

Transmission Revenue Reset 2027-32

Stakeholder Engagement Plan

Version 2.0

Thursday, 31 July 2025





Acknowledgement of Country

AusNet acknowledges Aboriginal peoples as the Traditional Owners and Custodians of the lands on which we live and work. We celebrate Aboriginal peoples' enduring connection to Country, and to the sun and wind that power our future. We pay respects to Elders past, present and emerging.



***Disclaimer**

This is version 2 of the TRR 2027-2032 engagement plan.

You can view version 1 of the TRR 2027-2032 engagement plan on our Community Hub.

What's changed since version 1.0?

The following key updates have been made to this document (compared to version 1.0):

- ✓ Updated the document to reflect the progress made in our engagement process as we draft and finalise our TRR 2027-2032 proposal.
- ✓ Restructured the document, to make it easier to follow.
- ✓ Provided more detail on the engagement we have completed, as well as the next stage of our engagement as we engage on our draft TRR 2027-2032 proposal.
- ✓ Information about the broader context of AusNet, the transmission industry in Victoria, and the process undertaken in early to mid-July 2024 to develop this initial engagement plan is included in the Appendix.

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Foreword

Carried over from Version 1, dated 31 July 2024

I am pleased to share our Transmission Revenue Reset 2027-2032 Engagement Plan. This document outlines our high-level plans for listening to and understanding the needs and preferences of our customers and stakeholders. By doing so, we will gather and incorporate their feedback into our plans for the electricity transmission network period from 1 April 2027 to 30 March 2032.



This period will form a critical part of the energy transition as we progress towards ever increasing amounts of renewable energy and the decarbonisation of the energy system. Understanding Victorian energy users' needs and expectations of AusNet and our transmission network is more important than ever to ensure we are developing plans to meet these needs.

On behalf of AusNet, I would like to thank everyone who will be involved in this process and express my support for a collaborative and productive revenue reset.

David Smales, Chief Executive Officer, AusNet

As the newly appointed leader of AusNet's Victorian Transmission business, I am delighted to share our Engagement Plan for the Transmission Revenue Reset 2027-2032. The Transmission Revenue Reset covers the costs and revenues needed to manage network service levels on the existing transmission network. It does not cover the cost of the expansion of the network. Therefore, we know there are many transmission matters that customers and stakeholders want to be talking about that are out of scope of this review. We are committed to listening to communities, using feedback to inform our TRR proposal where practical or passing it through to the right team to action.



The transition to net zero will be top of mind throughout this engagement program, as well as the resilience and reliability of the network, particularly with an increase in extreme weather events, and the allocation of risk. These are just some of the topics and issues that we will grapple with in the coming 18 months as we engage with those who depend on an affordable, resilient, reliable, safe and sustainable electricity transmission network.

To do this, we will be working closely with our Transmission Stakeholder Advisory Panel. We will also leverage insights and learnings from our broader research and engagement programs, as well as the extensive engagement Victoria's five distribution networks are undertaking with their customers and stakeholders. Together, these efforts will help us develop a proposal that is customer-focused, aligned with the long-term interests of customers, and instils confidence in the transmission revenue reset process.

There has never been a more critical time to ensure customers' views are at the forefront of our regulatory proposals and decisions. The Board and I, along with the AusNet team, remain committed to maintaining the genuine and inclusive engagement to help us collectively deliver an orderly energy transition for the benefit and wellbeing of all current and future Victorian energy users. Our plans will continue to evolve but our commitment to authentic, honest and meaningful customer engagement will remain.

Liz Ryan, EGM Transmission, AusNet

1. About this engagement plan

1.1. A living engagement plan

The **purpose of this document** is to **outline our approach to engaging with customers and other stakeholders for the purpose of informing our TRR 2027-2032 proposal.**

This document is designed to do so in a way that:

- is transparent, clear, and accessible to the diverse range of customers and other stakeholders we engage with
- explains our approach in light of relevant environmental and contextual factors
- aligns to relevant engagement guidelines, including the AER's [Better Resets Handbook](#).

We are currently engaging with our customers and stakeholders through a range of channels, to help guide our proposal with their inputs.

This engagement plan is a living document. It outlines the engagement we are undertaking on our TRR 2027-2032 program until we submit our proposal to the AER in late 2025.

The original engagement plan was the result of a co-design process with customer representatives and other stakeholders and has evolved as the process has progressed, again in close collaboration with our stakeholders – particularly the Transmission Stakeholder Advisory Panel.

We both recognise and support this document changing over time, as customers and other stakeholders engage with us, and as environmental circumstances continue to change. Updates to this document and the outcomes of the engagement process will be shared via the TRR 2027-32 pages on [Community Hub](#) as we progress.

1.2. How to use this document

We welcome your feedback on this document and the concepts within it. Below are four questions that you may choose to use as 'thought starters' as you read this document. Let us know your thoughts on the following questions by filling out this [form](#) on our [Community Hub](#) website.

- Does this document reflect expectations you have as a customer or stakeholder? Why or why not?
- Do you have any feedback on the engagement we have completed?
- What other suggestions do you have to help us better understand the needs and preferences of our customers and stakeholders, as they relate to the scope of the TRR 2027-32?
- What other suggestions do you have to help us better understand and engage with our transmission customers and stakeholders through the TRR 2027-2032 process?

Section 4 Shape Our Plans (p.14) outlines how you can share your feedback and responses to these questions and shape future iterations of this document. Contact points (traditional and digital) are also outlined at the back of this document.

Industry terms and acronyms

Like many sectors, the energy sector has several acronyms and abbreviations that are frequently used.

To help you better understand these terms the [Australian Energy Regulator](#) and the [Australian Energy Market Operator](#) provide a guide to acronyms and a comprehensive list of industry terminology.

2. Our engagement plan

Our engagement plan outlines our engagement objectives, process and timeline for key activities throughout the TRR 2027-32 process. We both recognise and support this document evolving over time. Updates to this engagement plan will be shared via the TRR 2027-2032 pages on [Community Hub](#) as needed.

2.1. Our engagement objectives

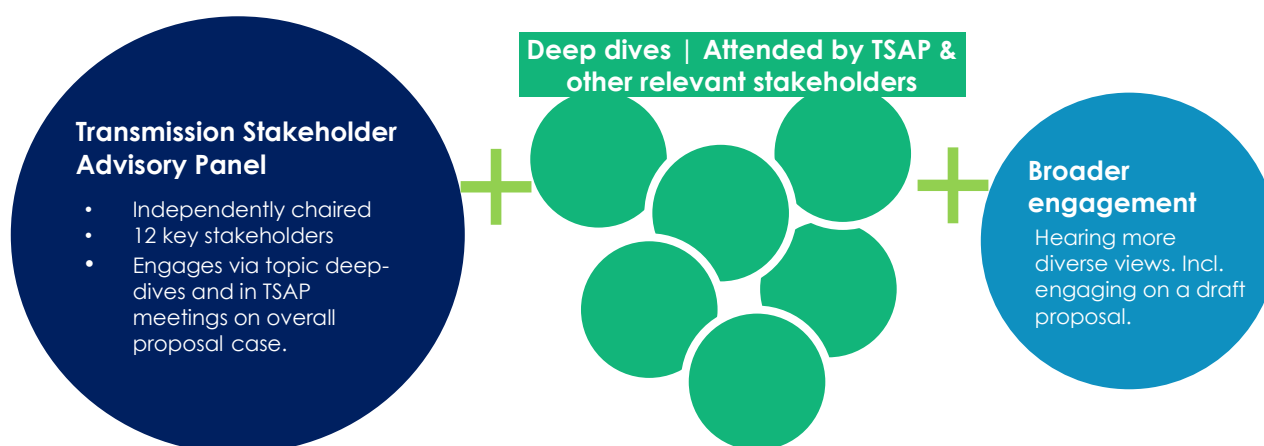
The following engagement objectives were determined with our Transmission Stakeholder Advisory Panel (TSAP). It was decided with our TSAP, that this would be the best approach to deliver good outcomes while still being value-for-money and achievable to deliver.

Objectives <i>What we are trying to achieve</i>	How we are achieving these objectives <i>The principles and strategies we are using to achieve the objective</i>
Focus on the “right” topics and be flexible	We are focusing on themes and issues that are important to our customers and stakeholders and where they can influence outcomes. We are flexible and responsive to changes in customer sentiments and our external environment, maintaining the option to re-visit topics if circumstances change.
Welcome open, honest and challenging conversations	We welcome difficult conversations and different perspectives, without shying away from complexities, trade-offs and areas of poor performance. We are seeking to build on our reputation for genuine engagement and tough conversations.
Allow for both broad and deep engagement	We are reaching many people (breadth), going into sufficient detail on important topics (depth) and delivering an engagement framework that allows this to be achieved.
Involve the right people in the right conversations and make it easy and practical for interested parties to engage	We are working to achieve this by: • having a strong governance process for the engagement program, and working with customers and stakeholders on the design of engagement activities • having our Transmission Stakeholder Advisory Panel, which is made up of individuals from key interest groups within the transmission industry, with diverse backgrounds, domain expertise, and unique perspectives • providing multiple channels for interested parties to interact and provide feedback • engaging efficiently – not asking more of stakeholders' time than is needed • clearly communicating the purpose of each activity, and how it fits into our planning process • using plain English wherever possible (noting the complexity of the subject matter and need to be specific and accurate is often a constraint) • providing opportunities to engage with our executive team, where appropriate.
Clearly demonstrate how customer and stakeholder input has shaped our plans and customer outcomes.	We provide a feedback loop to engagement plan participants, the general public and our regulators on how the engagement program has influenced and shaped our plans. We maintain the Community Hub site as a central depository for key materials related to this engagement program, including meeting summaries and materials, and workshop outputs.

2.2. Our engagement process

Our engagement process for the TRR 2027-2032 consists of three interlinking engagement streams. Dividing the program in this way gives stakeholders the flexibility to engage in conversations that are of interest to them and at an appropriate level of detail.

The three engagement streams involve:



2.2.1. Our Transmission Stakeholder Advisory Panel

The Transmission Stakeholder Advisory Panel (TSAP), previously known as the Transmission Customer Advisory Panel (TCAP) was established as part of the stakeholder engagement undertaken while we were preparing our regulatory plans for the TRR 2022-2027. Until the TSAP was established in mid-2024, the TCAP was meeting regularly to discuss progress delivering the TRR 2022-27 works program and evolutions of the industry, and helped to shape the first TRR 2027-32 engagement plan.

All TCAP members were given the opportunity to transition onto the TSAP, and we ran a competitive recruitment process to appoint new members with a range of additional perspectives and skill-sets to complement this group. Managing the TSAP's composition in this way meant many members have continuity with the previous TRR process, AusNet's performance over a long period of time, and are familiar with the transmission regulatory review process and dynamics.

The TSAP's role is to:

- a) provide credible, evidence-based insights and advice that enable AusNet to better understand its customer and stakeholders' diverse needs, circumstances, perspectives, interests, and preferences, in the context of the TRR 2027-2032
- b) engage constructively with other members and AusNet to provide feedback on economic and technical regulatory inputs to the Revenue Proposals, such as expenditure forecasts.

The panel includes representatives from directly connected customers, consumer advocates, generators and other Victorian energy distributors. TSAP members include:

- Glenn Orgias (Chair of the panel)
- Alex Crosby
- Al Mills
- Andrew Richards
- David Markham
- Gavin Duffy

- Harshal Patel
- Rebecca Xuereb
- Richard Robson
- Roy Unny
- Tennant Reed
- Theodora Karastergiou

You can find more information, including bios on our TSAP members on [Community Hub](#).

2.2.2. Deep dives

We collaborated with the Transmission Stakeholder Advisory Panel and relevant stakeholders to plan a series of “deep dive” sessions for the TRR 2027-2032. All deep dives involved the TSAP and other relevant and interested stakeholders.

Deep dives included:

- **New connections** including the time, cost, visibility and appropriateness of new connections processes.
- **Landholder experience and engagement**, and understanding the need for AusNet to uplift its landholder engagement capabilities.
- **Resilience**, including the ability of the network and the tools needed to adapt and respond to extreme events.
- **Victorian Transmission Plan** and the implications it is expected to have on the TRR 2027-2032.
- **Risk allocation**, including cost allocation and network vs non network solutions.
- **Deliverability of the TRR** and AusNet’s approach to managing deliverability challenges.

You can find out more information about our deep dives and engagement sessions on [Community Hub](#).

2.2.3. Broader engagement and engagement on our draft proposal

In addition to engaging with our TSAP, we are conducting broader engagement to help provide opportunities for all interested stakeholders and customers to contribute to the process of drafting and finalising our TRR 2027-2032 proposal. This approach was supported by our TSAP and will be conducted through a number of different channels including surveys, forums and direct meetings.

Draft proposal engagement

We will be completing the following engagement to raise awareness of and get feedback on our draft TRR 2027-2032 proposal:

Activities planned to raise awareness of and invite feedback on our draft proposal through July and August 2025 include:

- promoting our draft proposal on social media channels including LinkedIn
- promoting our draft proposal on our Community Hub engagement website
- conducting a public webinar providing an overview of our draft proposal, and inviting people to ask questions and provide feedback in the session
- sharing a media release.

Additionally, we are directly contacting key stakeholders requesting their feedback on our proposal.

We will publish formal submissions that we receive on our draft proposal on [Community Hub](#). We will discuss additional feedback received with the TSAP and will formally respond to feedback in our final proposal that we will submit to the AER at the end of October 2025.

Connecting TRR 2027-32 engagement with existing and ongoing research and engagement activities

Engagement is not a one-in-five-year activity for AusNet. Additionally, customers and stakeholders repeatedly tell us they are over-engaged, busy and need to use their time effectively, and that AusNet has an obligation to be efficient with its resources. We extend this to engaging on the TRR 2027-32 and commit to, wherever practical and desirable, leveraging existing engagement and research activities in this engagement program and avoiding duplication.

Extensive, high-quality engagement with Victorian energy users is being undertaken by AusNet, the five distribution networks, AEMO, VicGrid and others, which we are using and building on in our engagement for TRR 27-32.

Some of these existing programs are below.

AusNet's Customer Consultative Committee (CCC)

Our Customer Consultative Committee (CCC) are being kept informed on the TRR engagement program's progress. As AusNet's "peak" business-as-usual engagement forum, with oversight over AusNet's other engagement forums and research program as well as our business operations and work programs, the CCC will have the role of:

- helping coordinate between TRR-specific engagement and AusNet's business-as-usual engagement
- helping keep AusNet accountable with regards to delivering on commitments made through the TRR 2027-32 process.

Leveraging business-as-usual research and engagement programs where practical

We will continue to leverage insights gained from our various other ongoing initiatives including research and engagement with:

- **renewable developers** connecting to our network, with whom we engage extensively and annually survey for feedback
- **commercial and industrial energy users**, including our directly connected customers, who engage with us directly on an as-needed basis for operational and strategic matters
- **Victorian electricity users**, who have been engaged extensively on their changing electricity needs and expectations since 2022 (continuing into 2025) by the five Victorian electricity distribution networks for their Electricity Distribution Price Reviews (EDPR) 2026-31. You can find out more about their engagement programs via the following links:
 - AusNet's [EDPR 2026-31 engagement](#)
 - Citipower, Powercor & United Energy's [EDPR 2026-31 engagement](#)
 - Jemena's [EDPR 2026-31 engagement](#)
- **new transmission infrastructure**, which although is out of scope for the TRR 2027-2032, we are able to leverage the learnings from projects we have engaged on in Gippsland and the West of Victoria
- **The Energy Charter**, as a full signatory of The Energy Charter, we engage and participate in #BetterTogether initiatives which are aimed at achieving tangible outcomes for customers and communities in the energy sector. These initiatives help to provide a deeper understanding of energy users including their wants and needs which are being utilised in our TRR 2027-2032.

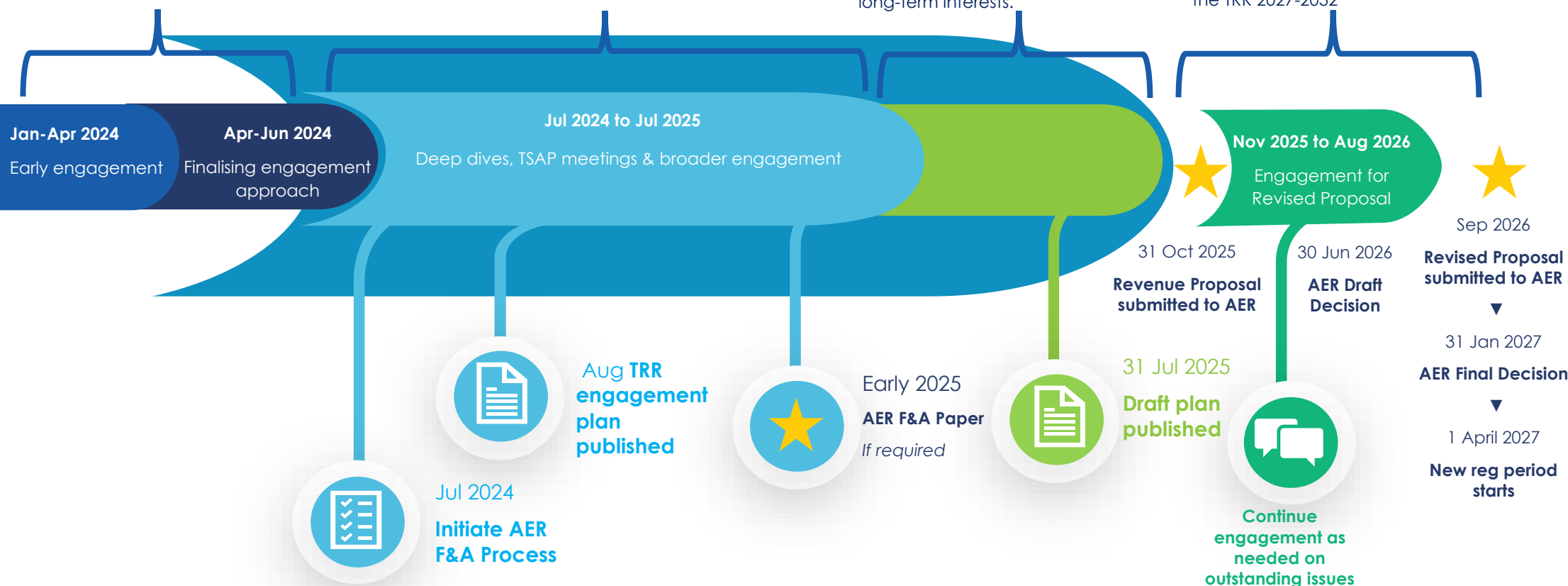
2.3. Timeline of key engagement activities

Stage 1: Understanding the needs of our stakeholders and defining topics that will be covered through the engagement streams.

Stage 2: Exploring topics and areas of discussion, involving a range of engagement across a number of different channels with our TSAP, and interested stakeholders and customers.

Stage 3: Finalising proposal by engaging with customers and stakeholders on our draft proposal to help it represent overall value-for-money and aligns to customers' long-term interests.

Stage 4: Post-lodgement engagement addressing the areas of our proposal the AER would like to see further worked or evidence, and prepare to deliver the commitments and plans made through the TRR 2027-2032



3. Achieving the right things, in the right way

Throughout our engagement program we are committed to reaching mutually acceptable outcomes and in doing so in a way that is acceptable to our customers and stakeholders and builds confidence in our process and actions.

3.1. Governance

In addition to the principles and values discussed in section 4 (Engagement approach) of this document, governance processes and mechanisms will guide the way our engagement occurs. These are embedded into our engagement approach and program. Notably, the TSAP provide a customer and stakeholder perspective on our Revenue Proposal as a whole and are kept abreast of the whole engagement program.

Key governance processes and mechanisms for TSAP include:

- Leading the design and management of their own governance mechanisms as appropriate, to ensure trust and accountability in the TRR 2027-32 engagement program.
- TSAP Chair coordinating the development of, and the TSAP signing off on, 2-3 independent reports on AusNet's draft plans and proposals on the extent to which they believe the proposal reflects customers' long-term interests. These independent reports will be published with AusNet's draft plan, and submitted to the AER with AusNet's Proposal and Revised Proposal. The number of independent reports authored will be decided at the TSAP's discretion.

AusNet governance processes and mechanisms include:

- Recruiting and selecting a TSAP chair and any new members, whereby:
 - A clearly defined position description and terms of reference were developed, published, and used to assess all applications.
 - Applicants were reviewed and interviewed by a selection panel comprising AusNet staff and a member of the Customer Consultative Committee.
 - New panel members who joined midway through the engagement process were assessed by both AusNet and the TSAP Chair.
 - Actual or perceived conflicts of interest were declared and managed — and will continue to be managed going forward.
- AusNet's company-wide governance policies and mechanisms will apply to AusNet staff in their involvement with the TRR 2027-2032 process.
- While working alongside relevant AusNet staff, the TSAP will remain independent of, not embedded within, AusNet's business structure.

In keeping with the living nature of this document and our engagement program, we will update governance mechanisms throughout the life of the program if/as needed.

3.2. Monitoring and evaluation

The success of our TRR 2027-2032 engagement approach can similarly be **evaluated** in terms of both its outcomes and the methods used to achieve them. Overall, a successful *engagement* outcome can be described as one in which:

- the engagement process evolves if/as needed over time in response to customer and stakeholders' feedback
- engagement enables the development of a revenue proposal in line with the long-term interests of customers, as judged by the AER's draft and final decisions, and the independent reports from our TSAP.

Monitoring throughout the engagement program will help achieve these overall outcomes. We are using this as a point of reflection and to guide discussion at all stages of the engagement program among members of our TSAP, participants in Deep Dives and other engagement activities, and AusNet staff.

4. Shape our plans

This document is designed as a way to engage.

Visit our [Community Hub](#) to find out how you can get involved in our upcoming engagement and provide feedback to help shape our TRR 2027-2032 proposal.

At any time you can scan the QR codes below to respond to questions about this document or to provide feedback on other topics related to energy distribution, anonymously if you wish. Additional contact points are outlined at the back of this document and you can email us at engagement@ausnetservices.com.au. We thank you in advance for your contribution.

Click [here](#) or
scan this QR code
to provide
feedback on this
engagement plan

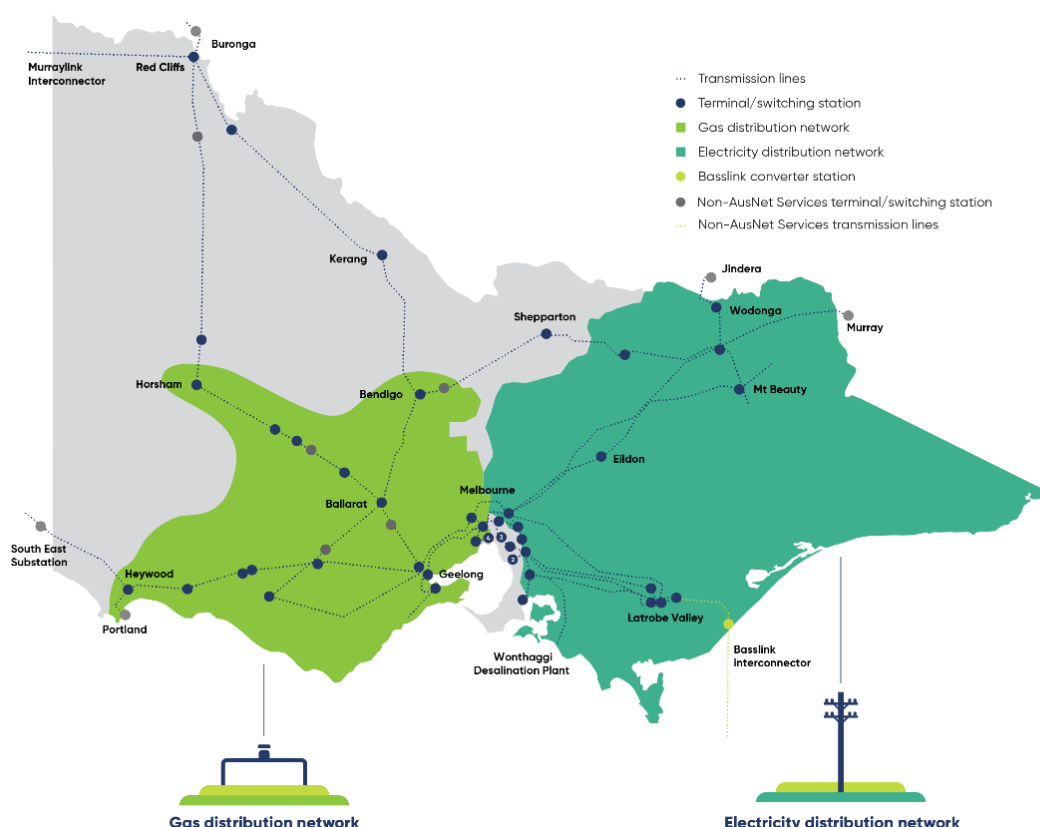


Click [here](#) or scan
this QR code to
provide feedback
and insights on
electricity
transmission



Appendix 1 | About AusNet's transmission network and its customers

We are Victoria's largest diversified energy network business, connecting communities with reliable, affordable and sustainable energy. We operate three core regulated networks: electricity distribution, gas distribution and the state-wide electricity transmission network.



AusNet's transmission network

As operator of the Victorian transmission network, we transport electricity from large coal, gas and renewable generators across Victoria and interstate, to terminal stations that supply large customers and the distribution networks. The networks then deliver the electricity to households and businesses.

Unlike transmission businesses in other states, AusNet is not responsible for planning transmission network growth. Previously, the Australian Energy Market Operator (AEMO) and the five electricity distribution businesses have planned all growth on the Victorian network. Victoria is currently transitioning to a new planner, VicGrid, which is gradually taking on all of AEMO's Victorian planning responsibilities. This transition of responsibilities will be occurring during our planning process for the 2027-32 regulatory period.

Sitting near the start of the supply chain, we consider the key customers of our high-voltage transmission network to be those energy users that are directly connected to our transmission network – i.e. the five Victorian distribution networks who then distribute electricity to people's homes and businesses (i.e. their customers), plus five industrial "load" customers who are supplied with electricity directly from our transmission network. In addition, we have numerous regulators and government bodies interested in our activities, as well as landowners with AusNet assets on their properties. We also provide critical services to various stakeholders and parts of the energy supply chain,

including new and existing generators of electricity, energy storage businesses, retailers and others. All these customer and stakeholder groups, plus more, will be encouraged to participate in this process.

About the TRR process

The Transmission Revenue Reset (TRR) is the formal process undertaken every five years with the Australian Energy Regulator (AER) to develop the expenditure plans for our network – starting 1 April 2027. Our five-year plan, referred to as a Revenue Proposal, must be lodged with the AER by 31 October 2025. The AER will assess our plan and set our revenues, which will affect the price customers pay for electricity, as well as the types and quality of services we deliver. Ensuring that our plans are consistent with the National Electricity Objective – that is, that they meet customers' long-term interests, are efficient and help achieve decarbonisation of energy systems – is fundamental.

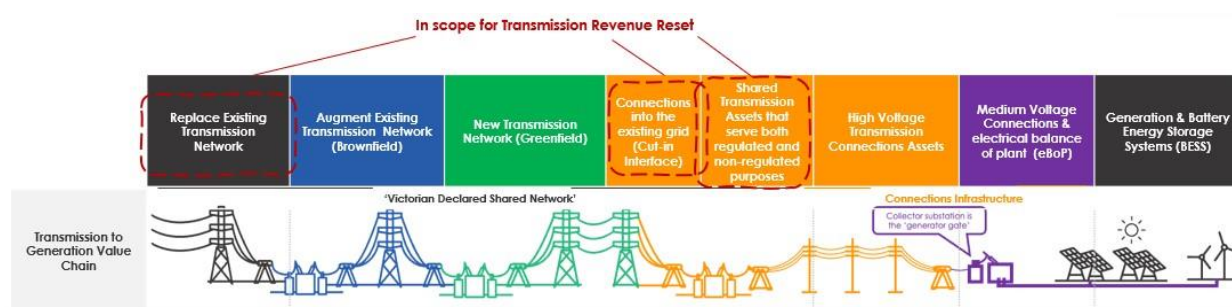
We are responsible for maintaining the reliability and safety of the existing transmission network. Therefore, our TRR proposal relates to the expenditure and revenues required to manage network service levels on the existing transmission system in a manner consistent with customers' long-term interests.

The TRR 2027-2032 will cover the following aspects of the transmission network:

- replacing, strengthening and maintaining assets on the existing transmission network
- customer service standards, including engaging with stakeholders and landholders that host our transmission infrastructure on their properties
- integration of our plans and functions with the Victorian Planners' and Distributors' augmentation and growth plans.

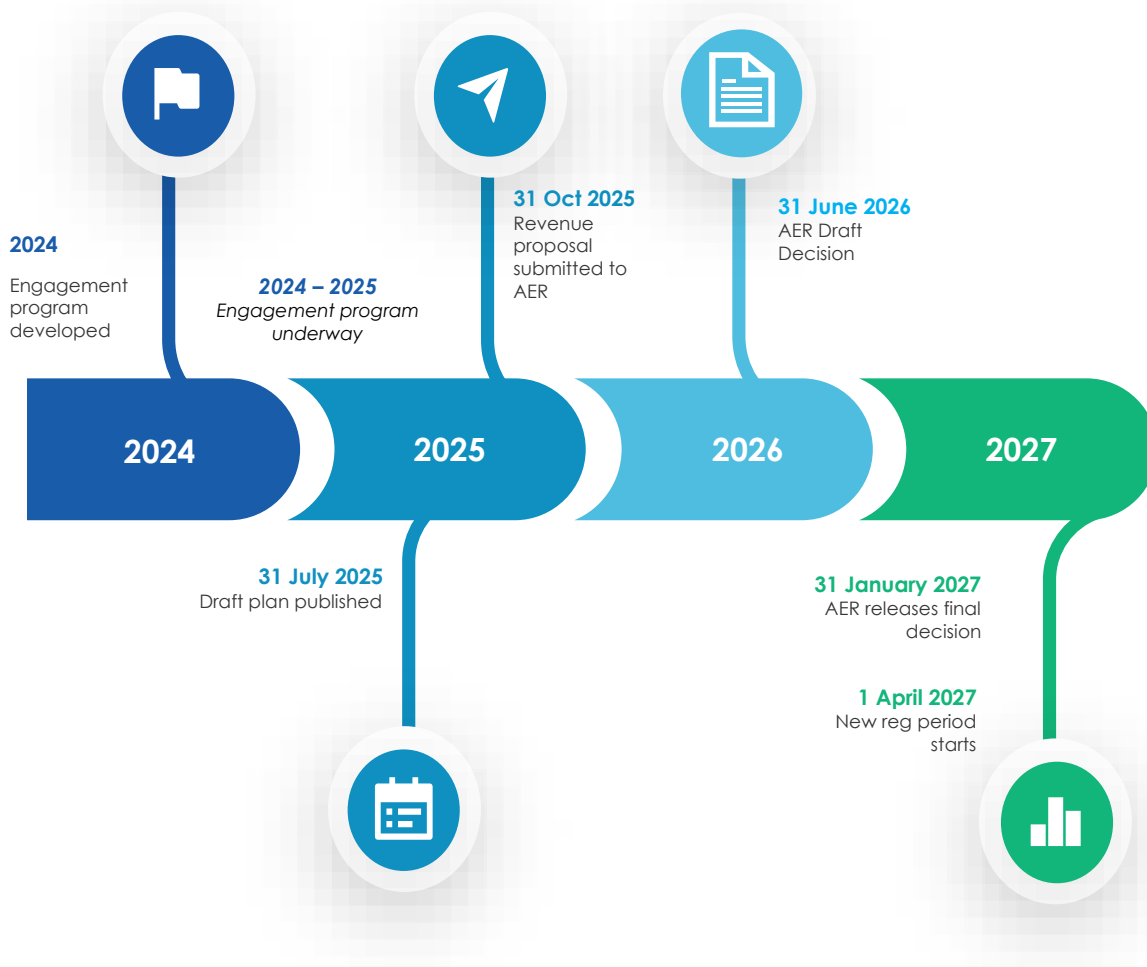
Growth transmission projects and assets initiated by Victoria's transmission network planners will not be in the scope for our TRR. This includes:

- new transmission network (Greenfield), including community engagement on new transmission infrastructure
- generation and Battery Energy Storage Systems (BESS) and their connection assets.



The role of customer engagement in regulatory resets has evolved to meet changing customer and stakeholder expectations of networks and the dynamic nature of our operating environment. The AER's expectations have also increased, and its [Better Resets Handbook](#) provides valuable guidelines on how transmission and distribution businesses can conduct genuine engagement with consumers and stakeholders to inform high-quality regulatory proposals. We will meet, but aim to exceed, all the expectations in the AER's Better Resets Handbook.

Key dates in the TRR 2027 - 2032



Simultaneous planning processes

Two major planning processes will impact our TRR 2027-32 process – particularly AEMO's updated Integrated System Plan and VicGrid's Victorian Transmission Plan.

AEMO's Integrated System Plan was updated in June 2024

The Integrated System Plan (ISP) 2024 is a 30-year transmission plan for the National Energy Market (NEM). The key targets driving development within the 2024 draft ISP include:

- Australia-wide (federal government) targets:
 - Economy wide GHG emissions target: 43% emissions reductions by 2030 and net zero by 2050
 - Initial Capacity Investment Scheme: 930 MW of firm capacity in NSW in 2028-29
- Victoria-wide (state government) targets:
 - Offshore wind target: 2 GW by 2032, 4 GW by 2035, 9 GW by 2040
- Storage target: 2.6 GW by 2030, 6.3 GW by 2035

A further updated plan will be released in 2026.

VicGrid's Victorian Transmission Plan expected in mid-2025

The first Victorian Transmission Plan (VTP) is expected to be released in mid-2025. The draft was released in May 2025, and the final is expected to be released at the end of July 2025. This will likely use ISP scenario, inputs and assumptions with Victoria's policy priorities. The plan will identify:

- key augmentation projects for the next 15 years (i.e. to 2040) that will support an orderly transition away from coal
- new cost-benefit analysis to deliver lowest total system costs having regard to wider factors from multi-criteria analysis
- REZ priority areas (20-50km) defined across all Vic REZs based on (1) community acceptance, (2) land use suitability, (3) resource potential
- projects on Optimal Pathway go directly to procurement, no further cost-benefits required. Project's preferred corridor narrowed to 3-10km wide, with community and landholders consulted
- VTP outcomes expected to feed into 2026 ISP as Victorian projects that will go ahead under all future scenarios.

Appendix 2 | The context for engagement

Evolving expectations and demands of AusNet and the network

Victoria's future transmission network will look very different to what it does now, with the current transmission network nearing capacity, and new transmission lines being built to meet growing demand for electricity and to connect electricity generation in new locations.

VicGrid is developing new transmission projects to create capacity within Victoria's six renewable energy zones through its Victorian Transmission Plan.

You can find out more about the Victorian Transmission Plan on [VicGrid's website](#).

To enable the change to the transmission network in an orderly way, Victoria will need to manage well-known risks and challenges, including:

- affordability of electricity for customers
- an increase in the frequency and severity of extreme weather events that are beyond the design standards of the network
- facilitating the connection of new electricity generation and storage projects
- managing the retirement of ageing coal-fired power stations
- deliverability of transmission projects due to:
 - supply chain constraints
 - changing customer expectations on land access for electricity transmission activities
- offshore wind industry and infrastructure development
- gas sector direction and its impact on electrification (Gas Power Generation and demand shifts)
- accounting for Customer Energy Resources (CER) being integrated into the distribution networks
- investment to address Increasing system security challenges
- significant new loads connecting to the network, including data centres
- rising expectations from landholders and communities hosting transmission infrastructure regarding how AusNet engages with them, including to access land for network maintenance, vegetation management and project-related activities.

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- VTP outcomes expected to feed into 2026 ISP as Victorian projects that will go ahead under all future scenarios.

Appendix 3 | Designing this engagement plan

Designing this engagement plan has been a multi-stage process including:

- Early planning, internally and with key customers and stakeholders. This has included:
 - reflecting on past engagement processes and discussing options for high-level engagement models, and how we best deliver a credible, flexible, value-for-money and robust program
 - testing models and approach to engaging on the engagement design with customers and stakeholders (including the Transmission Stakeholder Advisory Panel).
- Co-designing our engagement plan with customer representatives and key stakeholders, including our Transmission Stakeholder Advisory Panel and government representatives at a collaborative workshop. This included setting the engagement principles, framework and identifying topics for discussion.

This engagement plan reflects what we heard and determined in our co-design process. This document will be a 'living document', updated as needed based on feedback and contextual changes.

Bringing customer and stakeholders' voices into the design process

We designed this engagement plan with customers and stakeholders at the centre.

This engagement plan has been co-designed with our Transmission Stakeholder Advisory Panel (TSAP) who are representative of the stakeholders and broader community that utilise the transmission network.

Specific areas we collaborated with the panel included:

- determining our engagement approach and timeline for the TRR 2027-2032
- determining what topics and issues we should look into and consider throughout the TRR 2027-2032
- determining the most important topics for us to cover through deep dives
- raising additional stakeholder and customer groups/organisations that we should involve in our broader engagement.

Throughout the course of the TRR 2027-2032, we will continue to evolve and develop our engagement approach to ensure it is best capturing insights and perspectives from stakeholders and customers. Over the coming months there will be many opportunities for a diverse range of stakeholders and customers to participate in our discussions as we go deeper into the planning process. We will communicate these opportunities when they arise for participation.



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