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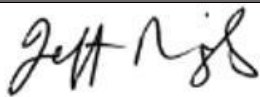
ESC Statement of Expectations Monthly Report



Schedule of revisions

Revision	Date	Status	Author/Reviewer	Details of change
1.0	31 October 2022	Issued for Information	Project Business Analyst	Formal submission of 1 November 2022 report
2.0	2 December 2022	Issued for Information	Project Business Analyst	Amended Formal submission of 1 November 2022 report due to EWOV reclassification of complaints.

Approval to issue to Essential Services Commission

Date Approved	Approved By	Signed
31 October 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 (WWWCHAC), 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.
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' (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 in a summary form 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.

The commission makes the reports 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 with 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 being 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 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: 27 September 2022 – 25 October 2022

Previous reporting period: 25 August 2022 – 26 September 2022

2. ESC Statement of Expectations monthly report

2.1. Performance summary

During the reporting period, AusNet implemented our internal online statement of expectations training, designed for new starters in the WRL project team. Since its launch, thirty-three (33) personnel have successfully completed the course.

The WRL Stakeholder and Land Teams operated a stand at the Elmore Field Days from 4 October 2022 to 6 October 2022. This three-day event is held in Victoria's north, near Echuca. The event attracted community members from the WRL project area, with the Stakeholder and Land teams speaking to over 242 people over the three-day event.

The heavy rainfall and inclement weather conditions meant that many proposed land access were postponed as a result of working with landholders to minimise disturbance and due to waterlogged sites.

For this reporting period, 27 September 2022 to 25 October 2022, AusNet accessed five (5) parcels of public land owned by one (1) landholder. No private land was accessed under voluntary consent or pursuant to s93 of the Act. Of these parcels of land:

- Five (5) were public land;
- Zero (0) were private land:
 - Zero (0) were accessed under voluntary consent; and
 - Zero (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. One (1) complaint in relation to land access were raised with EWOV during the reporting period.

Table 1: Summary for reporting period

Item*	Previous reporting period	Current reporting period	Variance	Comments	
1. No. of items of outgoing correspondence to landholders (including emails, phone calls & SMS)	1,013	201	- 812	Mailed letters: 27 (1 Notice to Enter and 26 mailed complaint responses) Phone calls: 42 Emails: 112 Text messages: 20	
2. No. of face-to-face meetings	32	7	- 25		
3. No. of voluntary access agreement negotiations underway	17	15	- 2	One (1) landholder does not wish to sign a voluntary consent. One (1) landholder is deregistered, and the land is currently under council control, therefore an access agreement will not be signed until sold to another party.	
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	8	5	- 3	Five (5) secondary requests for voluntary consent issued in preparation for scheduled Aboriginal cultural heritage field surveys.	
6. No. of Notice to enter issued	8	1	- 7	One (1) notice regarding access under s93 of the Act issued in preparation for scheduled Aboriginal cultural heritage field surveys.	
7. No. of times land was accessed under s93 of the Act	4	-	- 4	No land was accessed under s93 of the Act. Six (6) had been 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

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
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[REDACTED]
[REDACTED]

These concerns relate to information that was discussed and requested at the time of involuntary access. The project team has responded to the concerns and where possible, have provided the landholder with the specific information requested. The project team has not received notice of escalation for this matter from the landholder or EWOV.

Appendix A – Land Access Letters

Overview Landholder land access correspondence Letters

Table 2: Landholder land access correspondence process overview

Landholder correspondence stage	WRL landholder land access correspondence overview
Introductory Letter	<ul style="list-style-type: none"> • Introductory letter • General information on project stage • Outline that the project would like to meet with the landholder to discuss how the project impacts their property <p>Follow up via phone and email if appropriate details are available. A pre-assessment site meeting is offered.</p>
Initial Request for consent to access property	<ul style="list-style-type: none"> • Reiterate message from letter 1 • Outline why access is required • Provide general access related information • Provide voluntary land access consent form and access protocols template (Schedule A of Letter) <p>Follow up via phone and email if appropriate details are available. A pre-assessment site meeting is offered.</p>
Secondary Request for consent to access property	<ul style="list-style-type: none"> • Reiterate message from letter 2 • Outline why access is required • Provide general access related information • Outline type, purpose, and nature of field study • Provide voluntary land access consent form and related access protocols (Schedule A of Letter) • Provide information that if voluntary consent is not reached AusNet Services will utilise its statutory powers under s93 of the Act to access property and undertake field work <p>Follow up via phone and email if appropriate details are available. A pre-assessment meeting is offered.</p>
Notice to Enter	<ul style="list-style-type: none"> • Formal notice to enter under s93 of the Act • Nomination of an access date • Written notice provided a minimum of seven (7) days prior to the planned access date

Appendix B – voluntary Land access forms (CONFIDENTIAL)

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

Appendix C – Land access(CONFIDENTIAL)

<p>■ Declined to sign a voluntary consent agreement</p>	<p>Landholder was provided with information on key project milestones. Landowner was informed of their rights in the land access process.</p>	<p>Landholder provided details of their Land Liaison Officer (LLO).</p>	<p>All materials provided to the landholder are readable and accessible</p>	<p>[REDACTED]</p>	<p>The LLO provided identification at initial face-to-face meeting.</p>
<p>■ Declined to sign a voluntary consent agreement</p>	<p>Landholder was provided with information on key project milestones. Landowner was informed of their rights in the land access process.</p>	<p>Landholder provided details of their Land Liaison Officer (LLO).</p>	<p>All materials provided to the landholder are readable and accessible</p>	<p>[REDACTED]</p>	<p>The LLO provided identification at initial face-to-face meeting.</p>
<p>■ Declined to sign a voluntary consent agreement</p>	<p>Landholder was provided with information on key project milestones. Landowner was informed of their rights in the land access process.</p>	<p>Landholder provided details of their Land Liaison Officer (LLO).</p>	<p>All materials provided to the landholder are readable and accessible</p>	<p>[REDACTED]</p>	<p>The LLO provided identification at initial face-to-face meeting.</p>
<p>■ Declined to sign a voluntary consent agreement</p>	<p>Landholder was provided with information on key project milestones. Landowner was informed of their rights in the land access process.</p>	<p>Landholder provided details of their Land Liaison Officer (LLO).</p>	<p>All materials provided to the landholder are readable and accessible</p>	<p>[REDACTED]</p>	<p>The LLO provided identification at initial face-to-face meeting.</p>

Owner ID	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	The LLO phoned the landholder on 06/09/2022 to inform of upcoming survey. The date of proposed access was further shown in the secondary request for voluntary consent emailed on 07/09/2022.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Details on how access would occur were provided in the secondary request for voluntary consent. Details of access were also discussed in phone call on 20/09/2022.	Date of access was stated within the notice to enter. The date of access was confirmed by the LLO during a phone call with the landholder's son on 20/09/2022.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Details on how access would occur were discussed in a phone call on 08/09/2022 and further via email confirmation on 12/09/2022.	Potential dates for access were first discussed over the phone on 18/08/2022. These were then further discussed via phone call on 08/09/2022 and then confirmed later on the same day. The landholder agreed to give 'one off consent' to access the property for a survey type they requested therefore less notice was required to be given.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Given negotiations are currently ongoing exact details on how access will occur have not been committed to.	Voluntary consent discussions ongoing. Land access not required to date however AusNet will provide minimum 7 days notice if required.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Details on how access would occur were provided in the secondary request for voluntary consent. The survey was cancelled on 07/09/2022 therefore firm details were not committed to.	Preferred date of access was noted in the secondary request for voluntary consent. The survey was cancelled on 07/09/2022 therefore a notice to enter was not sent.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

■	[REDACTED]	Details on how access would occur were provided in the secondary request for voluntary consent.	Date of access was stated within notice to enter and in meeting with landholder on 19/09/2022.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	[REDACTED]	Details of access were also discussed during a meeting on 19/09/2022.			
■	[REDACTED]	Details on how access would occur were provided in the secondary request for voluntary consent.	Date of access was stated within notice to enter and confirmed with the farm manager during a phone call on 21/09/2022.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
	[REDACTED]	Details of access were also discussed during a phone call with the farm manager on 21/09/2022.			
■	[REDACTED]	Details on how access would occur were provided in the secondary request for voluntary consent. Following a phone call with the LLO on 19/09/2022 where the landholders refused access the survey was reassessed as a high risk property therefore was postponed and no firm details were committed to.	Preferred date of access was noted in the secondary request for voluntary consent. The survey was postponed on 19/09/2022 therefore a notice to enter was not sent.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.
■	[REDACTED]	Details on how access would occur were provided in the secondary request for voluntary consent. Access to property was postponed due to survey standown following high rainfall therefore details of access were not committed to.	Preferred date of access was noted in the secondary request for voluntary consent. The survey was postponed on 10/10/2022 therefore a notice to enter was not sent.	Records of interactions between landholder and AusNet are maintained	All data collected by AusNet has been in accordance with AusNet's privacy policy and the Privacy Act.

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
Ensure staged, timely engagement and consultation 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"> As early as is practicable in the planning process, publish details of the project, timeline, and key milestones, and update these as information changes. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Outline the electricity transmission company's commitments and landowners' rights in plain English 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No Change
	<ul style="list-style-type: none"> Explain what landowner input is likely to be needed and why, and at what stages of the project. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Provide timely updates and additional details as necessary to inform affected landowners on project progress. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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
Be accessible and responsive 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.	<ul style="list-style-type: none"> Provide a designated person, such as a 'land liaison officer', for each landowner 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Provide a 24/7 contact number 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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
Use accessible readable communications All written electricity transmission company communication materials regarding land access must be readable and readily accessible by those affected by a transmission project.	<ul style="list-style-type: none"> Ensure all materials are written in plain English, concise and easy to follow. Avoid use of legal language. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Provide links to translation services in communications. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Employ respectful two-way communication</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"> Conduct all communication collaboratively, sensitively and respectfully. This includes formal correspondence with landowners. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Be flexible where practicable to reschedule appointments and land access activities if reasonably requested by the landowner 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Adapt the mode, method and points of access if appropriate, if reasonably requested by the landowner. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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
Identify and contact those affected 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"> Contact the registered landowner of the property to be accessed. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Contact persons occupying the property to be accessed. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Implement reasonable fallback measures when contact is not achieved or acknowledged (for example, making enquiries with Local Government), in compliance with applicable privacy laws. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Communication may be via registered mail where other attempts at contact have failed 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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
Identify and contact those affected An electricity transmission company will ensure that anyone contacting landowners regarding land access	<ul style="list-style-type: none"> An electricity transmission company may implement a system that allows quick verification of credentials for 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

(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.

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>Outline access rights and obligations</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"> Direct stakeholders to this statement of Expectations and to related published information. Provide a simple description of: <ul style="list-style-type: none"> 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. the entitlement to compensation if the electricity transmission company causes damage when exercising its rights to access land. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change. As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Make clear when and why access is required</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 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.</p>	<ul style="list-style-type: none"> 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) 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP- No change. 1.).
	<ul style="list-style-type: none"> Explain the planned dates and times when access is sought, and any variables that may affect proposed timing and how these will be communicated 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP- No change. 1.0).
	<ul style="list-style-type: none"> the types of activities to be conducted on the land during access 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP- No change. 1.).
	<ul style="list-style-type: none"> the purpose of access (for example, survey, physical investigation, photographs or works) 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP- No change. .
	<ul style="list-style-type: none"> the nature of proposed investigations (for example, soil composition, groundwater, flora, fauna, indigenous sites) 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP- No change. .
	<ul style="list-style-type: none"> the specified area or areas of land which are requested to be accessed (if this can be reasonably identified prior to gaining physical access). 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP- No change. 1.0).

- the expected point or points of entry.
- As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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
<p>Explain the processes involved</p> <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>	<ul style="list-style-type: none"> • Provide timely information to help landowners and parties interested in 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. 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> • Explain interactions of the access sought with environmental, planning and other relevant government processes. 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Commit to details on how access will occur</p>	<ul style="list-style-type: none"> • Identify and agree where possible with the landowner the dates, 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

<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>	<p>times and expected duration and mode of access.</p>	
	<ul style="list-style-type: none"> Identify key variables that may affect the proposed details. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Identify what equipment will be brought onto the land and the purpose it will be used for. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Identify how many people are expected to enter the land on behalf of the electricity transmission company, and which company or organisation they represent. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Commit to minimising attendance where possible and appropriate, generally only with those personnel reasonably required to safely perform investigations or works. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Give reasonable notice of proposed access</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</p>	<ul style="list-style-type: none"> Seek agreement on reasonable notice periods for access that reflect land use and related timing requirements (for example, stages of crop growth, animal husbandry). 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

access on landowners and parties interested in the land.

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.

- 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).
- As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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
Keep records 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.	<ul style="list-style-type: none"> • Confirm in writing verbal communications pertaining to the manner of access with the landowner. 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> • Document all communications regarding land access between electricity transmission company officers and landowners. 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> • Make these communications available to the landowner in a timely fashion upon their request. 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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
Maintain confidentiality and respect privacy	<ul style="list-style-type: none"> • Apply privacy principles to access-related information collected. This includes only collecting and dealing with 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

<p>An electricity transmission company will ensure that it collects and maintains data strictly in accordance with privacy legislation.</p>	<p>information in accordance with the Australian Privacy Principles as provided in the Privacy Act 1988 (Cth)</p> <ul style="list-style-type: none"> • Provide individuals with the right to correct their personal information if necessary. 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
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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>Minimise impact on land and landowners</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"> • Cause as little harm, inconvenience and damage as possible to the land, as well as to anything living on or growing on the land. • Remain upon the land only for such a period as is reasonably necessary. • 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). • Leave the land—as close as possible—in the condition in which it was immediately before the land was accessed. • Use best endeavours to cooperate with the landowner and land occupier. 	<ul style="list-style-type: none"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change. • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change. • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change. • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change. • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Meet expected work standards</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"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Meet requirements for field-based employees and contractors accessing land</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</p>	<ul style="list-style-type: none"> Where practicable, ensure vehicles use existing roads, access points, tracks, designated work areas or set-down areas. Where not practicable, liaise with landowners to determine the most appropriate paths of entry. Use risk mitigation measures. Specific examples for such measures are set out in principles 18 to 21. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change. As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change. As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

by the landowner, or where necessary and in accordance with good industry practice.

All reasonable measures to identify, avoid and mitigate risks must be observed, as well as compliance with this Statement of Expectations.

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
Implement environmental and biosecurity controls 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.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Adopt 'come clean, leave clean' practices. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
	<ul style="list-style-type: none"> Observe biosecurity signage on properties. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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
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Manage fire risks

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.

- As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Manage COVID and other health risks</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"> • As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Implement effective complaint handling</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"> 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. <p>Such steps may be:</p> <ul style="list-style-type: none"> Contact the designated land liaison officer (with contact details provided). 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). 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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>Offer dispute resolution</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"> EWOV may resolve disputes involving its electricity transmission company members. 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. 	<ul style="list-style-type: none"> As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change. As per 1 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.

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 October 2022 report (Document number: WVTNP-ANS-000-PLC-MR-0004_1.0). No change.
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