

**Metric reported:** Section 2, Table 1

**Definition:** A complaint received from a landholder that specifically addresses their concerns in relation to land access under s93 of the Act.

### **1.3. Reporting period**

Reporting period: 26 October 2022 – 24 November 2022

Previous reporting period: 27 September 2022 – 25 October 2022

## 2. ESC Statement of Expectations monthly report

### 2.1. Performance summary

During the reporting period, AusNet commenced engagement with a sample group of landholders on the draft compensation framework with individual meetings with landholders at their properties attended by land manager, LLO and independent valuer.

The update to the set of landholder land access letter templates is now complete, including voluntary land access requests and S93 access notifications. See Appendix A for the updated templates that will be used for landholder communication going forward, as outlined in the Landholder Guide: Land access for field surveys and investigations.

As we continue to ensure our field personnel are meeting principle 5, new field personnel have participated in Engagement and ESC SOE training.

For this reporting period, 26 October to 24 November 2022, AusNet accessed one (1) parcel of land as follows:

- None (0) were public land, apart from drive-bys on public roads;
- One (1) was private land, apart from valuation consultations and other landholder meetings:
  - One (1) was accessed under voluntary consent; and
  - No (0) properties were accessed pursuant to s93 of the Act.

No compensation claims or complaints were raised in relation to land access directly to the project team during the reporting period.

No complaints in relation to land access were raised with EWOV during the reporting period.

However, upon review two previously submitted EWOV complaints have been reclassified so that they now relate to land access. To reflect this, the reports issued on 1 October 2022 and 1 November 2022 will be re-issued by 2 December 2022.



**Table 1: Summary for reporting period to be**

| Item*   | Previous reporting period | Current reporting period | Variance                | Comments  |   |
|---|---------------------------|--------------------------|-------------------------|---|---|
| 1. No. of items of outgoing correspondence to landholders (including emails, phone calls & SMS) | 201                       | 209                      | +8                      | Mailed letters: 32 (30 regarding valuation process, 1 landholder pack and EWOV response and 1 response to email concerns)<br>Phone calls: 58<br>Emails: 90<br>Text messages: 29 |   |
| 2. No. of face-to-face meetings   | 7                         | 7                        | -                       |   |   |
| 3. No. of voluntary access agreement negotiations underway                                      | 15                        | 14                       | -1                      | One (1) landholder does not wish to sign a voluntary consent, instead will sign an access protocol to enter property as a s93.  |   |
| 4. No. of new voluntary access agreements entered into  | -                         | -                        | -                       | Total no. of signed voluntary consents: 93  |   |
| 5. No. of secondary requests for voluntary consent issued                                       | 5                         | 3                        | -2                      | Three (3) secondary requests for voluntary consent issued.  |   |
| 6. No. of notice to enter issued  | 1                         | -                        | -1                      | Zero (0) notice regarding access under s93 of the Act issued.   |   |
| 7. No. of times land was accessed under s93 of the Act  | -                         | -                        | -                       | No land was accessed under s93 of the Act. Three (3) accesses were planned but were postponed due to land/weather conditions.   |   |
| 8. No. of compensation claims opened  | -                         | -                        | -                       | No compensation claims were raised during the reporting period.   |   |
| Item  | Issue Number              | Complaint description    | Date complaint received | Time to resolve complaint   | Investigation outcome and/or corrective actions   |
| 9. Complaints made to AusNet in relation to land access under s93 of the Act                    | -                         | -                        | -                       | -   | No complaints were raised directly to AusNet in relation to land access under s93 of the Act during the reporting period.                     |
| 10. Complaints made to EWOV in relation to land access under s93 of the Act                     |                           |                          |                         |   | EWOV has not made AusNet aware of any complaints raised with them in relation to land access under s93 of the Act during the reporting period |



# Appendix A – Land Access Letter Templates

**Table 2: Landholder land access correspondence process overview**

Letters based on the process outlined in the Landholder Guide: Land access -

| STEP   | DESCRIPTION   |  |
|--|---|--|
| <b>General Landholder Communication</b>  |   |  |
| 1  | Project introduction letter   | Every landholder within the proposed route is sent a project introduction letter, including where to find more information on the project.   |
| 2  | Land access request for field surveys   | We will send all landholders along the proposed route a general request to consider providing voluntary consent for AusNet to access their land to undertake field surveys and investigations. These may include, for example, land use or general flora and fauna surveys. Landholders will also receive a template voluntary land access consent form for their consideration. |
| <b>Specific Survey Request i.e. identified survey requirement such as Aboriginal Cultural Heritage or Geotechnical</b> |   |  |
| 3a   | Request to access property for specific survey (issued minimum of 21 days prior to planned access)  | The LLO will contact the landholder, via their preferred method, to request access to the property for a specific purpose and timeframe. We will provide the landholders with the voluntary land access consent form to consider.  |
| 3b   | Follow up request to access property for specific survey may be sent where consent has not been provided (optional) (issues minimum of 14 days prior to planned access) | We may send the landholder a further request for access to their property for a specific purpose and timeframe and outline the process. The LLO will follow up with a meeting, phone and/or email to the landholder.   |
| <b>Voluntary Access Agreed</b>   |   |  |
| 4a   | Confirmation of Notice of intention to enter property via voluntary consent (issued minimum of 7 days prior to planned access)  | We will confirm the upcoming property access, activities and details 7 days prior to the landholder, or as agreed with the landholder.   |
| 5a   | Confirmation notice of entry via voluntary consent (on the day of access)   | The LLO will contact the landholder 24 hours prior to and on the day of access to confirm arrangements, or as agreed with the landholder.  |
| <b>Section 93 Access</b>   |   |  |
| 4b   | Notice of intention to enter via s93 of the Act (issued minimum of 7 days prior to planned access)  | We will send the landholder notice 7 days prior advising access to their property will be undertaken using powers under section 93 of the Electricity Industry Act 2000(Vic) with full details of activities.  |
| 5b   | Notice of entry via s93 of the Act  | The LLO will contact the landholder 24 hours prior to and on the day of access to confirm arrangements.  |

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

**Project introduction letter**

[Date e.g. 30 November 2022]

[Name field]

[Company Name]

[Address field]

[Suburb, State, Postcode field]

Dear [Name field],

**Western Renewables Link proposed route**

A new electricity transmission line, the Western Renewables Link, is required to deliver renewable energy from wind and solar farms in western Victoria, a key renewable energy zone, to homes and businesses across Victoria and into the National Electricity Market. AusNet Transmission Group Pty Ltd (AusNet) was selected by the Australian Energy Market Operator (AEMO) to develop, design, construct, operate and maintain the proposed transmission line.

We are currently preparing the Environment Effects Statement and Cultural Heritage Management Plans required for the planning and approval processes for the Western Renewables Link. We are contacting you to let you know that your property [Insert Lot(s) and Plan(s)] falls within the current proposed route for the project.

As a landholder on the proposed route for the Western Renewables Link, you are a key stakeholder in delivering this significant energy transmission project for all Victorians. We are committed to working with you in a respectful, open and responsive way that reflects your role as a key stakeholder and host of this critical infrastructure.

For your reference, we have attached a map showing your property and the current proposed route for the Western Renewables Link. The proposed route has been identified based on technical studies, field surveys, and landholder, community and stakeholder feedback. More information about the project, planning and approvals (including the Environment Effects Statement), landholder resources and an interactive map of the proposed route for the Western Renewables Link from western Victoria to north-west Melbourne is available on the project website ([www.westernrenewableslink.com.au](http://www.westernrenewableslink.com.au)). You can also register on the project website for project updates to be emailed directly to you.

We have appointed a dedicated Land Liaison Officer for every landholder on the proposed route for the Western Renewables Link. Your Land Liaison Officer is [insert land agent name and phone number and email address].

Following this letter, your Land Liaison Officer will be in contact with you to introduce themselves and answer any questions you may have about the project. Alternatively, you can contact your Land Liaison Officer directly, at the details above, for more information or the project team at the details included below.

Yours sincerely

Ahmad Attar-Bashi  
Executive Project Director (Development)  
**Western Renewables Link**  
1300 360 795  
[info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)

**Insert attachments****Attachment 1: Property Map**

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## General land access request for field surveys and investigations

[Date e.g. 30 November 2022]

[Name field]

[Company Name]

[Address field]

[Suburb, State, Postcode field]

Dear [Name field],

### Request to undertake field surveys for the Western Renewables Link on your property [insert certificate of title and lot and plan]

The Western Renewables Link is a proposed electricity transmission line from Bulgana in western Victoria to Sydenham in Melbourne's north-west. The transmission line is required to deliver more renewable energy from wind and solar farms in western Victoria, a key renewable energy zone, to homes and businesses across Victoria and into the National Electricity Market. The project will reduce congestion on the existing transmission network and help unlock significant amounts of new renewable energy for Victoria.

As a landholder on the proposed route for the Western Renewables Link, you are a key stakeholder in delivering this significant energy transmission project for all Victorians. We are currently preparing the Environment Effects Statement and Cultural Heritage Management Plans required for the planning and approval processes for the Western Renewables Link. As your property [insert certificate of title and lot and plan] falls within the current proposed route for the project, we are seeking access to your property to undertake field surveys and investigations.

We are undertaking these surveys to understand your property and your land use. Your property will be assessed using desktop data and investigations to identify if specific field surveys such as for flora and fauna, historic heritage or Aboriginal cultural heritage are required. The information gathered in the field is used to assess the potential impacts of the transmission line, such as impacts to threatened species, Aboriginal cultural heritage or historic heritage, and to identify areas that should be avoided by the proposed route for the Western Renewables Link.

Providing your consent for us to access your property is voluntary and may be withdrawn by you at any time. We have attached a copy of our voluntary land access consent form for this project for your consideration. This form can be used to provide your consent for us to access your property for this specific work and to document the agreed field survey details and any agreed protocols you wish us to follow when accessing your property. This may include timing, points of entry, biosecurity, notification requirements and other matters you wish us to adhere to when entering your property.

You are welcome to obtain independent legal advice regarding our request for your voluntary consent to access your land. We will reimburse the reasonable legal costs of this independent legal advice with respect to the review and negotiation of the land access consent and access protocol up to a maximum of \$1,000.00 plus GST. Should you wish to seek such legal advice, it would be appreciated if you could advise your Land Liaison Officer who will guide you through the process to arrange your reimbursement.

We have also attached general information about land access for your reference. More information about the project, planning and approvals (including the Environment Effects Statement), landholder resources and an interactive map of the proposed route for the Western Renewables Link is available on the project website

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([www.westernrenewableslink.com.au](http://www.westernrenewableslink.com.au)). You can also register on the project website for project updates to be emailed directly to you.

We are committed to complying with the Essential Services Commission's Electricity transmission company land access statement of expectations throughout the process to undertake these field surveys. We will work with you in a respectful, open and responsive way that reflects your role as a key stakeholder and host of this critical infrastructure.

We acknowledge that requesting access to your property may raise questions for you. Following this letter, your Land Liaison Officer, [insert name], will contact you to discuss this request and answer any questions you may have. Alternatively, you can contact your Land Liaison Officer directly via [insert email] or [insert phone], or contact the project team via the details below, for more information about this request or any other project matters.

Thank you for considering our request.

Yours sincerely

Ahmad Attar-Bashi  
Executive Project Director (Development)  
**Western Renewables Link**  
1300 360 795  
[info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)

**Insert attachments**

**Attachment 1: General information relating to land access**

**Attachment 2: Voluntary land access consent form**

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**Specific survey request**

[Date e.g. 30 November 2022]

[Name field]

[Company Name]

[Address field]

[Suburb, State, Postcode field]

Dear [Name field],

**Request to access your property [insert certificate of title and lot and plan] to undertake a [insert field work type] for the Western Renewables Link**

Between [insert date range], we will be undertaking [insert field work type] in your area for the proposed Western Renewables Link transmission line. We are undertaking these surveys to gather information for project planning and approvals including the Environment Effects Statement and Cultural Heritage Management Plans.

As your property [insert certificate of title and lot and plan] falls within the current proposed route for the Western Renewables Link, we are seeking access to your property between [insert dates] to undertake this survey. The work on your property is expected to take [insert number] days.

Our aim is to work with you to reach an agreement to access your property with your consent, however providing your consent for us to access your property is voluntary. We have attached a copy of our voluntary land access consent form for this project for your consideration. This form can be used to provide your consent for us to access your property for this specific work and to document the agreed field survey details and any agreed protocols you wish us to follow when accessing your property. This may include points of entry, biosecurity, notifications and other matters you wish us to adhere to when entering your property.

You are welcome to obtain independent legal advice regarding our request for your voluntary consent to access your land. We will reimburse the reasonable legal costs of this independent legal advice with respect to the review and negotiation of the land access consent and access protocol up to a maximum of \$1,000.00 plus GST. Should you wish to seek such legal advice, it would be appreciated if you could advise your Land Liaison Officer who will guide you through the process to arrange your reimbursement. We have also attached general information about land access for your reference.

We acknowledge that requesting access to your property may raise questions and concerns for you. We are committed to complying with the Essential Services Commission's Electricity transmission company land access statement of expectations throughout the process to undertake these field surveys. Our approach and processes have been aligned to the Essential Services Commission's statement of expectations and we are committed to listening to your concerns, considering your requests and requirements and working with you to minimise disruption to you and your operations throughout this process.

If you do not wish to provide consent for us to access your property, **with your agreement** we may access your property to undertake field surveys and investigations under section 93(1) of the *Electricity Industry Act 2000* (Vic). Under either process, we will contact you to discuss this request further and again 7 days prior to the planned access to your property to confirm

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the approach, activities, timing and any agreed protocols you wish us to observe while on your land.

Following this letter, your Land Liaison Officer, [insert name], will contact you to discuss the field survey activities planned on your property in more detail, with the aim of confirming timing and access protocols with you by [insert date]. Alternatively, you can contact your Land Liaison Officer directly via [insert email] or [insert phone], or contact the project team via the details below, for more information about these field surveys or other project matters.

Thank you for considering our request.

Yours sincerely

Ahmad Attar-Bashi  
Executive Project Director (Development)  
**Western Renewables Link**  
1300 360 795  
[info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)

**Insert attachments**

**Attachment 1: Specific survey type and activities**

**Attachment 2: General information relating to land access**

**Attachment 3: Voluntary land access consent form**

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**OPTIONAL – Follow up specific survey request where consent has not been provided**

[Date e.g. 30 November 2022]

[Name field]

[Company Name]

[Address field]

[Suburb, State, Postcode field]

Dear [Name field],

**Follow up request to access your property [insert certificate of title and lot and plan] to undertake a [insert field work type] for the Western Renewables Link**

We are writing to confirm that we require access to your property [insert certificate of title and lot and plan] to undertake [insert field survey type] between [insert date range] for the proposed Western Renewables Link. The work on your property is expected to take [insert number] days. We are undertaking these surveys to gather information for project planning and approvals for the Western Renewables Link including the Environment Effects Statement and Cultural Heritage Management Plans.

We acknowledge that requesting access to your property may raise questions and concerns for you. We are committed to complying with the Essential Services Commission's Electricity transmission company land access statement of expectations throughout the process to undertake these field surveys. Our approach and processes have been aligned to the Essential Services Commission's statement of expectations and we are committed to listening to your concerns, considering your requests and requirements and working with you to minimise disruption to you and your operations throughout this process.

Our aim is to work with you to reach an agreement to access your property with your consent, however providing your consent for us to access your property is voluntary. We have attached a copy of our voluntary land access consent form for this project for your consideration.

You are welcome to obtain independent legal advice regarding our request for your voluntary consent to access your land. We will reimburse the reasonable legal costs of this independent legal advice with respect to the review and negotiation of the land access consent and access protocol up to a maximum of \$1,000.00 plus GST. Should you wish to seek such legal advice, it would be appreciated if you could advise your Land Liaison Officer who will guide you through the process to arrange your reimbursement. We have also attached general information about land access for your reference.

If you do not wish to provide consent for us to access your property, **with your agreement** we may access your property to undertake field surveys and investigations under section 93(1) of the *Electricity Industry Act 2000* (Vic). Under either process, we will contact you to discuss this request further and again 7 days prior to the planned access to your property to confirm the approach, activities, timing and any agreed protocols you wish us to observe while on your land.

Following this letter, your Land Liaison Officer, [insert name], will contact you to discuss the field survey activities planned on your property in more detail, with the aim of confirming timing and access protocols with you by [insert date]. Alternatively, you can contact your

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Land Liaison Officer directly via [\[insert email\]](#) or [\[insert phone\]](#), or contact the project team via the details below, for more information about these field surveys or other project matters.

Thank you for considering our request.

Yours sincerely

Ahmad Attar-Bashi  
Executive Project Director (Development)  
**Western Renewables Link**  
1300 360 795  
[info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)

**Insert attachments**

**Attachment 1: Specific survey type and activities**

**Attachment 2: General information relating to land access**

**Attachment 3: Voluntary land access consent form**

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**TEMPLATE 4a – Confirmation notice of intention to enter via voluntary access (letter 4a or as agreed with the landholder in the signed voluntary land access consent form)**

[Date e.g. 30 November 2022]

[Name field]

[Company Name]

[Address field]

[Suburb, State, Postcode field]

Dear [Name field],

**Confirmation of intention to enter your property [Insert certificate of title and lot and plan] to undertake [insert field survey type] for the Western Renewables Link**

We are writing to confirm that we will enter your property to undertake [insert field survey type] as agreed with you in the attached signed voluntary land access consent form dated [insert date].

We are advising you of this access in your capacity as the [owner / occupier / other interest holder] of Certificate[s] of Title Volume [Insert] Folio [Insert] (property) identified on the attached locality map. As agreed, we plan to access this property on [insert date/range] to conduct [insert field survey type]. More information about the specific activities that will be undertaken on your property and the agreed protocols that will be followed in relation to accessing your property is attached for your reference.

We are committed to complying with the Essential Services Commission's Electricity transmission company land access statement of expectations throughout the process to undertake these field surveys. Our approach and processes have been aligned to the Essential Services Commission's statement of expectations and we are committed to listening to your concerns, considering your requests and requirements and working with you to minimise disruption to you and your operations throughout this process.

Following this letter, your Land Liaison Officer, [insert name], will contact you to discuss the field survey activities planned on your property in more detail. Alternatively, you can contact your Land Liaison Officer directly via [insert email] or [insert phone], or contact the project team via the details below, for more information about these field surveys or other project matters.

Yours sincerely

Ahmad Attar-Bashi  
Executive Project Director (Development)  
**Western Renewables Link**  
1300 360 795  
[info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)

**Insert attachments**

**Attachment 1: [insert survey and investigation type] survey information**

**Attachment 2: General information relating to land access**

**Attachment 3: Copy of signed voluntary land access consent form and access protocols**

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**TEMPLATE 4b – Notice of intention to enter via s93 (letter 4b)**

[Date e.g. 30 November 2022]

[Name field]  
[Company Name]  
[Address field]  
[Suburb, State, Postcode field]

Dear [Name field],

**Notice of intention to enter your property [Insert certificate of title and lot and plan] to undertake [insert field survey type] for the Western Renewables Link**

We are writing to confirm that we require access to your property to undertake [insert field survey type] as outlined in our previous letter to you dated [insert date of letter]. These surveys are required to inform project planning and approvals processes for the proposed Western Renewables Link transmission line.

We are advising you of this access in your capacity as the [owner / occupier / other interest holder] of Certificate[s] of Title Volume [Insert] Folio [Insert] (property) identified on the attached locality map. We plan to access this property on [insert date/range] to conduct [insert field survey type]. More information about the specific activities that will be undertaken on your property and protocols that will be followed is attached for your reference.

Our aim is to work with you to reach an agreement to access your property with your consent, however providing your consent for us to access your property is voluntary. As we have not received your voluntary consent to access your property, we intend to access your property under section 93(1) of the *Electricity Industry Act 2000* (Vic).

We are committed to complying with the Essential Services Commission's Electricity transmission company land access statement of expectations throughout the process to undertake these field surveys. Our approach and processes have been aligned to the Essential Services Commission's statement of expectations and we are committed to listening to your concerns, considering your requests and requirements and working with you to minimise disruption to you and your operations throughout this process.

Following this letter, your Land Liaison Officer, [insert name], will contact you to discuss the field survey activities planned on your property in more detail. Alternatively, you can contact your Land Liaison Officer directly via [insert email] or [insert phone], or contact the project team via the details below, for more information about these field surveys or other project matters.

Yours sincerely

Ahmad Attar-Bashi  
Executive Project Director (Development)  
**Western Renewables Link**  
1300 360 795  
[info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)

**Insert attachments**

**Attachment 1:** [insert survey and investigation type] survey information

**Attachment 2:** General information relating to land access

**Attachment 3:** Access protocol

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**TEMPLATE 5a – Confirmation Notice to enter via voluntary access (letter 5a or as agreed with the landholder in the signed voluntary land access consent form)**

[Date e.g. 30 November 2022]

[Name field]

[Company Name]

[Address field]

[Suburb, State, Postcode field]

Dear [Name field],

**Confirmation of entry to your property [insert certificate of title and lot and plan] to undertake [insert field survey type] for the Western Renewables Link**

We wish to confirm that as agreed with you via the signed voluntary land access consent form dated [insert date of letter], today [insert date] persons authorised by AusNet will be entering your property [insert certificate of title and lot and plan]. As agreed with you, the team will be undertaking [insert field survey type] and will follow the access protocols agreed with you in the signed voluntary land access consent form.

We take the responsibility to minimise any damage to your property very seriously. Should any survey or investigation result in damage to your property that is unable to be remediated, we will compensate you for any such non-remediated damage, provided a claim is made within 2 years of the activity being undertaken. If you need to make a claim, please contact your Land Liaison Officer and/or submit your claim information and supporting documentation to your Land Liaison Officer via direct email or via [info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au). If compensation cannot be agreed upon, any compensation will be determined in the manner provided under the *Land Acquisition and Compensation Act 1986* (Vic).

We are committed to adhering to the access protocols agreed with you and are committed to complying with the Essential Services Commission's Electricity transmission company land access statement of expectations while undertaking these field surveys.

You can contact your Land Liaison Officer [insert land agent name] on [insert phone number and email address] if you have any questions or concerns. Alternatively, you can contact the project team via the details below.

Yours sincerely

Ahmad Attar-Bashi  
Executive Project Director (Development)  
**Western Renewables Link**  
1300 360 795  
[info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)

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**TEMPLATE 5b – Notice of entry via s93 (letter 5b)**

[Date e.g. 30 November 2022]

[Name field]

[Company Name]

[Address field]

[Suburb, State, Postcode field]

Dear [Name field],

**Notice of entry to your property [insert certificate of title and lot and plan] to undertake [insert field survey type] for the Western Renewables Link**

AusNet Transmission Group Pty Ltd (AusNet) wishes to advise you that today persons authorised by AusNet under the *Electricity Industry Act 2000* (Vic) (Act) will be entering your property [insert property details]. The team will be undertaking survey work which is required to inform the planning and approvals processes for the proposed Western Renewables Link transmission line.

We are committed to complying with the Essential Services Commission's Electricity transmission company land access statement of expectations while undertaking these field surveys. We take our responsibility to minimise any damage to your property very seriously. Should any damage occur due to our activities that is unable to be remediated, we will compensate you, as required under the Act.

AusNet is an electricity corporation as defined under the Act. Under the Act, specifically section 93(1), it is lawful for AusNet and its authorised persons to undertake surveys and other necessary activities associated with the Western Renewables Link in accordance with the requirements in the Act. More information about section 93 of the Act is attached for your reference.

Please be aware that the team will record their entry via body worn and other cameras to ensure their safety and the safety of those in attendance. Victoria Police have been advised of AusNet's intention to enter your property today.

You can contact your Land Liaison Officer [insert land agent name] on [insert phone number and email address] if you have any questions or concerns. Alternatively, you can contact the project team via the details below.

Yours sincerely

Ahmad Attar-Bashi  
Executive Project Director (Development)  
**Western Renewables Link**  
1300 360 795  
[info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)

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## Attachment 1: Electricity Industry Act 2000 (Vic) section 93 information

Section 85 of the Act defines an electricity corporation as:

“*electricity corporation* means a distribution company, a transmission company or a generation company;”

Section 93(1) of the Act states:

“For the purposes of this Act, an electricity corporation, subject to this Act— (a) may enter upon any lands and sink bores and make surveys and do any other acts or things necessary for sinking bores or making surveys... and (e) may do all other things necessary or convenient for constructing, maintaining, altering, or using any works or undertakings of, or under the control of, the electricity corporation.”

Section 93(2) of the Act states:

“In the exercise of the powers under subsection (1), an electricity corporation must do as little damage as may be and, must, if required within 2 years from the exercise of the powers, make full compensation to the owner of and all parties interested in any land for any damage sustained by them in consequence of the exercise of the powers.”

More information about the Essential Services Commission’s Electricity transmission company land access statement of expectations is available on their website at [www.esc.vic.gov.au/electricity-and-gas/electricity-and-gas-inquiries-studies-and-reviews](http://www.esc.vic.gov.au/electricity-and-gas/electricity-and-gas-inquiries-studies-and-reviews)

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**Attachment [insert number]: Voluntary land access consent form****Western Renewables Link - Consent for land access**

I/We hereby authorise employees, contractors, agents and consultants of AusNet Transmission Group Pty Ltd (AusNet Services) and the Australian Energy Market Operator Limited (AEMO) engaged on the Western Renewables Link to enter my property until 1 August 2023 or the date agreed being \_\_\_\_\_ to undertake physical survey and investigation work as detailed in the attached schedule.

This may include one or more of the following:

- Land use activities including agriculture.
- Ecological investigations.
- Aboriginal heritage surveys.
- Historical heritage.
- Soil contamination investigation.
- Land and cadastral survey to confirm title boundaries and geographic features.
- Sample/testing water, vegetation and soil for planning purposes.
- Geotechnical investigations.

The period of agreed access for survey purposes is granted from the date of this agreement until 1 August 2023 (or other date stipulated) and will be conducted in accordance with the agreed access protocol listed in Schedule A.

Signature: \_\_\_\_\_

Landholder Name/s: <<insert landholder name/s>> Date: \_\_\_\_\_

Signature: \_\_\_\_\_

[AusNet Services' Land Liaison Officer]: <<insert LLO name>> Date: \_\_\_\_\_

Property parcels (as per land title/s): Certificate of Title <<insert vol-fol>> (<<insert lot and plan>>)

This voluntary consent to access can be revoked at any time by the landholder. Please complete and sign this consent form, including the access protocols in Schedule A and return it to your Land Liaison Officer via email to <<insert Land Liaison Officer email address>> or info@westernrenewableslink.com.au. A scanned copy of the completed and signed form is acceptable.

**Privacy:**

AusNet Services implements a range of measures to protect the security of the personal information it collects. All personal information is collected and stored by AusNet Services in accordance with AusNet Services' Privacy Policy which can be found at <https://ausnetservices.com.au/en/Misc-Pages/Privacy>. More information about the Privacy Policy and the Privacy Collection Statement which applies specifically to the Western Renewables Link can be found at [www.westernrenewableslink.com.au/privacy-policy/](http://www.westernrenewableslink.com.au/privacy-policy/).

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**Schedule A – Access Protocol**
**DATE:** \_\_\_\_\_

|   |  |
|---|--|
| Landholder/s (property owner/s):                                    | <<insert landholder names>>  |
| Land title numbers (list all relevant title, lot and plan numbers): | <<Certificate of Title and lot and plan>>  |
| Person to contact for access:                                       | [manually insert details]<br>Name:<br>Mobile Phone:<br>Home Phone:<br>Email:<br>Mailing Address:   |
| Period and form of notice required prior to and following access:   | AusNet Services or its agent will contact the landholder at least seven (7) days prior (by email or text or mail) to discuss details of the survey and investigation types, proposed timing, locations on your land for proposed activities, number of people and vehicles or equipment that may be brought onto the property.<br>We will also contact you on the day prior to the proposed access to re-confirm access arrangements and any relevant details.   |
| Preferred access times and exclusion dates and times:               | [manually insert details]  |
| Land access procedures:   | All persons entering the property will carry identification which can be produced at any time.<br>AusNet Services and its authorised persons will comply with all applicable laws in accessing your property, including compliance with any COVIDSafe protocols.<br>AusNet Services and its authorised persons will advise how access to the property is proposed e.g., on foot or by vehicle and the proposed location of entry/exit.<br>AusNet Services and authorised persons will provide a description of the work program and the extent and type of activities to be conducted on the property.<br>AusNet Services and authorised persons will provide an outline of the areas to be surveyed.<br>AusNet Services and authorised persons will leave all gates, fences and grids as they are found.<br>[manually insert any agreed additional details] |

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|  |  |
|--|--|
| <p>Detail of works to be undertaken (Land Liaison Officer to list survey(s) to be undertaken):</p> | <p>Commencing from [insert date agreed with landholder], AusNet Services needs to access your property to undertake:</p> <ul style="list-style-type: none"> <li>• [Ecological investigations.]</li> <li>• Aboriginal cultural heritage surveys.</li> <li>• Historical heritage.</li> <li>• Soil contamination investigation.</li> <li>• Geotechnical investigations.]</li> </ul> <p>AusNet Services or its agent will contact the landholder at least seven (7) days prior (by telephone or email or text) to discuss details of the specific surveys and investigations to be undertaken.</p> |
| <p>Biosecurity requirements for access to the property:</p>  | <p>All vehicles entering the property after being on another property must wash all tyres and mudguards with water to remove all adherent mud, seeds and faeces; and all persons before entering the property after having been on another property must undertake a washdown of their footwear to remove all traces of mud, seeds and faeces.</p> <p>The biosecurity register will be signed prior to access, and any additional protocols established for the farm business will be complied with:<br/>[manually insert any agreed additional details]</p>                                   |
| <p>Existing hazards (plant and animal pathogens, soil contamination etc):</p>                      | <p>[manually insert details]</p>   |
| <p>Access tracks/access points (any areas where vehicle use is restricted):</p>                    | <p>[manually insert details]</p>   |
| <p>Any other specific instructions or requirements regarding access to the property:</p>           | <p>[manually insert details]</p>   |

My AusNet Services' Land Liaison Officer is <<insert Land Liaison Officer name>> at <<insert Land Liaison Officer email address>> or << insert phone number>>  
Ref:

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**Attachment 3 [insert number]: General information relating to land access**

We have provided answers to some frequently asked questions below for your reference. More information for landholders is available in the Landholder Guide: Land access, easements and compensation, available on the project website, resources page ([www.westernrenewableslink.com.au/resource/](http://www.westernrenewableslink.com.au/resource/)).

**Why we need to access land**

We are undertaking field surveys and investigations on both public and private land to inform project planning and approvals processes including the Environment Effects Statement and Cultural Heritage Management Plans. The information gathered in the field is used to assess the potential impacts of the transmission line, such as impacts to Aboriginal cultural heritage sites or threatened species, and to identify the most appropriate proposed route for the Western Renewables Link.

Field surveys and site visits may also be required to complete cultural values assessments which identify the intangible Aboriginal cultural heritage values and connection to Country by Traditional Owners. The findings will inform the Aboriginal cultural heritage impact assessment for the project which will be included in the Environment Effects Statement.

**Voluntary land access consent form professional legal advice and expenses**

You are welcome to obtain independent legal advice regarding our request for your voluntary consent to access your land. We will reimburse the reasonable legal costs of this independent legal advice with respect to the review and negotiation of the land access consent and access protocol up to a maximum of \$1,000.00 plus GST. Should you wish to seek such legal advice, it would be appreciated if you could advise your Land Liaison Officer who will guide you through the process to arrange your reimbursement.

**Claims for compensation**

We will do as little damage as possible when undertaking surveys and investigations on your property and we will remediate any areas damaged. We take the responsibility to minimise any damage to your property very seriously. Should any survey or investigation result in damage to your property that is unable to be remediated, we will compensate you for any such non-remediated damage, provided a claim is made within 2 years of the activity being undertaken.

If you need to make a claim, please engage with your Land Liaison Officer and/or submit your claim information and supporting documentation to your Land Liaison Officer via direct email or [info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au).

If compensation cannot be agreed upon, any compensation will be determined in the manner provided under the *Land Acquisition and Compensation Act 1986* (Vic).

**Public liability insurance**

AusNet Services, and its authorised persons, have appropriate public liability insurance in place that covers the survey and investigation activities to be conducted.

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## **Essential Services Commission Electricity transmission company land access statement of expectations**

In the conduct of our access to your land we will be guided by the Essential Services Commission's Electricity transmission company land access statement of expectations, which sets out principals in relation to how transmission companies access land, including for this project. The statement of expectations seeks to achieve a balance between the statutory right for licensed electricity corporations to access private lands and the rights of landholders affected by that exercise of power. More information can be found at [www.esc.vic.gov.au/electricity-and-gas/electricity-and-gas-inquiries-studies-and-reviews](http://www.esc.vic.gov.au/electricity-and-gas/electricity-and-gas-inquiries-studies-and-reviews).

### **Australian Energy Infrastructure Commissioner**

If you have concerns that remain unresolved after contacting your Land Liaison Officer, you may contact the Australian Energy Infrastructure Commissioner, Mr Andrew Dyer, at [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au) or 1800 656 395.

### **How to make a complaint**

A land access complaint or any other type of complaint or feedback about the project can be reported via phone, email, mail or via the Contact us form on the project website:

- Phone: 1300 360 795
- Email: [info@westernrenewableslink.com.au](mailto:info@westernrenewableslink.com.au)
- Mail: PO Box 638, Ballarat VIC 3353
- Online form: [www.westernrenewableslink.com.au/contact/](http://www.westernrenewableslink.com.au/contact/)

Landholders may also wish to lodge a complaint or feedback directly with their dedicated Land Liaison Officer.

### **Complaint handling process**

Complaint handling steps:

1. Complaint lodged with AusNet Services as per above.
2. We will acknowledge receipt of a complaint within two working days.
3. We aim to resolve the complaint within ten working days.
4. Where we cannot reach a resolution within ten working days, we will keep the complainant informed of the progress being made with handling the complaint and provide a revised timeframe for resolving the complaint.
5. At any time, the complainant may request to have their complaint escalated to AusNet Services management.

### **Dispute resolution processes**

If a complainant is not satisfied with the outcome after they have made a complaint to the project team, they have the following options:

- Request escalation to a higher level of AusNet management for review.
- Complainants may also pursue dispute resolution through the Energy and Water Ombudsman Victoria (EWOV), which is an independent and impartial dispute resolution service that is free to Victorian customers.

EWOV contact:

Phone: 1800 500 509

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Website [www.ewov.com.au](http://www.ewov.com.au)

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## Attachment [insert number]: Survey Information

### Aboriginal cultural heritage survey information

#### What is the Aboriginal cultural heritage field survey for?

Traditional Owners, cultural heritage advisors and archaeologists conduct field surveys and investigations to identify if evidence of Aboriginal cultural heritage is present and to assess the extent, nature, and significance of any material that is identified. The findings are used to assess the potential impacts to Aboriginal cultural heritage within and surrounding the proposed route and ensure appropriate measures are taken to protect it. This information will be included in the Western Renewables Link Environment Effects Statement and Cultural Heritage Management Plans.

We are working closely with the Registered Aboriginal Parties and Traditional Owners to prepare Cultural Heritage Management Plans for the proposed route in accordance with the requirements of the *Aboriginal Heritage Act 2006* (Vic). Cultural Heritage Management Plans outline the measures to be taken before, during and after the construction of the proposed project to manage and protect Aboriginal cultural heritage.

#### What will the field survey involve?

Traditional Owners, cultural heritage advisors and archaeologists will look for evidence of Aboriginal cultural heritage in areas of potential sensitivity. Activities on your property may include walking over areas and making observations, as well as small-scale excavations, to find evidence of features such as:

- Scar trees
- Mounds
- Fresh water middens
- Stone tools
- Artefact scatters
- Quarries
- Rock art

A standard assessment (walk over) typically involves an on-foot field survey to assess ground conditions, identify areas of archaeological potential, and inspect the area for surface evidence of Aboriginal cultural heritage. In some instances, this may also require some ground disturbance involving the use of hand augers.

A complex assessment (subsurface testing) involves hand excavation, including 0.5 x 0.5m shovel test pits and/or 1m x 1m test pits excavated with hand shovels with sediments sieved on table sieves. This testing aims to establish the presence or absence of any subsurface Aboriginal cultural heritage material. If subsurface Aboriginal cultural heritage material is identified, additional subsurface testing may be required to determine the extent. At the completion of excavation and recording, all test pits will be backfilled, and the area reinstated.

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### **Cultural values assessment field work**

Cultural values assessments are designed to identify the intangible Aboriginal cultural heritage values and connection to Country by Traditional Owners including stories and song lines. The assessment findings are used to inform the Aboriginal cultural heritage impact assessment for the EES and the Cultural Heritage Management Plans.

When conducting field work for the cultural values assessments, a group of Elders and other Traditional Owners and cultural heritage advisors will visit the identified areas on the property and discuss their findings and record their observations of the intangible cultural heritage or cultural values associated with the area. This may include discussing stories and song lines associated with the landscape features and looking for evidence of occupation, including tangible cultural heritage to support the cultural values. The group may break up into smaller parties to allow for sensitive information to be discussed (for example, women, men, age groups). These surveys generally involve visual inspections only and no ground-disturbing activities.



## Appendix B – voluntary Land access forms (CONFIDENTIAL)

There were no new signed consent forms for this reporting period.

## Appendix C – s93 Land access (CONFIDENTIAL)





# Appendix D - ESC Statement of Expectations performance assessment

# 1. ESC Statement of Expectations performance assessment

## 1.1. Approach to communication and engagement

Qualitative assessment of performance in relation to principles 2 – 5 can be found in the tables below.

### 1.1.1. Principle 2: 'Ensure staged, timely engagement and consultation'

Table 2: Approach to communication and engagement principle 2 – WRL performance for reporting period

| Principle 2   | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|---|--|--|
| <b>Ensure staged, timely engagement and consultation</b><br><br>An electricity transmission company will undertake staged, timely, relevant and appropriate engagement and consultation with landowners and parties interested in land potentially affected by a proposed greenfield transmission project | <ul style="list-style-type: none"> <li>As early as is practicable in the planning process, publish details of the project, timeline, and key milestones, and update these as information changes.</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|   | <ul style="list-style-type: none"> <li>Outline the electricity transmission company's commitments and landowners' rights in plain English</li> </ul>   | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No Change</li> </ul>  |
|   | <ul style="list-style-type: none"> <li>Explain what landowner input is likely to be needed and why, and at what stages of the project.</li> </ul>  | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|   | <ul style="list-style-type: none"> <li>Provide timely updates and additional details as necessary to inform affected landowners on project progress.</li> </ul>  | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.1.2. Principle 3: 'Be accessible and responsive'

Table 3: Approach to communication and engagement principle 3 – WRL performance for reporting period

| Principle  | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|--|--|--|
| <p><b>Be accessible and responsive</b></p> <p>An electricity transmission company will provide affected landowners with an accessible point of contact in the company. They will be available to respond to questions and address issues promptly during all stages of a transmission project.</p> | <ul style="list-style-type: none"> <li>Provide a designated person, such as a 'land liaison officer', for each landowner</li> <li>Provide a 24/7 contact number</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.1.3. Principle 4: 'Use accessible, readable communications'

Table 4: Approach to communication and engagement principle 4 – WRL performance for reporting period

| Principle 4   | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|---|--|--|
| <p><b>Use accessible readable communications</b></p> <p>All written electricity transmission company communication materials regarding land access must be readable and readily accessible by those affected by a transmission project.</p> | <ul style="list-style-type: none"> <li>Ensure all materials are written in plain English, concise and easy to follow. Avoid use of legal language.</li> <li>Ensure all material is readily accessible. General information may be published on an electricity transmission company's website, notifications placed in local papers or other media where warranted, and letters or emails sent to affected landowners.</li> <li>Provide links to translation services in communications.</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |



### 1.1.4. Principle 5: 'Employ respectful two-way communication'

Table 5: Approach to communication and engagement principle 5 – WRL performance for reporting period

| Principle 5   | ESC examples of actions by electricity transmission companies   | WRL performance for reporting period   |
|---|---|--|
| <p><b>Employ respectful two-way communication</b></p> <p>An electricity transmission company will communicate openly and honestly, and act respectfully and collaboratively with landowners and other parties interested in land affected by its proposed land access. Wherever possible, an electricity transmission company will incorporate landowner feedback into its decisions regarding proposed land access</p> | <ul style="list-style-type: none"> <li>• Conduct all communication collaboratively, sensitively and respectfully. This includes formal correspondence with landowners.</li> <hr/> <li>• Ensure that anyone who engages with landowners from or on behalf of the electricity transmission company has training in appropriate and effective stakeholder engagement, including on the principles in this document</li> <hr/> <li>• Be flexible where practicable to reschedule appointments and land access activities if reasonably requested by the landowner</li> <hr/> <li>• Adapt the mode, method and points of access if appropriate, if reasonably requested by the landowner.</li> <hr/> <li>• For example, where it is possible without impacting project timelines, adjustments could be made to minimise harm when paddocks are wet, during critical days of seasonal production operations, or when a landowner is unavoidably absent from a property.</li> <hr/> <li>• On request from a landowner an electricity transmission company should share the outcomes of its investigations with the landowner where appropriate and where able to do so.</li> </ul> | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <hr/> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). Exception reporting below: <ul style="list-style-type: none"> <li>◦ WRL AusNet Stakeholder and Engagement staff trained in IAP2 (module 2) engagement methods training.</li> <li>◦ ESC Statement of expectations online training (via Rapid Global) available to all project personnel that will be involved in field work and site access. Re-induction of this this online training will occur annually.</li> </ul> </li> <hr/> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <hr/> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <hr/> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <hr/> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

## 1.2. Process of communication and engagement

Qualitative assessment of performance in relation to principles 6 – 14 can be found in the tables below.

### 1.2.1. Principle 6: 'Identify and contact those affected'

Table 6: Approach to communication and engagement principle 6 – WRL performance for reporting period

| Principle 6  | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|--|--|--|
| <b>Identify and contact those affected</b><br><br>An electricity transmission company will make diligent and comprehensive efforts to identify and contact landowners and others likely to be directly affected by its proposed land access. | <ul style="list-style-type: none"> <li>Contact the registered landowner of the property to be accessed.</li> </ul>   | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Contact persons occupying the property to be accessed.</li> </ul>   | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Implement reasonable fallback measures when contact is not achieved or acknowledged (for example, making enquiries with Local Government), in compliance with applicable privacy laws.</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Communication may be via registered mail where other attempts at contact have failed</li> </ul>   | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.2.2. Principle 7: 'Provide identification on contact'

Table 7: Approach to communication and engagement principle 7 – WRL performance for reporting period

| Principle 7   | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|---|--|--|
| <b>Identify and contact those affected</b><br><br>An electricity transmission company will ensure that anyone contacting landowners regarding land access | <ul style="list-style-type: none"> <li>An electricity transmission company may implement a system that allows quick verification of credentials for</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). Exception reporting below:               <ul style="list-style-type: none"> <li>Project Identification Cards have been updated to align with project branding and authorisation signature (see below).</li> </ul> </li> </ul> |

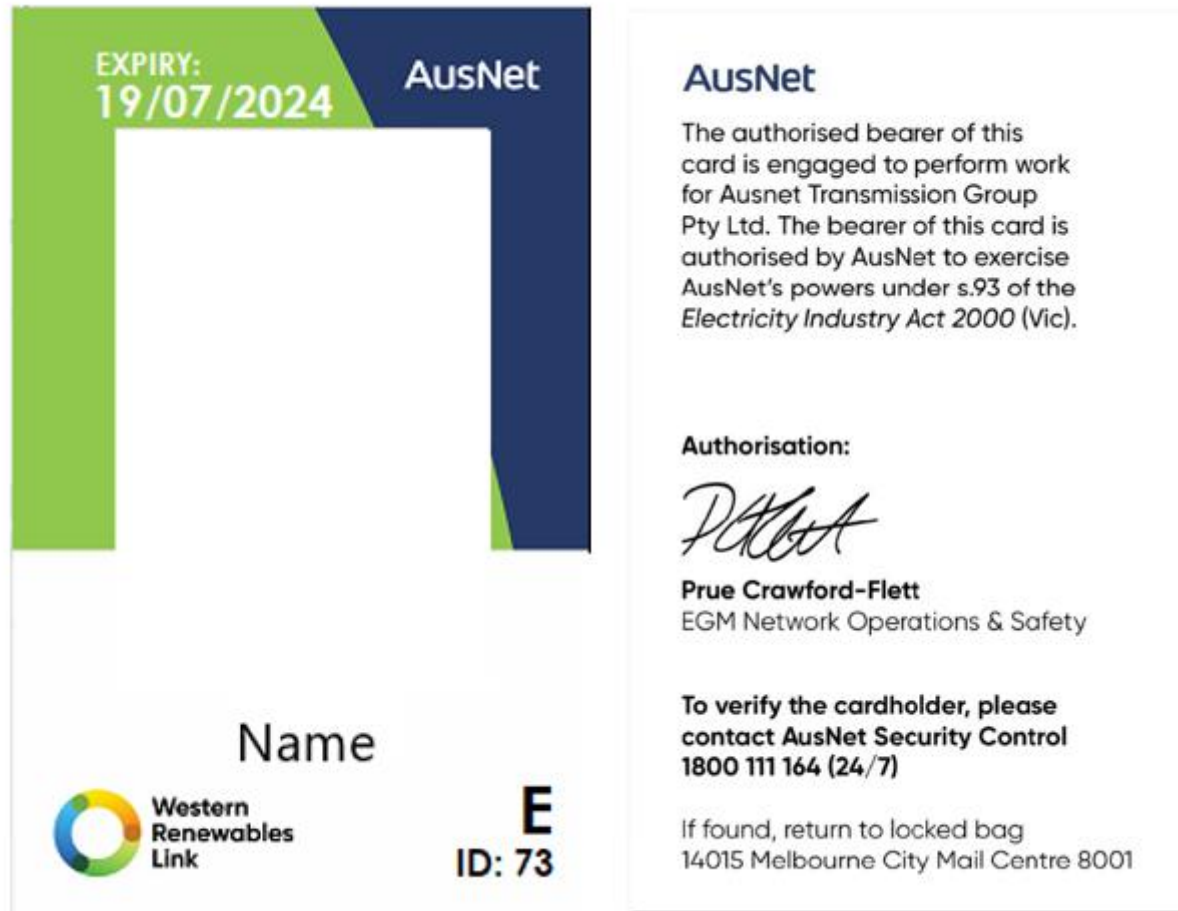
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(whether by phone or verbally in person) from or on behalf of the electricity transmission company, will clearly identify themselves and who they work for, and specify the purpose of the contact.

The electricity transmission company need not disclose the full names of individuals acting for or on its behalf, provided that the individual has identification or written authorisation that a landowner can readily verify with the electricity transmission company.

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authorised officers, rather than providing individuals' full details.



### 1.2.3. Principle 8: 'Outline access rights and obligations

Table 8: Approach to communication and engagement principle 8 – WRL performance for reporting period

| Principle 8  | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period  |
|--|--|---|
| <p><b>Outline access rights and obligations</b></p> <p>An electricity transmission company will provide information on the rights of landowners' and parties interested in land in relation to its land access, as well as the company's commitment to meeting the principles in this Statement of Expectations. An electricity transmission company will publish or provide a link to this Statement of Expectations on the electricity transmission company's website.</p> | <ul style="list-style-type: none"> <li>Direct stakeholders to this statement of Expectations and to related published information.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>Provide a simple description of:               <ul style="list-style-type: none"> <li>the electricity transmission company's right to access land even without a landowner's consent, and its obligation to do as little harm as possible.</li> <li>the entitlement to compensation if the electricity transmission company causes damage when exercising its rights to access land.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

#### 1.2.4. Principle 9: 'Make clear when and why access is required'

Table 9: Approach to communication and engagement principle 9 – WRL performance for reporting period

| Principle 9  | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|--|--|--|
| <p><b>Make clear when and why access is required</b></p> <p>An electricity transmission company will provide such information as is reasonably necessary for a landowner to understand when and why proposed access to the</p> | <ul style="list-style-type: none"> <li>Explain which stage of the transmission project lifecycle the proposed access relates to (that is for planning and investigations, construction, or for operation and maintenance of installed assets)</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

landowner's property is required. An electricity transmission company will provide its best estimate of the duration of access and will also explain variables that may affect that duration. Agreed arrangements for access may be time and purpose limited.

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>Explain the planned dates and times when access is sought, and any variables that may affect proposed timing and how these will be communicated</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
| <ul style="list-style-type: none"> <li>the types of activities to be conducted on the land during access</li> </ul>   | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
| <ul style="list-style-type: none"> <li>the purpose of access (for example, survey, physical investigation, photographs or works)</li> </ul>   | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
| <ul style="list-style-type: none"> <li>the nature of proposed investigations (for example, soil composition, groundwater, flora, fauna, indigenous sites)</li> </ul>                              | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
| <ul style="list-style-type: none"> <li>the specified area or areas of land which are requested to be accessed (if this can be reasonably identified prior to gaining physical access).</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
| <ul style="list-style-type: none"> <li>the expected point or points of entry.</li> </ul>  | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.2.5. Principle 10: 'Explain the processes involved'

Table 10: Approach to communication and engagement principle 10 – WRL performance for reporting period

| Principle 10                          | ESC examples of actions by electricity transmission companies   | WRL performance for reporting period   |
|---------------------------------------|---|--|
| <b>Explain the processes involved</b> | <ul style="list-style-type: none"> <li>Provide timely information to help landowners and parties interested in</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

|  |   |
|--|---|
| <p>An electricity transmission company will provide information on the processes and decisions relating to its proposed land access for a greenfield transmission project.</p> | <p>land to understand the opportunities they have to participate in consultation on the project. This information should be provided in addition to the general information listed in principle 2.</p>  |
|  | <ul style="list-style-type: none"> <li>• Explain interactions of the access sought with environmental, planning and other relevant government processes.</li> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.2.6. Principle 11: ‘Commit to details on how access will occur’

Table 11: Approach to communication and engagement principle 11 – WRL performance for reporting period

| Principle 11  | ESC examples of actions by electricity transmission companies   | WRL performance for reporting period   |
|---|---|--|
| <p><b>Commit to details on how access will occur</b></p> <p>An electricity transmission company will consult with landowners on access details and commit to how access will occur. Where possible, landowners’ preferences will be taken into consideration.</p> | <ul style="list-style-type: none"> <li>• Identify and agree where possible with the landowner the dates, times and expected duration and mode of access.</li> <li>• Identify key variables that may affect the proposed details.</li> </ul> | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul>   |
|   | <ul style="list-style-type: none"> <li>• Identify what equipment will be brought onto the land and the purpose it will be used for.</li> </ul>  | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). Exception reporting below to align with updated landholder land access letter templates issued to the project team on 21 November 2022:             <ul style="list-style-type: none"> <li>○ If via s93 process, Landholder land access correspondence Letter 3b – Follow up request to access property for specific survey (optional) and Letter 4b – Notice of intention to enter via s93 of the Act will specify equipment to be brought onto the land and its purpose.</li> </ul> </li> </ul> |

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Identify how many people are expected to enter the land on behalf of the electricity transmission company, and which company or organisation they represent.</li> </ul>       | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). Exception reporting below to align with updated landholder land access letter templates issued to the project team on 21 November 2022:             <ul style="list-style-type: none"> <li>If via s93 process, Landholder land access correspondence Letter 3b – Follow up request to access property for specific survey (optional) and Letter 4b – Notice of intention to enter via s93 of the Act will detail how many people and their roles will be entering the property of the planned access date.</li> </ul> </li> </ul> |
| <ul style="list-style-type: none"> <li>Commit to minimising attendance where possible and appropriate, generally only with those personnel reasonably required to safely perform investigations or works.</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul>   |

### 1.2.7. Principle 12: ‘Give reasonable notice of proposed access’

Table 12: Approach to communication and engagement principle 12 – WRL performance for reporting period

| Principle 12   | ESC examples of actions by electricity transmission companies   | WRL performance for reporting period   |
|--|---|--|
| <p><b>Give reasonable notice of proposed access</b></p> <p>An electricity transmission company will ensure that notice periods and notice content (that is, providing details of activities) are reasonable. These must be proportionate both to the stage of the project, and to the potential impact of access on landowners and parties interested in the land.</p> | <ul style="list-style-type: none"> <li>Seek agreement on reasonable notice periods for access that reflect land use and related timing requirements (for example, stages of crop growth, animal husbandry).</li> </ul>        | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
| <p>An electricity transmission company will establish and publish minimum notice periods for land access. Where practicable, notice periods and formats should reflect the landowner's preferences.</p>  | <ul style="list-style-type: none"> <li>Establish a preferred protocol with landowners for providing adequate notice for access requests or changing of access requests (for example, email, phone call or letter).</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |



### 1.2.8. Principle 13: 'Keep records'

Table 13: Approach to communication and engagement principle 13 – WRL performance for reporting period

| Principle 13  | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|---|--|--|
| <p><b>Keep records</b></p> <p>In accordance with electricity transmission licences, an electricity transmission company will maintain access related records of its contact with landowners and parties interested in land for a period of seven years.</p> | <ul style="list-style-type: none"> <li>Confirm in writing verbal communications pertaining to the manner of access with the landowner.</li> <li>Document all communications regarding land access between electricity transmission company officers and landowners.</li> <li>Make these communications available to the landowner in a timely fashion upon their request.</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.2.9. Principle 14: 'Maintain confidentiality and respect privacy'

Table 14: Approach to communication and engagement principle 14 – WRL performance for reporting period

| Principle 14   | ESC examples of actions by electricity transmission companies   | WRL existing practice  |
|--|---|--|
| <p><b>Maintain confidentiality and respect privacy</b></p> <p>An electricity transmission company will ensure that it collects and maintains data strictly in accordance with privacy legislation.</p> | <ul style="list-style-type: none"> <li>Apply privacy principles to access-related information collected. This includes only collecting and dealing with information in accordance with the Australian Privacy Principles as provided in the Privacy Act 1988 (Cth)</li> <li>Provide individuals with the right to correct their personal information if necessary.</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

## 1.3. Managing impacts of access

Qualitative assessment of performance in relation to principles 15 – 20 can be found in the tables below.

### 1.3.1. Principle 15: ‘Minimise impact on land and landowners’

Table 15: Approach to managing impacts of land access principle 15 - WRL performance for reporting period

| Principle 15   | ESC examples of actions by electricity transmission companies  | WRL existing practice  |
|--|--|--|
| <p><b>Minimise impact on land and landowners</b></p> <p>An electricity transmission company will take all reasonable measures to minimise the impact of its access on landowners and parties interested in land, and on the land itself.</p> <p>This reflects the company’s statutory obligations in section 93 of the Act to do as little damage as possible, and to make full compensation to the owner and all parties interested in the land for damages they sustain in consequence of the exercise of access powers under section 93 of the Act.</p> | <ul style="list-style-type: none"> <li>• Cause as little harm, inconvenience and damage as possible to the land, as well as to anything living on or growing on the land.</li> </ul>   | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• Remain upon the land only for such a period as is reasonably necessary.</li> </ul>  | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• Remove all plant, machinery, equipment, goods or buildings brought onto, or erected on, the land on completion of access (other than any of those things that the landowner or occupier agrees may be left on the land or which are required for the purpose of the access, such as equipment for animal surveys).</li> </ul> | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• Leave the land—as close as possible—in the condition in which it was immediately before the land was accessed.</li> </ul>   | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• Use best endeavours to cooperate with the landowner and land occupier.</li> </ul>   | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.3.2. Principle 16: ‘Meet expected work standards’

Table 16: Approach to managing impacts of land access principle 16 - WRL performance for reporting period

| Principle 16  | ESC examples of actions by electricity transmission companies | WRL performance for reporting period   |
|---|---|--|
| <p><b>Meet expected work standards</b></p> <p>An electricity transmission company will ensure that all its activities on the land are undertaken in</p> |   | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient and effective manner.

### 1.3.3. Principle 17: ‘Meet requirements for field-based employees and contractors accessing land’

Table 17: Approach to managing impacts of land access principle 17 - WRL performance for reporting period

| Principle 17  | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|---|--|--|
| <p><b>Meet requirements for field-based employees and contractors accessing land</b></p> <p>An electricity transmission company will require all persons entering or accessing land on its behalf to provide identification, if requested, on each entry. Such persons are expected to have the relevant skills, training and qualifications to undertake their allocated tasks. All persons must respect the landowner’s privacy, private assets and infrastructure. All gates, fences and grids are to be left as found, unless otherwise advised by the landowner, or where necessary and in accordance with good industry practice.</p> <p>All reasonable measures to identify, avoid and mitigate risks must be observed, as well as compliance with this Statement of Expectations.</p> | <ul style="list-style-type: none"> <li>Where practicable, ensure vehicles use existing roads, access points, tracks, designated work areas or set-down areas.</li> <li>Where not practicable, liaise with landowners to determine the most appropriate paths of entry.</li> <li>Use risk mitigation measures. Specific examples for such measures are set out in principles 18 to 21.</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.3.4. Principle 18: ‘Implement environmental and biosecurity controls’

Table 18: Approach to managing impacts of land access principle 18 - WRL performance for reporting period

| Principle 18  | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|---|--|--|
| <p><b>Implement environmental and biosecurity controls</b></p> <p>An electricity transmission company will ensure that all its activities on the land are undertaken in accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient and effective manner.</p> | <ul style="list-style-type: none"> <li>• Implement systems to check for active biosecurity incidents or outbreaks in an area prior to accessing a property and comply with any statutory limitations on movements arising from such incidents or outbreaks.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Adopt 'come clean, leave clean' practices.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Observe biosecurity signage on properties.</li> </ul> | <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.3.5. Principle 19: 'Manage fire risks'

Table 19: Approach to managing impacts of land access principle 19 - WRL performance for reporting period

| Principle 19  | ESC examples of actions by electricity transmission companies | WRL performance for reporting period   |
|---|---|--|
| <p><b>Manage fire risks</b></p> <p>An electricity transmission company will take all reasonable measures to identify and mitigate fire risks associated with accessing and using land for transmission and will act in accordance with its own bushfire management plans.</p> |   | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.3.6. Principle 20: 'Manage COVID and other health risks'

Table 20: Approach to managing impacts of land access principle 20 - WRL performance for reporting period

| Principle 20   | ESC examples of actions by electricity transmission companies | WRL performance for reporting period   |
|--|---|--|
| <p><b>Manage COVID and other health risks</b></p> <p>An electricity transmission company will ensure that all its activities on the land are undertaken in accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient and effective manner.</p> |   | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

## 1.4. Managing complaints and disputes effectively and fairly

Qualitative assessment of performance in relation to principles 21 and 22 can be found in the tables below.

### 1.4.1. Principle 21: 'Implement effective complaint handling'

Table 21: Approach to managing complaints and disputes effectively and fairly principle 21 - WRL performance for reporting period

| Principle 21   | ESC examples of actions by electricity transmission companies  | WRL performance for reporting period   |
|--|--|--|
| <p><b>Implement effective complaint handling</b></p> <p>An electricity transmission company will implement effective complaint-handling processes and standards that meet current Australia and New Zealand standards for complaints handling. This process is to ensure honest, respectful, and timely responses to issues raised by landowners and parties interested in land affected by its land access.</p> | <ul style="list-style-type: none"> <li>Publish clear steps to follow and relevant persons to contact to escalate complaints, for people who have concerns or are not satisfied with an electricity transmission company's response or actions.</li> </ul> <p>Such steps may be:</p> <ul style="list-style-type: none"> <li>Contact the designated land liaison officer (with contact details provided).</li> <li>If not satisfied, escalate concerns to a complaint resolution team (with an email address provided). If a complaint cannot be resolved following further internal investigation, contact the Energy and Water Ombudsman Victoria (EWOV).</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

### 1.4.2. Principle 22: 'Offer dispute resolution'

Table 22: Approach to managing complaints and disputes effectively and fairly principle 22 - WRL performance for reporting period

| Principle 22   | ESC examples of actions by electricity transmission companies   | WRL existing practice  |
|--|---|--|
| <p><b>Offer dispute resolution</b></p> <p>An electricity transmission company will offer third party dispute resolution to landowners and parties interested in land affected by its land access. An electricity transmission company will provide landowners and parties interested in land</p> | <ul style="list-style-type: none"> <li>EWOV may resolve disputes involving its electricity transmission company members.</li> <li>Where statutory access does not meet reasonable expectations under this Statement of Expectations, landowners and parties interested in land may pursue dispute resolution through EWOV.</li> </ul> | <ul style="list-style-type: none"> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> <li>As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.</li> </ul> |

affected by its land access with details of the Energy and Water Ombudsman Victoria (EWOV) scheme. An electricity transmission company is encouraged to include provision for third party dispute resolution in its negotiated access agreements.

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- Where a voluntary access agreement is in place, parties should utilise any third-party dispute resolution body nominated under their agreement.
  - As per 1 November 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004\_1.0). No change.
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