

1 AUGUST 2023

ESC Statement of Expectations Monthly Report

July 2023



Schedule of revisions

Revision	Date	Status	Author/Reviewer	Details of change
1.0	01/08/2023	Issued for Information	Project Business Analyst	Formal submission of Monthly Report to ESC
2.0	18/08/2023	Issued for Information	Project Business Analyst	Parcel reporting definition changed resulting in a reduction in the number of parcels reported. Formal submission of Monthly Report to ESC

Approval to issue to Essential Services Commission

Date Approved	Approved By	Signed
01/08/2023	Malcolm Tinkler (General Manager, Western Renewables Link)	

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
AEMO	Australian Energy Market Operator
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 provides land access, land acquisition and compensation services to AusNet for 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
SPI	Standard Parcel Identifier = Lot Number/Plan Number. A single title may have one or more SPIs.
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 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 unless otherwise agreed between AusNet and the Commission. 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. Performance Summary

This section reports on key activities within the reporting period, together with parcel access statistics as follows:

The number of unique parcels (SPI) and corresponding number of landholders by landholder type and access methods, being voluntary access (land access consent or verbal agreement) and section 93 of the Electricity Industry Act 2000 (Vic).

- From June 2022 to July 2023, the number of parcels accessed were reported for each time a unique parcel was accessed for a survey date and survey type.
- From August 2023, the number of parcels accessed is reported as each unique parcel accessed during the reporting period.

1.2.2. 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.

1.2.3. 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).

1.2.4. 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 for agreements signed before December 2022 therefore, this number may fluctuate.

Metric reported: Section 2, Table 1

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

1.2.5. 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.

1.2.6. 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.

1.2.7. 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).

1.2.8. 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.

1.2.9. 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).

1.2.10. 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: 25 June 2023 – 25 July 2023

Previous reporting period: 25 May 2023 – 24 June 2023

2. ESC Statement of Expectations monthly report

2.1. Performance summary

This month we have continued to meet with landholders and carry out surveys.

For this reporting period, 25 June 2023 to 25 July 2023, AusNet accessed eighteen (18) parcels of land owned by nine (9) different landholders. Of these parcels of land:

- Eleven (11) parcels were public land owned by four (4) different agencies;
- Seven (7) parcels were private land owned by five (5) different landholders;
 - five (5) parcels, owned by three (3) landholders, were accessed via signed land access agreements; and
 - Two (2) parcels, owned by two (2) landholders, were accessed pursuant to s93 of the Act.

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

No complaints in relation to land access under Section 93 of the Act were received via EWOV or directly to the Project 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)	595	126	-469	Letters: 5 Phone calls: 41 Emails: 59 Text messages: 21	
2. No. of face-to-face meetings	14	15	+1	These meetings primarily focused on project updates and Option for Easement offers.	
3. No. of voluntary access agreement negotiations underway	49	49	-		
4. No. of voluntary land access agreements entered into	99	99	-		
5. No. of secondary requests for voluntary consent issued	3	0	-3		
6. No. of notices to enter issued under s93 of the act	0	3	+3		
7. No. of times land was accessed under s93 of the Act	3	7	+4		
8. No. of compensation claims opened for damage to property during access	-	-	-		
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 in relation to land access under Section 93 of the Act were received by the project during the reporting period.
10. Complaints made to EWOV in relation to land access under s93 of the Act	-	-	-	-	No complaints in relation to land access under Section 93 of the Act were received via EWOV 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 for field surveys and investigations published September 2022

STEP		DESCRIPTION
General Landholder Communication		
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.
Specific Survey Request i.e., identified survey requirement such as Aboriginal Cultural Heritage or Geotechnical		
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) (issued 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.
Voluntary Access Agreed		
4a	Confirmation 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.
Section 93 Access		
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.

Note: there are specific requirements for Aboriginal cultural heritage field surveys under the Aboriginal Heritage Act 2006 (Vic) which must be considered.

Appendix B – Voluntary Land Access Consent Form

Latest template provided in February 2023 Report.

Appendix C – s93 Land Access (CONFIDENTIAL)

Under Negotiation

Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	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
■	The Landholder was provided with information on key project milestones. The Landowner was informed of their rights in the land access process via the Land Access Consent form issued to all landholders on 15/12/2022.	Landholder provided details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15 December 2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC). The land team began engagement with landholders regarding the document and will continue to actively engage in a respectful manner.	[REDACTED] On 15 December 2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15 December 2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15 December 2022. We do not provide specific dates in the LAC but months during which specific accesses may take place. When access is required, the land agent will attempt to contact the landholder to request access prior to issuing a 'secondary request for voluntary consent' letter.	[REDACTED] When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Landholders have been provided with a Property Specific Access Requirements form on 15 December 2022 to complete that informs their specific property access requirements for the project team to adhere to. When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (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.
■	The Landholder was provided with information on key project milestones. The Landowner was informed of their rights in the land access process via the Land Access Consent form issued to all landholders on 15/12/2022.	Landholder provided details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15 December 2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC). The land team began engagement with landholders regarding the document and will continue to actively engage in a respectful manner. The landholder is seeking legal advice on the LAC and participation payment.	[REDACTED] On 15 December 2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the LAC provided on 15 December 2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15 December 2022. We do not provide specific dates in the LAC but months during which specific accesses may take place. When access is required, the land agent will attempt to contact the landholder to request access prior to issuing a 'secondary request for voluntary consent' letter.	[REDACTED] When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Landholders have been provided with a Property Specific Access Requirements form on 15 December 2022 to complete that informs their specific property access requirements for the project team to adhere to. When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (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.
■	The Landholder was provided with information on key project milestones. The Landowner was informed of their rights in the land access process via the Land Access Consent form issued to all landholders on 15/12/2022.	Landholder provided details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15 December 2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC). a The land team have begun engagement with landholders regarding the document and will continue to actively engage in a respectful manner.	[REDACTED] On 15 December 2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the LAC provided on 15 December 2022.	Overview of access requirements and potential timeframes for access were outlined in the Information Pack and LAC provided on 15 December 2022. We do not provide specific dates in the LAC but months during which specific accesses may take place.	[REDACTED] When access is required again, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Landholders have been provided with a Property Specific Access Requirements form on 15 December 2022 to complete that informs their specific property access requirements for the project team to adhere to. When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	When access is confirmed as being required, the land team provides a minimum of 7 days notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (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.
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Owner ID	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact	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
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2539	The Landholder was provided with information on key project milestones. The Landowner was informed of their rights in the land access process via the Land Access Consent form issued to all landholders on 15/12/2022.	Landholder provided details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15 December 2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC). The land team have begun engagement with landholders regarding the document and will continue to actively engage in a respectful manner.	[REDACTED] On 15 December 2022, all landholders were posted and/or emailed a Landholder Information Pack which contained a copy of a new Land Access Consent (LAC).	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the Landholder Information Pack and LAC provided on 15 December 2022.	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15 December 2022. We do not provide specific dates in the LAC but months during which specific accesses may take place.	When access is required, the land team will contact the landholder to discuss and answer any questions the landholder may have.	Landholders have been provided with a Property Specific Access Requirements form on 15 December 2022 to complete that informs their specific property access requirements for the project team to adhere to. When access is required, the land team will contact the landholder to discuss and note any specific access requirements.	[REDACTED] When access is confirmed as being required, the land team gives a minimum of 7 days notice to the landholder. This involves a phone call and issuing of secondary request for consent and notice to enter (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.

Planned Access Pursuant to s93 of the Act

Owner ID	Number of Parcels	Planned Access Date	Date of access	Planned Access Instances	Survey Type	Date of secondary request for voluntary consent to access issued	Date notice to enter issued	Number of Days between notice to enter issue and access occurring	Instances of Land access that actually took place	Principle 2 - Ensure staged, timely engagement and consultation	Principle 3 - Be accessible and responsive	Principle 4 - Use accessible, readable communications	Principle 5 - Employ respectful two-way communication	Principle 6 - Identify and contact those affected	Principle 7 - Provide identification on contact	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	Principle 15 - Minimise impact on land and landowners	Principle 16 - Meet expected work standards	Principle 17 - Meet requirements for field-based employees and contractors accessing land	Principle 18 - Implement environmental and biosecurity controls	Principle 19 - Manage fire risks	Principle 20 - Manage COVID and other health risks	
[REDACTED]	1	[REDACTED]	[REDACTED]	2	Cultural Heritage	[REDACTED]	[REDACTED]	7 days	2	Landholder was provided with information on key project milestones. The landholder was informed of their rights in the land access process via the Land Access Consent form issued to all landholders on 15/12/2022.	Landholder provided details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15 December 2022, all landholders were posted and/or emailed a copy of a new Land Access Consent (LAC). The land team engaged with this landholder regarding the document and continues to actively engage in a respectful manner.	[REDACTED]	The Land Liaison Officer has provided identification during all face-to-face interactions that have occurred with the landholders.	[REDACTED]	Overview of access requirements and potential timeframes for access are outlined in the Landholder Information Pack provided on 15 December 2022.	[REDACTED]	Landholders were provided with a Property Specific Access Requirements form on 15 December 2022. This form allows the landholder to specify property access requirements for the project team to adhere to. This form has not yet been completed by this landholder.	A notice to enter was issued on 29/06/2023 for survey on 06/07/2023. The records between landholder and AusNet are maintained.	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.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	No additional COVID safe protocols requested by the landholder.
[REDACTED]	1	[REDACTED]	[REDACTED]	1	Cadastral	[REDACTED]	[REDACTED]	7 days	1	Landholder was provided with information on key project milestones. The landholder was informed of their rights in the land access process via the Land Access Consent form issued to all landholders on 15/12/2022.	Landholder provided details of their Land Liaison Officer (LLO).	All materials provided to the landholder are readable and accessible	On 15 December 2022, all landholders were posted and/or emailed a copy of a new Land Access Consent (LAC). The land team engaged with this landholder regarding the document and continues to actively engage in a respectful manner.	[REDACTED]	The LLO has provided identification during all face-to-face interactions that have occurred with the landholders.	Access rights and obligations are outlined in the LAC provided on 15 December 2022 and in the secondary request for voluntary consent issued to the landholder on [REDACTED].	Overview of access requirements and potential timeframes for access are outlined in the LAC provided on 15 December 2022.	[REDACTED]	Landholders were provided with a Property Specific Access Requirements form on 15 December 2022. This form allows the landholder to specify property access requirements for the project team to adhere to. This form has not yet been completed by this landholder.	[REDACTED]	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.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	Principle applied as per ESC Statement of Expectations Performance Assessment in Appendix D.	No additional COVID safe protocols requested by the landholder.	

APPENDIX D

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
<p>Ensure staged, timely engagement and consultation</p> <p>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</p>	<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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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
<p>Be accessible and responsive</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"> Provide a designated person, such as a 'land liaison officer', for each landowner 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0). No change.
	<ul style="list-style-type: none"> Provide a 24/7 contact number 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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
<p>Use accessible readable communications</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"> 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> Provide links to translation services in communications. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 (whether by phone or verbally in person) from or on behalf of the electricity	<ul style="list-style-type: none"> An electricity transmission company may implement a system that allows quick verification of credentials for authorised officers, rather than providing individuals' full details. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.

<p>transmission company, will clearly identify themselves and who they work for, and specify the purpose of the contact.</p> <p>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.</p>		
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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. <hr/> <ul style="list-style-type: none"> • 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change. <hr/> <ul style="list-style-type: none"> • As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> the expected point or points of entry. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-1-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-1-PLC-MR-0013_3.0. 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> <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"> Identify and agree where possible with the landowner the dates, times and expected duration and mode of access. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> Identify key variables that may affect the proposed details. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. By 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
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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 access on landowners and parties interested in the land.</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 July 2023 report - Document number: 1-001-ANS-1-PLC-MR-0013_3.0. No change.
<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"> 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). 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-1-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 An electricity transmission company will ensure that it collects and maintains data strictly in accordance with privacy legislation.	<ul style="list-style-type: none"> 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) 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.

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. 	<ul style="list-style-type: none"> • As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> • Remain upon the land only for such a period as is reasonably necessary. 	<ul style="list-style-type: none"> • As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> • 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). 	<ul style="list-style-type: none"> • As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> • Leave the land—as close as possible—in the condition in which it was immediately before the land was accessed. 	<ul style="list-style-type: none"> • As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> • Use best endeavours to cooperate with the landowner and land occupier. 	<ul style="list-style-type: none"> • As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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</p>	<ul style="list-style-type: none"> Where practicable, ensure vehicles use existing roads, access points, tracks, designated work areas or set-down areas. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> Where not practicable, liaise with landowners to determine the most appropriate paths of entry. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.

<p>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>		
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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>Implement environmental and biosecurity controls</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"> 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> Adopt 'come clean, leave clean' practices. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> Observe biosecurity signage on properties. 	<ul style="list-style-type: none"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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
<p>Manage fire risks</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"> As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 July 2023 report - Document number: 1-001-ANS-1-PLC-MR-0013_3.0. 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. Such steps may be: <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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. 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 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.</p>	<ul style="list-style-type: none"> • EWOV may resolve disputes involving its electricity transmission company members. 	<ul style="list-style-type: none"> • As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> • 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 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.
	<ul style="list-style-type: none"> • Where a voluntary access agreement is in place, parties should utilise any third-party dispute resolution body nominated under their agreement. 	<ul style="list-style-type: none"> • As per 1 July 2023 report - Document number: 1-001-ANS-000-PLC-MR-0013_3.0. No change.