

Landholder Engagement Training

Workbook

Supported by the Energy Charter

Tuesday 3 October – Wednesday 4 October 2023



Landholder Engagement Training

AusNet Services, Level 31, 2 Southbank Boulevard, Southbank

Arrival Day – Monday 2 October 2023

Pre-event welcome drinks hosted by AusNet Services at Soho Bar & Restaurant, 5pm – 7pm
2/4 Riverside Quay, Southbank

Training Day 1 – Tuesday 3 October 2023

Session	Lead
WHO: Landholder insights – Breakfast fireside chat	Lee Kingma, Tumut-based landholder
Acknowledgement of Country + Day 1 Overview and objectives: WHO, WHY, HOW and WHAT	Amy Abraham, The Energy Charter
WHO: Farmers + engagement	Pru Cook and Phillip Guthrie, Nine Creek Consulting
Morning tea (15 mins)	
WHY: Energy Charter – What's better practice social licence	Amy Abraham, The Energy Charter
Lunch (45 mins)	
HOW: Walking in the landholder shoes and thriving through the journey	Kate Burke, Think Agri
Afternoon tea (15 mins)	
WHAT: Panel Q&A - Environment, planning and heritage approvals	Meg Lee, Hall & Wilcox Carolyn Balint, AusNet Services Jamahl Waddington, JLL Tim Donnan, Oceanex Energy

Training Day 1 – Tuesday 3 October 2023

Session	Lead
WHAT: Access agreement “Choose Your Own Adventure” role play	Mick Harkin, AusNet Services
It’s a Wrap: Overview of Day 1	Amy Abraham, The Energy Charter

Training ends, 4:30pm

Dinner and drinks at Pure South Dining, 6:30pm – 8:30pm
River Level, Southgate Precinct 3 Southgate Avenue, Southbank

Training Day 2 – Wednesday 4 October 2023

Buddy breakfast	Amy Abraham, The Energy Charter
Day 2 Overview and objectives: WHO, WHY, HOW and WHAT	Amy Abraham, The Energy Charter
WHAT: Land and easement valuations for transmission projects (online)	Damian Kininmonth and Darren Evans, Preston Rowe Patterson
WHAT: Understanding the legal process through the eyes the landowner	Natalie Bannister, Hall & Wilcox
WHAT: Construction – Understanding and identifying key impacts	Greg Moller, AusNet Services

Lunch (45 mins)

WHAT: What can we do better workshop?	Tom Everitt, TDC Services
HOW: Creating psychological safety for teams	Prof. Brock Bastian, University of Melbourne

Afternoon tea (15 mins)

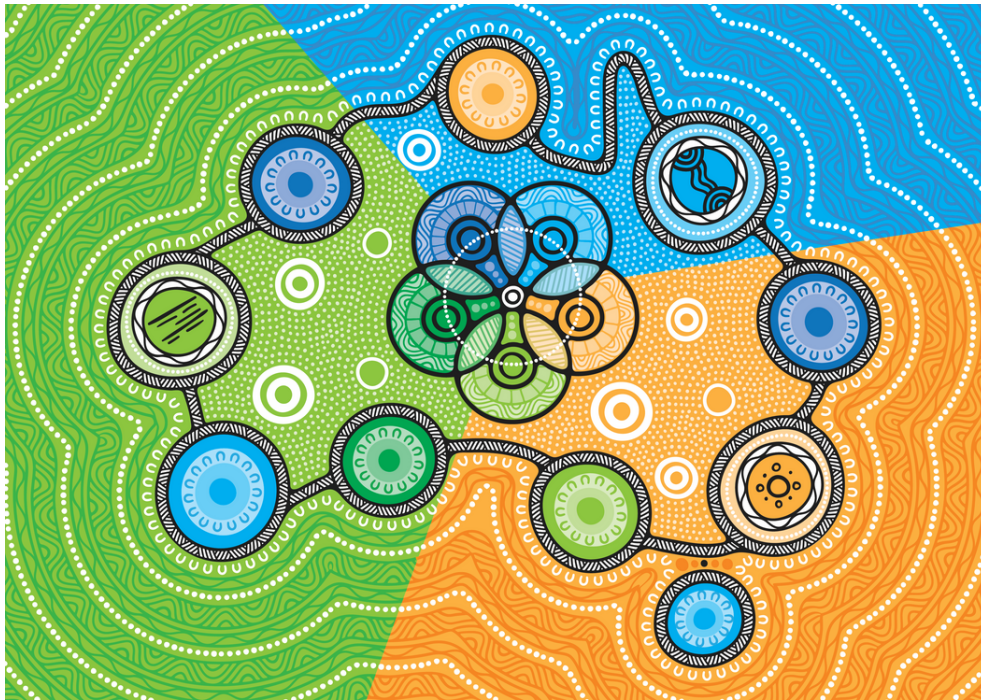
Training Day 2 – Wednesday 4 October 2023	
HOW: Empathy in practice	Amy Abraham, The Energy Charter
HOW: Creating a peer support Action Plan	All – in pairs
It's a Wrap: Land Agent Engagement Training. We welcome your feedback!	Amy Abraham, The Energy Charter
Training ends, 4:45pm	

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Acknowledgement of Country

Southbank is part of the Traditional lands of the Wurundjeri Woi-wurrung peoples. We acknowledge Wurundjeri Woi-wurrung people as Traditional Custodians of the land on which we will gather, and pay respects to their Elders past and present.



The above artwork is by Ngarrindjeri artist, Jordan Lovegrove tells the story of energy, how it connects all of Australia and the Energy Charter's commitment to create a better energy future for all Australians.

The centrepiece of the artwork represents the Energy Charter's five core principles dedicated to better outcomes for customers and their communities. The three coloured sections and symbols represent the transition to a cleaner future; blue is hydro, orange is solar, and green is wind.

The meeting places around the outside and pathways that connects them represents like-minded energy organisations across Australia collaborating and connecting people together for the betterment of communities. These communities are represented by the pattern on the inside of the artwork.

About the artist

Jordan Lovegrove is a talented Ngarrindjeri artist known for his captivating contemporary and abstract art. With 12 years of experience, Jordan draws inspiration from his Ngarrindjeri heritage where his artwork showcases cultural symbolism and a unique artistic vision. We thank him for his inspirational artwork.

Welcome

Australia is embarking on energy infrastructure projects the scale of which have not been seen in most people's lifetimes. With this, a growing number of agricultural landholders are being approached to host electricity transmission and other energy infrastructure on their land.

These transmission development projects, as well as the maintenance of existing infrastructure, can impact the agricultural operations, and lives and livelihoods of landholders and their communities.

Together, we have a responsibility to recognise and minimise these impacts and work towards shared value outcomes for everyone.

The purpose of the Landholder Engagement Training is support to you – those responsible for working directly with impacted landholders – to you do your job well, while keeping yourself and the landholders you're working with physically and emotionally safe.

“

“Earn trust, earn trust, earn trust. Then you can worry about the rest.”

– Seth Godin

”

What we will cover

Over the two-day training course, you'll have the opportunity to share insights with your peers, hear from a range of subject matter experts and landholders with a focus on four key areas:



WHO

Understanding
landholders



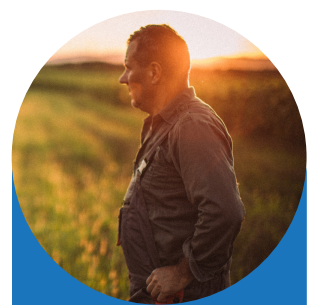
WHY

Building and
maintaining
social licence



WHAT

Your role and
opportunities for
Better Practice



HOW

Communication,
empathy and
psychological safety

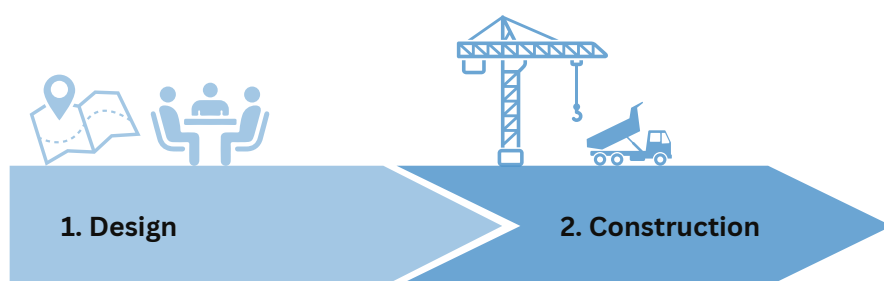
The landholder journey through the transmission lifecycle

We know the impacts landholders experience change over the planning, construction and operation phases of the transmission infrastructure lifecycle.

Through this training program, we'll be putting ourselves in the shoes of landholders impacted by transmission developments.

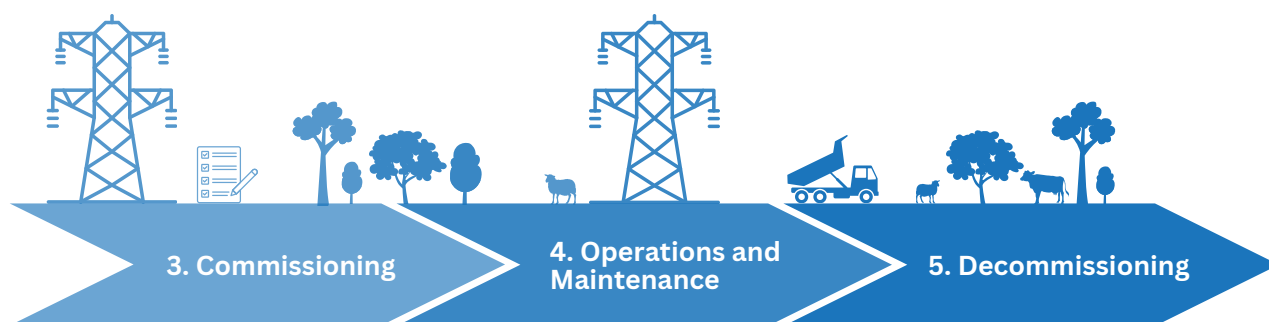
We'll take a deep dive in to the design and construction phases of a projects, at each stage stopping to consider the landholder journey.

In doing so, we'll ask you to take a step back and consider what we can do in earlier stages to improve landholder and business outcomes right through to decommission.



We'll cover:

- ✓ Understanding landholders
- ✓ Building trust and social licence
- ✓ Access and surveys
- ✓ Valuations, agreements and negotiations
- ✓ Managing construction impacts
- ✓ Empathy and psychological safety



We'll also question, what we can do in the design and construction phases to:

- ✓ Ease fear and uncertainty about later project phases
- ✓ Minimise impacts and deliver shared-value outcomes
- ✓ Build healthy working relationships that support operation and decommission activities

WHO: Landholder insights – Breakfast fireside chat



Lee Kingma

Owner-manager

Wunelli Pty Ltd

Lee Kingma is the owner-manager of a sheep and cattle property near Tumut and a project resourcing company, Wunelli Pty Ltd.

During his career as a chemical engineer Lee has been involved in minerals, heavy manufacturing, power generation and environmental remediation projects. His 900 Ha property hosts two existing 330kV lines and was on a proposed 500kV HumeLink easement. Lee has been advocating for lower impact solutions, better landowner engagement and fairer compensation for HumeLink and other major transmission projects.

Notes

WHO: Farmers + engagement



Pru Cook

Director

Nine Creek Consulting

Pru is an agricultural and regional practice change specialist with a track record of designing activities that pinpoint rural community motivations for change. Sought for her expertise in agricultural extension, Pru takes a human approach to support farmer practice change in areas such as emissions reduction, soil preservation and family farm communication.

Pru has previously worked at the Grains Research & Development Corporation, Birchip Cropping Group and Agriculture Victoria.



Phillip Guthrie

Consultant

Nine Creek Consulting

Phill Guthrie has an extensive consulting background, having worked in communications agencies for the first half of his professional career. In these roles, he implemented corporate communications campaigns and media training programs for a range of large, New Zealand based multinationals.

Since arriving in Australia in 2010, he has undertaken work in regional development and agricultural extension, with a focus on agriculture technology. He has developed and delivered AgTech and Precision Agriculture training programs for the Grains Research and Development Corporation and Birchip Cropping Group. Prior to joining Nine Creeks, Phillip headed up the AgTech extension team at Agriculture Victoria.

WHO: Farmers + engagement

Notes

WHY: Energy Charter – What’s better practice social licence



Amy Abraham

Director, Innovation

The Energy Charter

Amy joined the Energy Charter after a decade working as a communication and engagement strategist in the Australian energy sector. Having worked across energy retail, distribution, and transmission, she’s enjoyed a range of communications, corporate affairs, government relations, corporate social responsibility, and community engagement roles.

Training Facilitator

No matter where she’s worked, she’s always been passionate about fostering new collaborations that enable innovation between business, customers, and community for shared benefit. Amy loves nothing more than developing new partnerships and creating communities that work together to solve problems for better customer and community outcomes.

Notes

HOW: Walking in the landholder shoes and thriving through the journey



Kate Burke

Managing Director

Think Agri Pty Ltd

Kate Burke founded Think Agri Pty Ltd after identifying a need for corporate and institutional investors to have access to astute experience based advice when considering key agri-investment decisions. Knowing the right questions to ask is fundamental to sound decision making. Kate's 26 years of experience forms a library of critical questions to ask about any agricultural investment.

Kate also recognised that leading farm families could further improve their performance by taking the lead from corporate business practices when it comes to business planning and reporting. This is especially the case for any farm business considering intergenerational succession or contemplating accessing external capital from sources other than traditional debt funding via lending institutions.

Kate is a highly experienced independent farm consultant with a PhD in agronomy. Kate spent time in the corporate sector as commercial manager of one of the largest grain producers in Australia and knows what it takes to run a profitable farm business.

This background enables Think Agri to offer the very best strategic advice and guidance to investors and family farmers alike.

Equally comfortable in boots or suits, Kate's great people skills and high level of expertise can help you to thrive in the agricultural industry, so contact us today to find out more.

HOW: Walking in the landholder shoes and thriving through the journey

Notes

WHAT: Panel Q&A - Environment, planning and heritage approvals



Panel Moderator: Meg Lee

Environment & Planning Partner

Hall & Wilcox

Meg is an Environment & Planning partner at Hall & Wilcox in the broader property and projects team. Meg has worked in this area of law for over 25 years and has worked with clients on numerous infrastructure projects that have been through the EES process, including gas and water pipelines, road and rail projects, as well as on permits and approvals for renewable energy projects electricity infrastructure, including onshore wind farms, transmission lines, battery storage and solar farms and more recently acting for clients in the newly emerging offshore wind farm sector.

Meg also advises on related areas of cultural heritage approvals, Commonwealth EPBC Act approvals, native vegetation offsets and carbon credit agreements. Many of the projects Meg has worked on have been controversial and have had significant community or environmental group opposition.



Panelist: Jamahl Waddington

Head of Infrastructure Advisory

JLL

Jamahl commenced his career as a graduate property Valuer with Maloney Field Services in 1997 specialising in compensation before moving quickly into land access. In 2004, Jamahl purchased Maloney Field Services with a small group growing into the largest land access and valuation consultancy in Australia before selling to JLL in 2017 creating the Infrastructure Advisory business.

Jamahl Waddington is currently Head of Infrastructure Advisory in Australia with JLL, a fortune 500 company listed on the New York Stock Exchange. JLL Infrastructure Advisory is one of Australia's leading providers of land access, property acquisition and compensation services to the energy, resources, transport and mining sectors with current major project involvements in the transmission space including Western Renewables Link, Project EnergyConnect, Humelink, VNI West, Borumba Transmission Line Project to name a few.



Panelist: Carolyn Balint

Approvals Manager

AusNet Services

For over 30 years Carolyn has held senior roles in mining, government policy and delivery and international environmental consulting.

Her experience includes projects in mining, upstream and downstream oil and gas, Defence, agriculture and transmission here in Australia, Papua New Guinea, Africa, Middle East and the United States. She led the team who delivered the largest environmental impact assessment conducted by Defence for the F-35A Joint Strike Fighter aircraft.

Carolyn specialises in approvals and stakeholder engagement for complex and controversial projects in challenging environments. Carolyn is the Approvals Manager for the Western Renewables Link for AusNet.



Panelist: Tim Donnan

Director of Land, Environment and Approvals

Oceanex Energy

Tim Donnan is the Director of Land, Environment and Approvals for Oceanex Energy. Tim has 20 years of experience in planning, approvals, environmental and permit compliance, land access and environmental management.

Tim's experiences draw from a number of complex project environments including high voltage transmission, infrastructure, resources and transport industries. Tim has managed statutory approvals, land access, native title agreements and operational licences from project initiation, exploration, and development through to construction and operations across Australia.

WHAT: Panel Q&A - Environment, planning and heritage approvals

Notes

WHAT: Access agreement “Choose Your Own Adventure” role play



Mick Harkin

Land Engagement Manager

AusNet Services

Michael “Mick” Harkin represents JLL in the Land Engagement Manager on the Western Renewable Link project leading a team of JLL and AusNet personnel.

Mick has had 30 years in the construction and energy sector in Commercial roles. Working for Electrical construction company, electrical generator and large infrastructure organisations Mick has spent the last 30 years in negotiating, dispute resolution and execution of contractual arrangements. Prior to WRL, JLL engaged him on the Energy Connect project in New South Wales.

He has four children (actually they’re chadults), is an avid Newcastle supporter (League) and Liverpool fan. He really has no preference for AFL much to the amazement of his southern team mates.

Notes

WHAT: Land and easement valuations for transmission projects



Damian Kininmonth

Director / Valuer

Preston Rowe Paterson Melbourne Pty Ltd

Damian has over 25 years' experience in the property market across Melbourne through his extensive valuation experience acting for a number of major commercial and retail banks and non-bank lending institutions.

Damian has also been engaged to provide property consultancy services for numerous solicitors, accountants and developers as well as private clients.



Darren Evans

Director

Preston Rowe Paterson Central Victoria Pty Ltd

Darren has been involved in the Valuation and Property industry for over 35 years and in this time has developed a broad and diverse level of experience and knowledge in the property profession. Darren has been actively involved in the broader Ballarat property market since 1997 and the Bendigo property market from 2015. Darren has delivered valuation and property consultancy services to private and institutional clients across all property classes for a variety of purposes.

In addition to more conventional asset classes, Darren has undertaken many valuations of subdivisional land, medical and health related properties, community centres, childcare centres, thoroughbred horse racing facilities, hospitality and tourism related assets, rural and agribusiness holdings.

Darren has experience in Acquisition and Compensation valuations having represented acquiring authorities and land owners. More recently, Darren and his team have been actively engaged in the proposed WRL project on behalf of AusNet.

WHAT: Land and easement valuations for transmission projects

Notes

WHAT: Understanding the legal process through the eyes of the landowner



Natalie Bannister

*Partner & National Commercial Practice Leader
Hall & Wilcox*

Natalie has over 25 years' experience in property, planning and environment law, and acts primarily for the public sector (including the Victorian Government, government owned enterprises and municipal councils), institutional clients, utility providers, property developers and large companies. Her real property experience includes land assembly, compulsory acquisition of interests in land, property due diligence, sales and acquisitions, commercial VCAT hearings and leasing.

With significant experience in planning and environmental law, Natalie's expertise includes dealing with all aspects of land contamination, regulatory compliance, risk allocation and liability, management and clean-up. In the area of planning, her expertise includes obtaining development approvals, planning advice, significant planning scheme amendments and planning enforcement, and compliance (including in respect of Aboriginal and European Heritage, native vegetation, traffic, noise, flooding and water quality impacts).

Passionate about supporting women to progress in business, Natalie co-founded the Professional Environmental Women's Association (PEWA) in 2013.

Notes

WHAT: Construction - Understanding and identifying key impacts



Greg Moller

Construction Engineer

AusNet Services

Greg has over 40 years' experience in the construction industry, with majority of his time in the Power Substation and Transmission Line Sector.

Some 20 years of Greg's career was spent on numerous construction sites across the country as a site-based project manager, moving on to be the Operations Manager, for "Power Systems Division" of a large multinational Construction Company for a further 15 years.

Greg is now doing some part-time work in semi-retirement. Many of Greg's projects involved the project management of many long transmission lines, in remote areas of WA, SA and Qld, along with the oversight of numerous 500kV substations in the NSW and Victoria.

Notes

WHAT: Workshop - What can we do better?



Tom Everitt

Director

TDC Services

Starting in 2009, Tom Everitt has worked on some of Australia's largest linear infrastructure projects, which has seen him in various roles in the fields of land access, stakeholder engagement and project management.

As the Director of TDC Services, TDC has partnered with CNC Project Management and is working as the Land Access Project Manager to oversee the Landholder Liaison team securing land tenure for AEMO's Victoria to NSW Interconnect West Project in Victoria.

My better practice commitments

HOW: Creating psychological safety for teams



Brock Bastian

Professor of Social Psychology

University of Melbourne

Brock is a professor of social psychology at the University of Melbourne and consults across industry and government translating scientific knowledge into practical insights and strategies. As an award-winning researcher Brock has a strong interest in understanding the various social and culture factors that impact on decision-making and wellbeing.

He has published over 150 peer-reviewed journal articles and his work has been featured in outlets such as The Economist, The New Yorker, TIME, Forbes, New Scientist, Scientific American, and Harvard Business Review. In his consulting, Brock brings scientific insights on culture, communication, wellbeing, and behavioural ethics to address a range of organisational challenges. Brock is a TEDx speaker and has provided keynotes at many of the top universities in the world and for a range of organisations and industry events.

Notes

HOW: Empathy in practice

Watch the 'Nail in the head' video

Notes

HOW: Creating a peer support Action Plan

My peer support buddy

Name: _____

Email: _____

Phone: _____

Discussion questions

What sorts of challenges do we have in common?

Where could peer support be helpful?

What does support look like in practice?

What are our peer support boundaries and what other support options do we have?

What commitments do we need to make to ensure we maintain trust and confidence?

Our plan

Take some time to create your peer support plan. Here's some examples of things you might want include.

We will contact each other when...

We will support each other in the following ways...

The things we need to be mindful of are...

Exercise: Peer support in action

Think of a recent scenario where it would have been helpful to receive support from a peer. Practice asking each other open questions to work through this scenario together.

What's on your mind?

How can I help you?

What happened next?

When do you remember first having this problem?

How do you feel about that?

What helped? What didn't help?

Where else could you get support?

It's a Wrap: We welcome your feedback!

All participants will be provided with a post event survey, a digital version of this workbook and a copy of the PowerPoints. Keep an eye out for these soon!

On behalf of the Energy Charter, **thank you for participating in our Landholder Engagement Training sessions.**



WHO

Understanding
landholders



WHY

Building and
maintaining
social licence



WHAT

Your role and
opportunities for
Better Practice



HOW

Communication,
empathy and
psychological safety



Additional resources

Good community engagement includes providing landholders with information about internal and external dispute processes available to them. Clear complaint pathways, actively promoted, are a crucial part of communities and individuals having confidence in consultation and stakeholder engagement processes.

The following resources have been provided by the NSW Energy & Water Ombudsman and Energy and Water Ombudsman Victoria. Participants from other regions are encouraged to familiarise themselves with internal and external complaint resolution processes in their jurisdictions. Remember, these arrangements change from time to time, so it important to stay up to date.

Promotion of internal and external dispute resolution is essential

For NSW participants



Energy & Water Ombudsman NSW

EWON is the government approved dispute resolution scheme for New South Wales electricity and gas customers, and some water customers. EWON was founded in 1998 as an industry-based Ombudsman scheme to independently resolve complaints about members of the scheme. We work towards achieving a fair and reasonable outcome for all parties. We are an independent body – we are not a consumer advocate, nor do we represent industry. We do not just resolve complaints – the work we do in the areas of influencing public policy, identifying, investigating, and reporting systemic issues, stakeholder engagement and the promotion and awareness raising of EWON is equally important, as required by the EWON Charter.

How to contact EWON:

- Phone: 1800 246 545
- Online via Website: [Energy & Water Ombudsman NSW \(EWON\)](#)
- In person: Level 11, 133 Castlereagh Street, Sydney

Jurisdiction

EWON's jurisdiction is inclusive. If a complaint is about something that occurred in NSW, is about gas, electricity or water and relates to a member of EWON, EWON will take the complaint. Land access complaints are accepted by EWON if the access to land was by an EWON member or it's contractor. EWON may be limited in our investigation depending on the outcome the customer is seeking, for example EWON has a monetary limit for binding decisions on individual complaints of \$50,000.

Types of issues we can deal with

- Access to land without notice and/or permission (right of entry) to work on a member's asset
- Damage to private property, while the member is carrying out their functions
- Placement (including relocation) of assets on property, with/without an Easement
- Vegetation management near power lines – severe clearances, beyond considered reasonable; access to land to maintain clearances
- Line clearance across property - height

Complaints outside EWON's jurisdiction include:

- Which would be more appropriately dealt with by another forum
- Which have already been considered by EWON for the same complainant previously (unless new information or new circumstances apply)
- Which have already been the subject of proceedings before any court, tribunal, mediator, etc.
- Lacking in substance or not made in good faith
- Which refer to setting of prices or tariffs or determining price structures
- Commercial activities outside the scope of the member's licence
- Content of Government policies, legislation, licences and codes
- Made by businesses, unless the business is a small business or a small customer
- Which refer to any action specifically required by legislation, codes, licenses and orders
- Relating to the cost of contestable capital works
- Disputes between any members of EWON.

Examples of complaints

1. A customer made a complaint that contractors working for an EWON member requested access to her property for vegetation management, and the customer declined access as she would be away. The customer has safety concerns and as a result, had an agreement for access to her property with the EWON member. As the customer was leaving her property she saw police officers with contractors working on behalf of the member, entering her property. When she questioned what they were doing, she was told they were accessing Crown Land for vegetation management. The customer advised the contractors that the property they were accessing was hers, not Crown Land, and as a result, was contrary to the agreement in place for access to the property. EWON investigated the complaint and identified the contractors did not follow the access agreement. The EWON member provided the contractors working on its behalf and its own staff with training to ensure access instructions are followed in the future. The member also provided additional signage for the customer to display at her property so all access points were clearly marked.
2. A customer made a claim for damage to his property (access track) that the EWON member used to gain access to their easement. The member made an offer to the customer for repairing the track, and requested the customer agree to maintain the track to the member's standard moving forward. The customer provided information that the track was outside the member's easement and a right of way crossing the customer's property, however section 54 of the Electricity Supply Act would extend in this case. The complaint was closed as the customer declined to agree to maintain the track to a higher standard than was required, which EWON agreed was not reasonable, to pursue legal advice.
3. A customer made a claim for loss of cattle after the EWON member accessed his property, with his permission, for vegetation management and he considered it left the gate open. He provided strict instructions for closure of the gate, however considered he lost four cattle following their visit. The EWON member maintained the contractor left the gate closed and provided photographs to show the fence intact. The complaint was closed on the basis that the customer had not substantiated his claim or position regarding loss of cattle.

Energy and Water Ombudsman Victoria

EWOV is a trusted and well-known independent service that investigates and resolves complaints. We deal with complaints in Victoria's electricity, gas and water sector, covering most companies that offer services to customers.

Victoria's electricity industry was privatised in the early 1990s. As part of this change, a free dispute resolution service was seen as an important way for customers to resolve disputes that they couldn't work out directly with their company. The industry chose an ombudsman model for this dispute resolutions service. The Electricity Industry Ombudsman (Victoria) (now EWOV) was founded in 1995 and since that time has handled over 700,000 complaints.

We are an independent not-for-profit organisation and not part of the government.

Energy and water companies that fall within our scope must become a member of EWOV. Customers of those companies can come to us for free with enquiries or complaints about those companies. The company is then charged a fee by us for dealing with those enquiries or complaints.

Our investigations are not influenced by anyone. We make fair and reasonable decisions that look at the facts, laws and good industry practice.

We have relationships with energy, water and consumer affairs regulators in Victoria and nationally. We provide reports on systemic issues and cases of serious misconduct that we identify in our complaints. We also provide analysis to consultation processes with regulators such as the Essential Services Commission, to help with positive changes in the industry.

EWOV is a company limited by guarantee and is governed by a Constitution and Charter which sets out what we can and cannot look at or do.

How to contact EWOV:

- Phone: 1800 500 509 (free call)
- Online via Website: ewovinfo@ewov.com.au

Jurisdiction

EWOV's jurisdiction is inclusive. If a complaint is about something that occurred in Victoria, is about gas, electricity or water and relates to a member or contracting participant of EWOV, EWOV will take the complaint. Land access complaints are accepted by EWOV. EWOV will make a definitive early decision on what aspects of the complaint can and will be considered and the appropriate exercise of discretion having regard to the charter and guiding codes and guidelines.

Examples of complaints EWOV could consider (should charter, codes and guidelines permit)

- Statutory access occurring outside of access period
- Loss incurred as a result of poor practice during statutory access i.e. loss of cattle due to gate being left open
- Vegetation management and biosecurity protocols not being
- Improper use of land outside of agreements
- Incorrect communication methods or other actions outside of agreements
- Other general matters as outline in EWOV's charter

Examples of complaints EWOV would not consider

- The settings of prices or tariffs
- Commercial activities outside of the scope of their licence
- Issues being considers or that have been considered by a court or tribunal
- Matters that we have agreed with the Essential Service Commission or other government authority will be handled by them
- Consumer contribution to capital works
- Events beyond participants reasonable control and their consequences
- Government policies, laws, licence and codes actions taken by a participant under a direction, notice or similar document given to the participant by someone with the regulatory or administrative power to give it.
- Complaints about other members of the scheme

Energy and Water Ombudsman SA

EWOSA is the regulator-approved, industry-based external dispute resolution scheme for electricity, gas and water in South Australia. Our role is to facilitate the prompt resolution of disputes between the consumers of energy and water services and the providers of those services, by providing a free, independent, accessible, fair and informal service to consumers.

EWOSA originated from the privatisation of the South Australian electricity industry in 1999. A licence condition was imposed on all entities providing electricity services to participate in an independent scheme to ensure fair practice and effective dispute resolution between the electricity providers and their customers. The scheme was subsequently expanded to include consumers of gas and water services and, more recently, consumers in electricity embedded networks and consumers supplied by small-scale electricity and gas networks, usually in regional and remote areas and privacy related complaints.

EWOSA is an independent not-for-profit organisation. We are not government, nor a consumer advocate, nor do we represent industry.

In addition to resolving complaints between consumers and energy and water companies that are Members of EWOSA, we have relationships with regulators and other market bodies – such as the Australian Energy Regulator, the Essential Services Commission of South Australia and the Australian Energy Market Commission – and provide submissions to these bodies on developments in energy and water markets. We also identify, investigate and report systemic issues and have a community outreach program.

EWOSA is governed by a Constitution and Charter which set out what we can and cannot do.

How to contact EWOSA:

- Phone: 1800 665 565
- Online via website: www.ewosa.com.au

Jurisdiction

EWOSA's jurisdiction is inclusive. If a complaint is about something that occurred in South Australia, is about electricity, gas or water and relates to a Member of EWOSA, EWOSA will take the complaint. Land related complaints are accepted by EWOSA, if the access to the land was by an EWOSA Member. EWOSA may be limited in our investigation depending on the outcome the customer is seeking, for example EWOSA has a monetary limit for binding decisions on individual complaints of \$50,000.

Types of land related complaints EWOSA can deal with

- Damage to property resulting from the activities of a Member of EWOSA, including delays in repairs and disputes about reimbursement claims
- Complaints related to network assets, including the placement of the asset, delays in repairs to assets, as well as safety and noise issues
- Easement issues, including those associated with powerlines
- Vegetation management by a Member of EWOSA that can be considered unreasonable, including that undertaken near powerlines

Complaints outside EWOSA's jurisdiction and would not consider

- Pricing policies and tariff structures
- Government policies, codes or legislation
- Complaints that are being (or have been) considered in court, tribunal or arbitrator
- Complaints about electrician, gas fitter or plumber services or appliances (including solar systems)
- Complaints about companies that are not Members of EWOSA
- Bottled LPG
- Consumer contributions to the cost of capital works
- A supplier's commercial activities outside of energy and water
- Events beyond the supplier's reasonable control
- Actions a supplier is directed to take to maintain security or reliability.

If EWOSA is unable to assist the complainant, we will provide the appropriate contacts to help them with their complaint, such as referring the complainant to the South Australian Civil and Administrative Tribunal or Consumer and Business Services.