



# Customer Panel Meeting

1pm – 4pm

June 2023

# Acknowledgement

Powerlink acknowledges the Traditional Owners and their custodianship of the lands and waters of Queensland and in particular, the lands on which we operate. We pay our respect to their Ancestors, Elders and knowledge holders and recognise their deep history and ongoing connection to Country.

# Agenda

<b>Time</b>	<b>Topic</b>	<b>Presenter</b>
<b>1.10pm</b>	Welcome Overview of agenda	Gerard Reilly
<b>1.20pm</b>	Customer Maturity, Accountability & Priorities – Panel working sessions & engagement	Wendy Miller Gerard Reilly Jenny Harris
<b>2.20pm</b>	Break	
<b>2.30pm</b>	SuperGrid Landholder Payment Framework announced Borumba transmission connections update Social license guideline	Dana Boxall Gerard Reilly
<b>3.00pm</b>	DEPW overview of draft bill - tentative	Leanne Caelers Kaitlyn Stutz Department of Energy and Public Works
<b>4.00pm</b>	Wrap-up and close	Gerard Reilly

# Energy Charter – Customer Accountability & Disclosure

Update & discussion

June 8 2023

# Today

Disclosure and accountability process reintroduction

**Role of panel:**

-

Panel 1-1s feedback on-

- role of panel and
- revised accountability cycle
- priorities

Principle two – We will improve energy affordability for customers

**Role of panel:**

Customer panel scorecard affordability measure:

Provide feedback and input into the proposed scope

“An annual briefing outlining actions to help meet our regulated operating expenditure target for the 2023-27 regulatory period.”

- Outline of proposed scope

**Role of panel:**

Customer Maturity Model Self-Assessment –

- walk through rationale
- focus on affordability

- Challenge, discuss, help ensure our assessment is robust, reasonable, credible
- Collaborate on affordability assessment

# The Energy Charter

## FIVE PRINCIPLES

1. We will put customers at the centre of our business and the energy system
2. We will improve energy affordability for customers
3. We will provide energy safely, sustainably and reliably
4. We will improve the customer experience
5. We will support customers facing vulnerable circumstances

Principles-led architecture to improve organisational customer outcomes.

Portfolio of collaborations – #BTIs

Annual disclosure and accountability process



# Accountability and disclosure

## Elements

- Disclosure
  - Maturity self-assessment
  - Priorities, report-back
  - Priorities, forward-looking
  - Customer Panel Scorecard (annual)
- Accountability
  - Central role of Customer Panel to hold us to 'account' in devolved accountability model
  - Continuous improvement, collaborative approach
  - CEO joint accountability forum in addition to panel meeting, email, 1-1 feedback pathways

## Customer Panel Role – Your feedback

You holding us to account will help us achieve our customer outcomes.

Your accountability role:

- Our focus aligns with customer priorities
- Our maturity assessment is credible
- We are demonstrating addressing your customer input, including both collaboration and consultation engagement inputs and demonstration of how it's practically embedded in plans, processes & practices
- Our process for disclosure is clear & fit-for-purpose

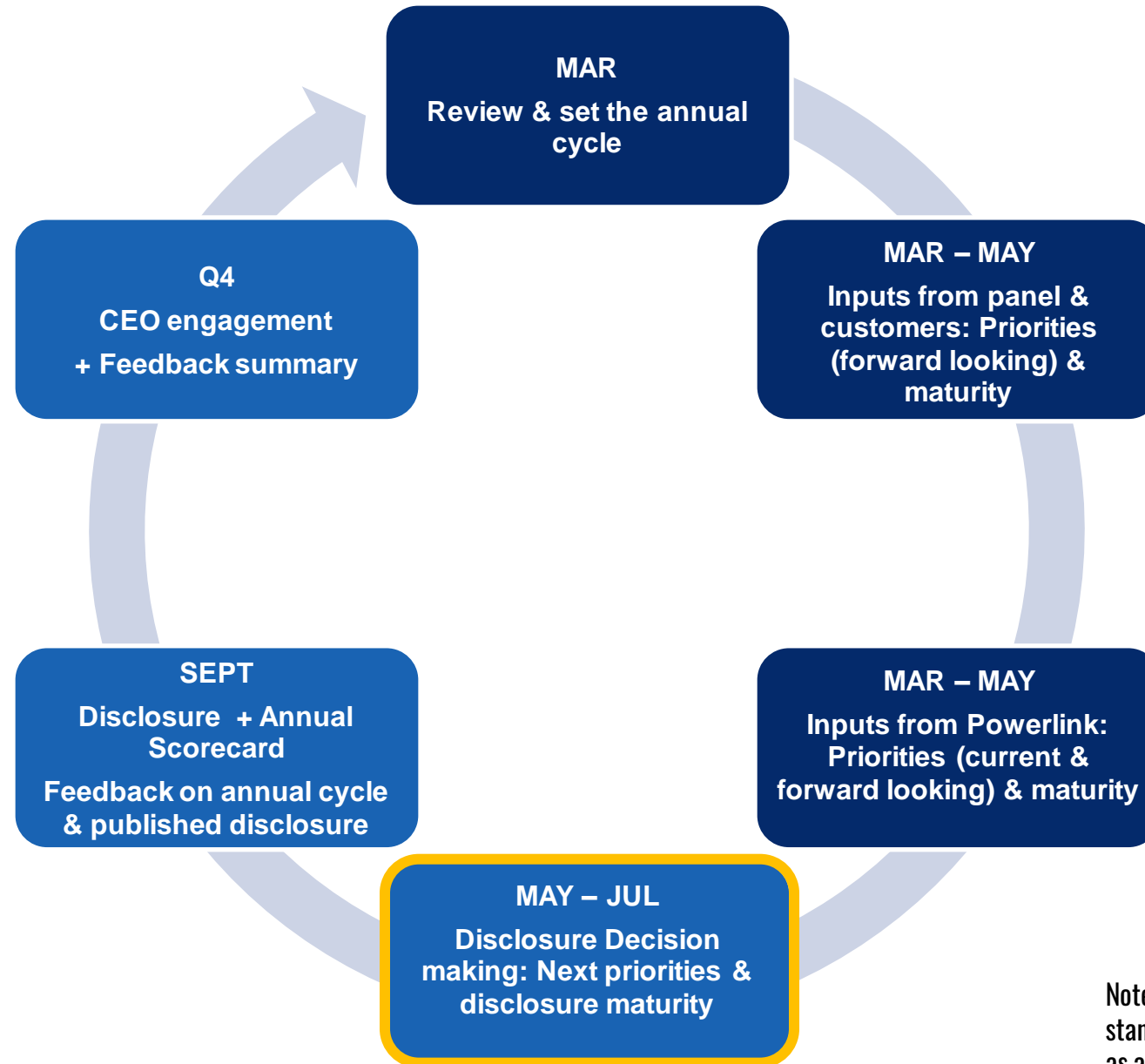


## Summary customer panel feedback on customer maturity governance model

- Devolved accountability model effectiveness risks
- Maturity self-assessment robustness and usefulness
- Metrics and assessing maturity
- On designing towards an ongoing cycle of improvement / deeper integration within panel
- Deep engagement on relevant priorities / other work projects
- Forward-looking priority setting
- Practical feedback



# Annual accountability cycle



Note – active priorities to be as a regular standing agenda item in Panel meetings as a trial

# Priorities – where I'm up to

- ✓ Gathered from panel member 1-1s, grouped into themes
- ✓ Gathered from Senior Leadership team, grouping in progress
- ... land on cluster / shortlist for panel focus and disclosure fy 24
- ... circulate proposed priorities to panel via email for input June/July

# Scorecard

Principle two – We will improve energy affordability for customers

Customer panel scorecard affordability measure: “An annual briefing outlining actions to help meet our regulated operating expenditure target for the 2023-27 regulatory period.”

## **Role of panel:**

- Provide feedback and input into the proposed scope

# Energy Charter Disclosure: Annual Customer Centricity Self-Assessment

**Maturity Ratings Discussion – Customer Panel**

June 8 2023

- Today: Present proposed changes to maturity ratings from fy22 to fy23
- Role of Panel:
  - Challenge or accept our ratings
  - Collaborate with us in assessing for Principle 2
- Target outcome:
  - ‘Final’ assessment confirmed or follow-up actions identified (for fy23 or outlook for fy24)
- Next steps:
  - Opportunity for further feedback / final revisions after scorecard circulated
- September: Publish disclosure including maturity self-assessment

## Maturity Model - overview

- **Fy23 Energy Charter disclosure being prepared. Multiple elements, including the maturity model & self-assessment**
- **Five principles against which we assess our maturity (five maturity levels: elementary → exceeding)**
- **See Energy Charter Maturity Model document provided in panel reading material**

### Classification of maturity levels

	Elementary	Emerging	Evolved	Empowered	Exceeding
Definitions/ characteristics of capability	No formal approach to the majority of the Principles in Action	Emerging and repeatable approach to the majority of the Principles in Action	Evolved and defined approach to the majority of the Principles in Action and implemented	Empowered and proactive approach to the Principles in Action and customer outcomes measured and managed	Exceeding all Principles in Action and achieving optimal customer outcomes

Maturity levels & definitions		Elementary	Emerging	Evolved	Empowered	Exceeding	Change		
		No formal approach to the majority of the Principles in Action	Emerging and repeatable approach to the majority of Principles in Action	Evolved and defined approach to the majority of the Principles in Action	Emerging, repeatable approach to majority of Principles in Action	Exceeding all Principles in Action and achieving optimal customer outcomes.			
ENERGY CHARTER PRINCIPLES	1. We will put customers at the centre of our business and the energy system		<i>Maturity level 2020/21</i>					<i>maintained</i>	
					<i>fy22</i>				
					<i>fy23</i>				
	2. We will improve energy affordability for customers				<i>fy21</i>			<i>Change/ maintain? To be discussed</i>	
					<i>fy22</i>				
					<i>fy23</i>				
	3. We will provide energy:	Safely			<i>fy21</i>			<i>Yes</i>	
					<i>fy22</i>				
					<i>fy23</i>				
		Sustainably				<i>fy21</i>			<i>maintained</i>
						<i>fy22</i>			
						<i>fy23</i>			
		Reliably				<i>fy21</i>			<i>maintained</i>
						<i>fy22</i>			
						<i>fy23</i>			
4. We will improve the customer experience.				<i>fy21</i>			<i>maintained</i>		
				<i>fy22</i>					
				<i>fy23</i>					
5. We will support customers facing vulnerable circumstances		<i>fy21</i>			<i>fy23</i>		<i>Yes</i>		
				<i>fy22</i>					



# Principle 2- Discussion

- Organisational assessment:
  - Supporting factors:
    - Market-led REZ model
    - Asset Reinvestment Review
    - Efforts to work existing assets harder (dynamic line ratings, wampac)
    - Efforts to live within our regulatory allowances, constructive discomfort
    - Implementing annual sharing of activities to Panel further increasing transparency
- Market reality
  - System electricity prices are going up

## **Your perspectives?**

How do you see this picture?

## **Basis of assessment?**

Should we base this assessment on our internal organisational activities and efforts or the actual current environment and outcomes of affordability (unaffordability)?

We are on balance thinking to leave as is

# SuperGrid Landholder Payment Framework and Network Development Process (NDP) Review

Dana Boxall – GM Community and Delivery Services

June 2023

## Network Development Process (NDP) Review

- ***Purpose: To ensure we have an NDP that is contemporary and socially accepted, and achieve a revised NDP that will drive higher community and stakeholder acceptance.***
- NDP Review Elements:
  - Engagement (Landholder, Community, Traditional Owner and other Stakeholder engagement)
  - Corridor selection
  - Land access
  - Compensation

## Main areas for improvements identified include”

- New Step
  - Social scan and community profiling prior to project announcement and engagement
  
- Engagement
  - Communications plan to co-ordinate better across Government and other stakeholders
  - Consult earlier with Traditional Owner groups
  - Balance of alarm vs awareness
  
- Corridor Selection
  - Being more open and transparent on the corridor selection design parameters during the engagement and consultation phase

# Key opportunities (cont)

## Main areas for improvements identified include

- Land Access
  - Implement an organisational wide dispute resolution and complaint management process
  - Improve practices through technology, digital portals etc
  - Integrate land access policies into contractor agreements
  
- Compensation
  - Increase in community and stakeholder expectations
  - Provide options for timing of payments
  - Consider other impacted parties including Traditional Owner Groups and adjacent landholders

# Timeframes

- Compensation component was prioritised in the NDP Review. Following Board approval, the new **SuperGrid Landholder Payment Framework** was announced in May 2023.
- The recommendations for the remaining elements of the NDP Review will be finalised for Board approval in July 2023.

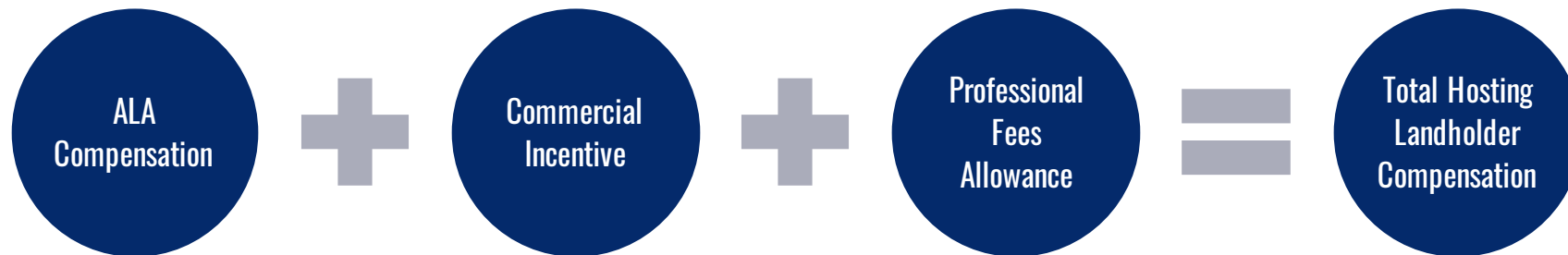
# SuperGrid Landholder Payment Framework

- New compensation framework that significantly boosts payments to landholders hosting transmission infrastructure in Queensland.
- Powerlink will also become the first transmission company in Australia to offer payments to landholders with properties adjacent to new transmission infrastructure.
- It will also see an increase in flexibility around the timing of payments to hosting landholders, offering an annual payment option, and giving compensation estimates to landholders much earlier in the process.
- The new compensation framework will apply to all current and future transmission connection projects where compensation negotiations have not commenced.

# Hosting Landholders

## Compensation for hosting landholders will:

- Continue to be compensated in accordance with Acquisition of Land Act (ALA)
- Include a significant uplift in commercial incentive
- Continue to received fixed amount for professional fees allowances





# Adjacent Landholders

## Payments for adjacent landholders will:

- Be based on the amount of land within a 1km radius of the transmission line
- Apply a proportional allowance considering specific project impacts



# Borumba Pumped Hydro Project - Transmission Line Connections

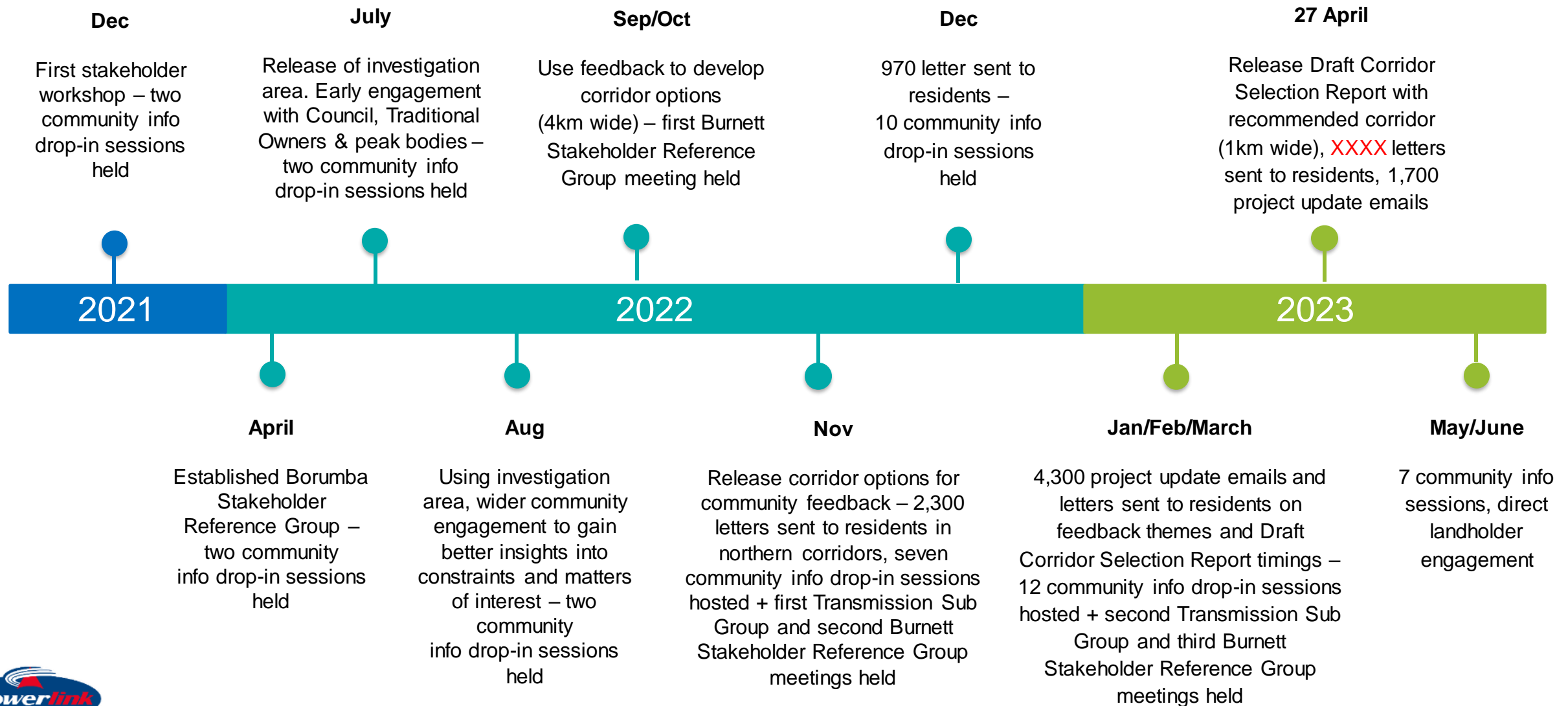
Release of Recommended Corridors

Borumba to Woolooga & Borumba to Halys

Powerlink Customer Panel

June 2023

# Engagement timeline



# Engagement approach

- Since December 2021:
  - 44 community drop in sessions
  - 3,700 project update emails sent
  - **7,200** letters sent
  - more than 500 digital/hardcopy feedback forms received
  - 1,100 comments received/responded to on our online interactive map
  - more than 18,500 visits to the project website



# Assessment framework for corridor options

## Balancing three key project objectives



### Social

To consider the use of land and the community livelihood within and adjacent to corridor options.



### Environment

To consider a balanced approach to corridor selection with the least practicable impact on environment and heritage values.

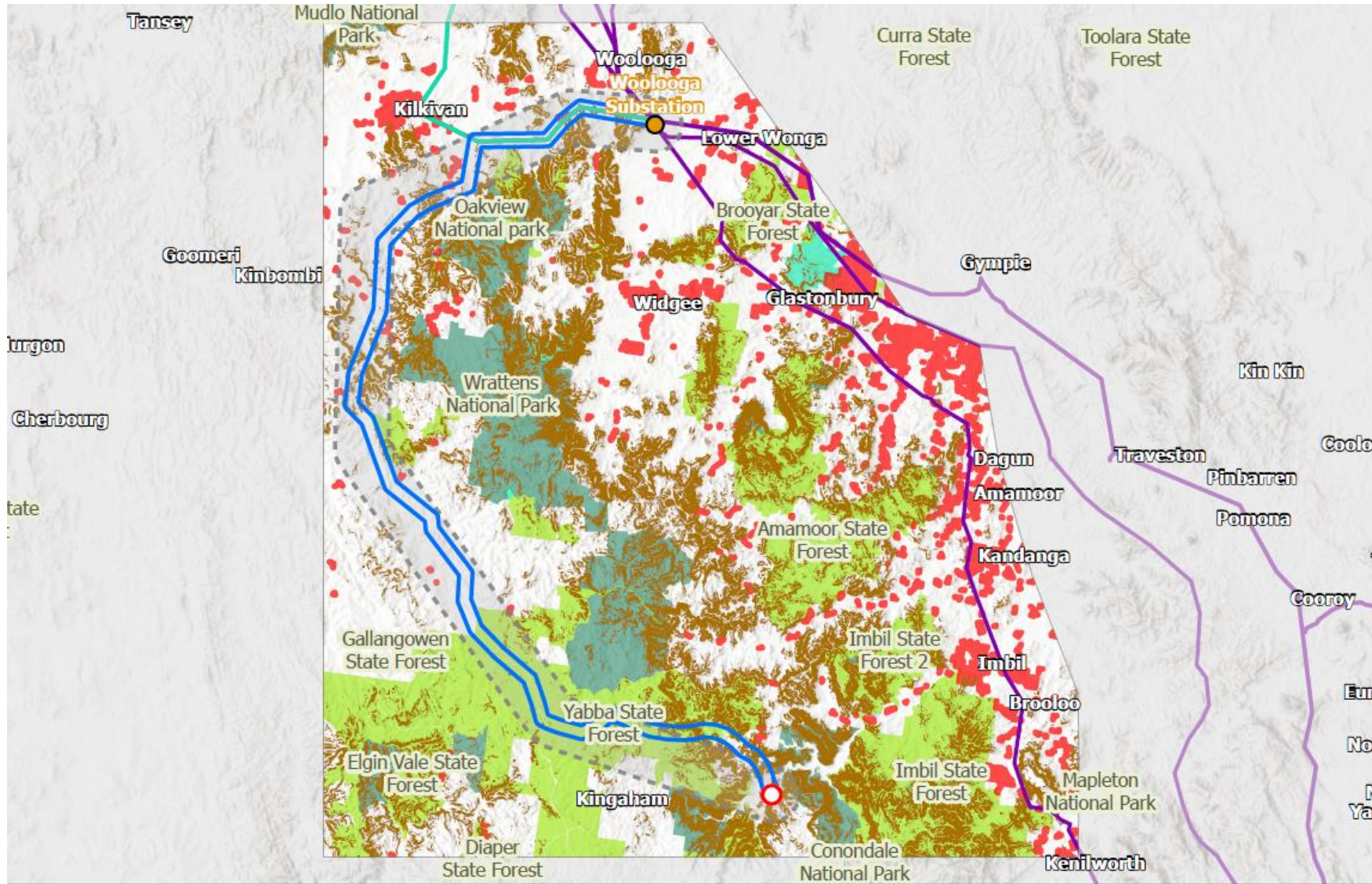


### Economic

To consider construction and operational factors such as cost at a preliminary level, given the scale of the project.

**Where we can't avoid, we will manage, minimise or mitigate our impacts**

# Woolooga West Corridor



- Substation
- Borumba Pumped Hydro Energy Storage
- Existing 275kV transmission line
- Ergon Distribution Line
- Woolooga West Recommended Corridor
- - - Woolooga West Corridor Option
- State forest
- National Park
- Conservation Park
- Freehold ≤ 5ha
- Land with ≥30% Slope

**BORUMBA  
PUMPED HYDRO PROJECT -  
TRANSMISSION CONNECTION  
WOOLOOGA WEST RECOMMENDED  
CORRIDOR AND CONSTRAINTS**

# Woolooga West Corridor details

## 4km-wide Corridor Option

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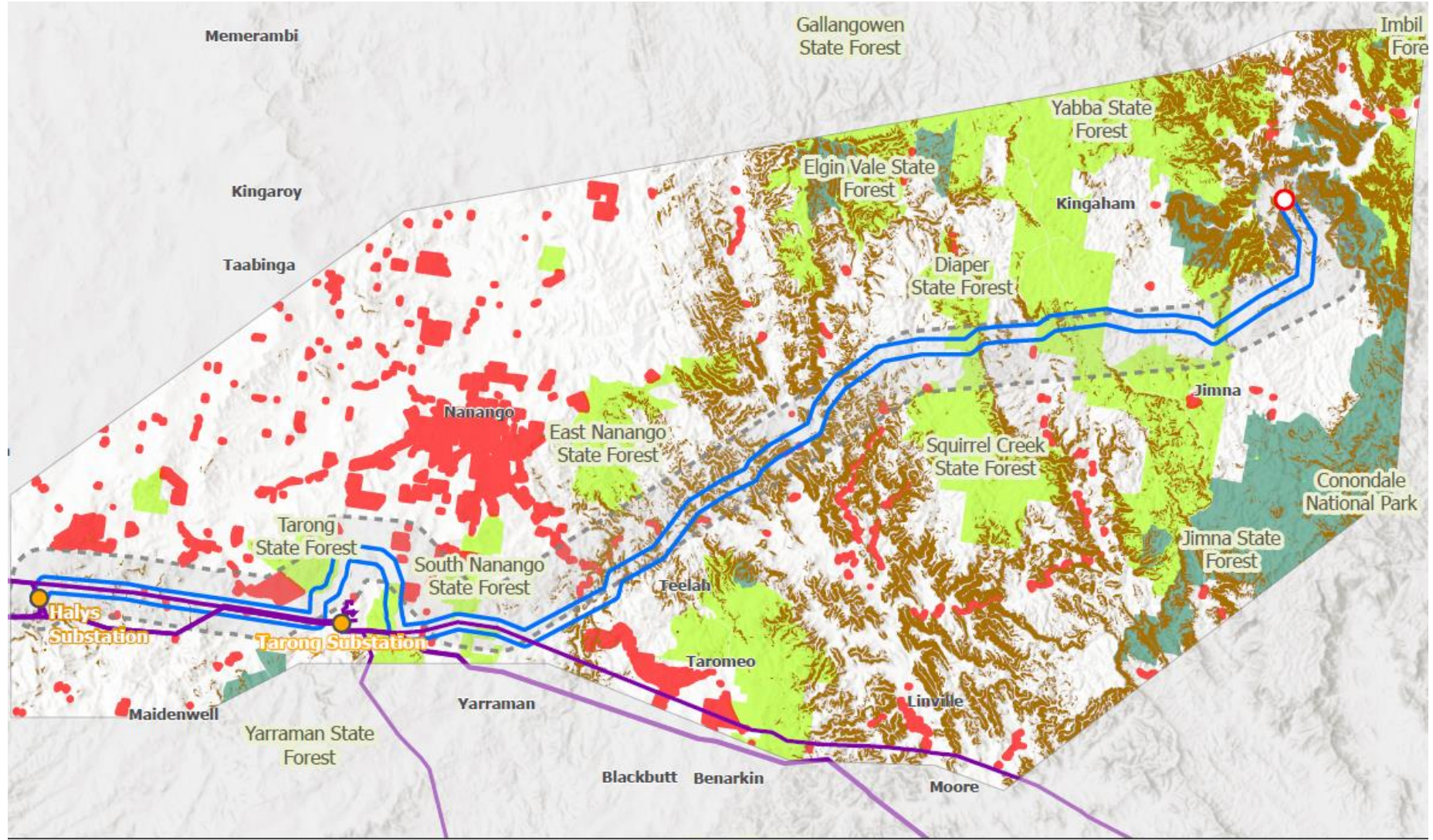
- highest percentage of state-owned land
- impacts on the least number of properties, in particular those <5ha
- least impact on National Parks
- least impact on strategic cropping and agricultural land
- least impact on intensive land use

## 1km-wide Recommended Corridor

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- 27% state-owned land
- 5 - Number of small properties impacted
- Zero impact on National Parks
- 382ha impact on strategic cropping and agricultural land (4.3% of the corridor)
- 89ha impact on intensive land use (1% of the corridor)

# Halys Central (Option A) Corridor



- Substation
- Borumba Pumped Hydro Energy Storage
- Existing 275kV transmission line
- Halys Central (Option A) Recommended Corridor
- Halys Central (Option A) Corridor Option
- Constraints**
- State forest
- National Park
- Conservation Park
- Freehold  $\leq$  5ha
- Land with  $\geq$ 30% Slope

**POWERLINK -  
BORUMBA PUMPED  
HYDRO ENERGY STORAGE  
HALYS CENTRAL (OPTION A)  
RECOMMENDED CORRIDOR  
AND CONSTRAINTS**





# Halys Central (Option A) Corridor details

## 4km-wide Corridor Option

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- impacts on a lower number of properties, strategic cropping and intensive land use
- has the least overall impact on environmental criteria, including essential habitat
- is the shortest corridor length, with the opportunity to co-locate with existing transmission lines.

## 1km-wide Recommended Corridor

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- 12% state-owned land
- 18 – number of small properties affected
- Zero impact on National Parks
- 858ha – Impact on strategic cropping and agricultural land (8.2% of the corridor)
- 25ha – Impact on intensive land use (0.2% of the corridor)

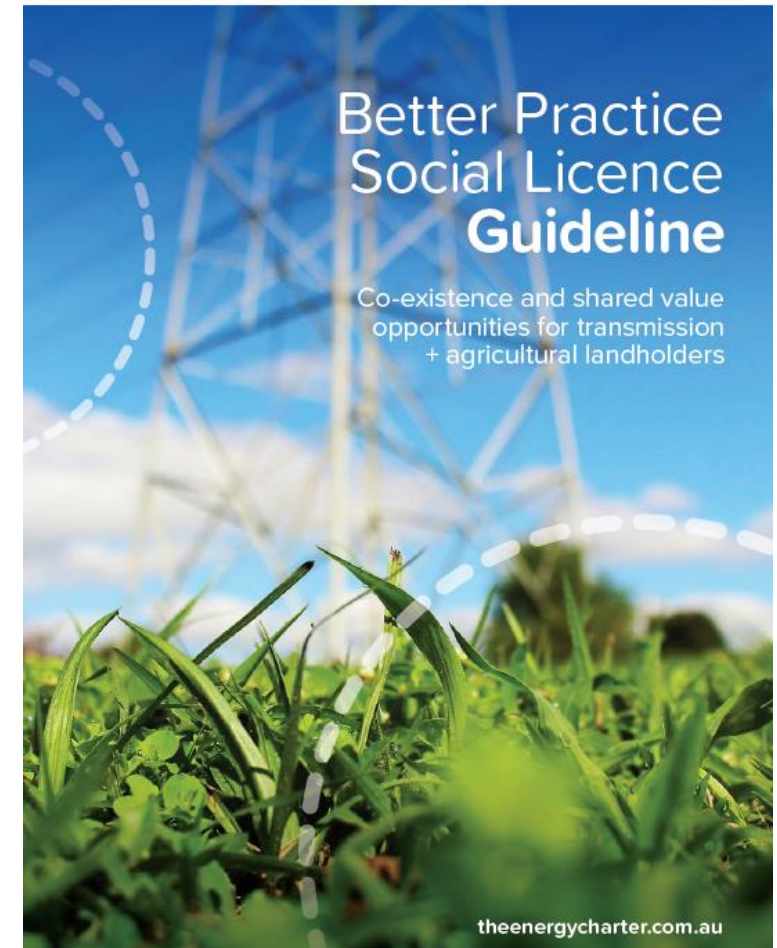
# Energy Charter Better Practice Social Licence Guideline

Powerlink Customer Panel

June 2023

# Better Practice Social Licence Guideline

- Launch May 2023
- Created in partnership with QFF, Australian Energy Infrastructure Commissioner, NFF, Irrigators Council, RE-Alliance
- Shaped by survey involving 144 agricultural landholders
- Social licence principles:
  - 1. Procedural fairness: giving affected landholders and communities reasonable opportunity to engage with decision making that can, or will, impact their lives and livelihoods.
  - 2. Distributional fairness: considering equity across tangible and intangible outcomes for affected landholders and communities.
  - 3. Stewardship: acting as stewards of land and communities through the planning and development of transmission infrastructure.
  - 4. Partnership: working with landholders and their communities in partnership to deliver positive outcomes for people and land.



Thank you

