TasNetworks Energy Charter Disclosure Report

2025-26



TasNetworks | Powering a Bright Future



Acknowledgement of Country

TasNetworks acknowledges the palawa (Tasmanian Aboriginal community) as the original owners and custodians of lutruwita (Tasmania). TasNetworks acknowledges the palawa have maintained their spiritual and cultural connection to the land and water and we pay our respect to the Elders past, present and emerging.

Message from our Board Chair and CEO

We are pleased to present TasNetworks' 2025-26 Energy Charter Disclosure Report.

Over the past five years, the Energy Charter has helped shape how we listen to customers and communities, how we make decisions, and how we hold ourselves accountable for the outcomes we deliver.

Our customers and stakeholders have told us they want to better understand the difference our work makes. They want to see how their feedback has influenced decisions, what outcomes have been achieved, and what value has been created for customers, communities and the broader energy system.

Throughout 2025-26, we continued strengthening the role customers and communities play in shaping our work and the decisions we make.

Through our Revenue Reset engagement program, Tasmanians are helping to shape the future of the electricity network and the important decisions we need to make around how we plan and invest for the future.

Our community initiatives, such as the **Power People Project**, are helping to build capability, equipping customers and communities with practical tools and information to better understand, use and make informed choices about their energy use.

We also achieved a significant milestone with the launch of the **Bright Futures Fund,** which will provide targeted support for local projects that deliver lasting benefits to communities surrounding the **North West Transmission Developments**.

As our focus on delivering positive outcomes has grown, so too has our responsibility to better understand, measure and demonstrate the difference our work is making.

That expectation aligns closely with our own ambition to be more transparent about the outcomes we deliver and the impact of our work.

This report marks the beginning of that shift, with a stronger focus on the changes resulting from our actions and why they matter to customers and communities.

From 2027, our Energy Charter reporting will be incorporated into an annual Impact Report, providing a more complete picture of the outcomes and value we create for our customers and communities.

This evolution comes at an important time. Tasmania's energy system is changing, driven by new technologies, changing customer expectations, increasing electrification, and the diversification of our renewable energy supply. These changes bring significant opportunities, but also new challenges and choices about how we plan, invest and deliver the electricity network.

Navigating those choices successfully will require ongoing collaboration, transparency and trust. It will also require us to keep customers at the centre, understanding what matters to them, being transparent about the trade-offs involved and ensuring their needs and experiences continue to shape how we deliver safe and sustainable electricity for all Tasmanians into the future.

We thank our customers, community representatives, stakeholders and partners for the role they continue to play in helping us achieve that. In particular, we acknowledge the valuable contribution from all of our engagement groups members, whose advice, insights and perspectives help us make better decisions and deliver better outcomes.

While this is our final standalone Energy Charter Disclosure Report, it is not the end of our commitment to the Energy Charter or to putting customers at the centre of what we do.

Instead, it represents the next step in that commitment, continuing to listen, learn and take meaningful action to create better energy outcomes for Tasmanians.



Roger Gill
Board Chair



Renée Anderson
Interim CEO


What is the engagement focus (remit)
Our networks and customers are evolving at a pace not seen since the invention of electricity. The way we invest in our network affects every household and business. Together, we need to decide what matters most as we plan for Tasmania's energy future.
How can we deliver safe and sustainable electricity for all Tasmanians into the future?
Altec
TasNetw

2025-26 highlights



Revenue Reset People's Panel

43
Tasmanians participated in our Revenue Reset People's Panel

44+ hours
of deliberative engagement

10
Recommendations developed by customers



North West Transmission Developments (NWTD)

$315m
Estimated customer benefit from concessional finance

97%
Voluntary landholder access agreements secured

$10m
Committed through the Bright Futures Fund



Improving Customer Experience

88%
Customers found our solar SMS alerts useful for identifying possible solar system issues

415
Solar SMS notifications issued during the trial

CSAT: 7.8
Overall customer satisfaction reached 7.8 for FY2026, exceeding the target of 7.7



Strengthening relationships with the Tasmanian Aboriginal Community

Introduced
mandatory Aboriginal Cultural Awareness training

Dedicated
Aboriginal employment and development pathways

Developed
our first Aboriginal Engagement Guidelines



Evolving how we engage and measure impact

Co-designing
our first Collaboration, Accountability, Transparency Charter with our engagement groups

Transitioning
towards impact reporting, focusing on the outcomes we create for customers and communities

Our Energy Charter journey

Five years of progress

Five years ago, TasNetworks joined the Energy Charter with a commitment to work with others across the energy supply chain with the aim of delivering better customer outcomes.

Since then, we have continued to strengthen and evolve how we deliver on that commitment.

What began as a focus on meeting Energy Charter commitments has evolved into a broader effort to ensure customer and stakeholder perspectives influence how we plan, invest and deliver services.

Over time, our focus has shifted from building capability and processes to embedding customer voices in decision-making and understanding the outcomes our work creates.

The journey has reinforced that better outcomes are achieved when customers and communities are meaningfully involved in decisions that affect them.



2021-22
Laying the foundations

We became an Energy Charter signatory and established the foundations for our customer and stakeholder-centred approach.

Key milestones included:

- completing our first Energy Charter maturity assessment
- identifying commitments to strengthen customer and community outcomes
- establishing baseline measures of maturity and performance.



2022-23
Building understanding

We deepened our understanding of customer and stakeholder needs through engagement for our 2024-29 Revenue Reset.

Key milestones included:

- introducing our first customer segmentation model
- improving customer communication channels
- contributing to national #BetterTogether initiatives
- strengthening our understanding of community expectations and priorities.



2023-24

Building capability and accountability

We focused on creating the systems, governance and organisational capability needed to support more customer-centred decision-making.

Key milestones included:

- launching our Engagement Capability Uplift Program
- introducing customer journey mapping
- redesigning our engagement framework
- establishing our Customer Advisory Group (CAG) and Stakeholder Advisory Group (SAG)
- embedding customer and community outcomes within our Company Strategy.



2024-25

Increasing influence

We strengthened how customer and stakeholder perspectives informed decisions across the business.

Key milestones included:

- building a more meaningful and effective relationship with our advisory group members
- improving visibility of customer and stakeholder feedback in governance and decision-making
- strengthening collaboration and transparency
- embedding customer insights into strategic planning.



2025-26

Moving towards impact

This year marked the beginning of the next stage of our Energy Charter journey.

As customer and stakeholder perspectives have become more deeply embedded in decision-making across TasNetworks, our focus has increasingly shifted towards understanding the outcomes created through that involvement.

Throughout the year, we strengthened our approach to measuring and demonstrating how customer and stakeholder input influences decisions, the outcomes those decisions create, and the value delivered for customers, communities and the broader energy system.

This report reflects the beginning of our transition towards impact reporting, building a stronger understanding of what changed, why it mattered and how engagement contributes to better outcomes.

Moving towards impact

2025-26 marks an important milestone in our Energy Charter journey.

Over the past five years, our reporting has focused on the commitments we made and the actions we took to deliver on them.

While this remains important, customers and stakeholders have told us they are increasingly interested in understanding what changed as a result of those actions, how their feedback influenced decisions, and the outcomes delivered for customers, communities and the broader energy system.

In response, TasNetworks is transitioning towards an outcomes-focused approach to reporting. From 2027, Energy Charter reporting will be incorporated into a broader annual Impact Report, bringing together a business-wide view of the value and outcomes we create.

What will change?

Future reporting will focus more on:

- the outcomes that matter to customers and communities
- the difference our work makes
- evidence of impact
- learning and continuous improvement
- transparency about what worked and what did not
- working with others to improve outcomes across the energy sector.

What our CAG told us

We asked our Customer Advisory Group (CAG) for feedback on our proposed approach to moving towards an outcomes-focused model.

CAG members strongly supported the new direction.

They welcomed:

- simpler and more accessible reporting
- a stronger focus on outcomes and impact
- greater transparency about what was and was not achieved and why
- a clear link between commitments, actions and customer outcomes.

Members also reinforced that future reporting needs to provide enough information for customers and stakeholders to understand what changed, why it changed and what difference it made.

Stakeholder feedback will continue to shape how we approach our future impact reporting.

2024–25 Energy Charter Commitments

In our **2024-25 Energy Charter Disclosure Report, TasNetworks** made 31 commitments across the five Energy Charter principles.

We are pleased to report that all 31 commitments[1] have either been completed or positively progressed during 2025-26.

A summary of each commitment is provided in Appendix A.




Powering a
Bright Future

Feedback to action: Building trust through transparency

Earlier this year TasNetworks asked members of its Customer Advisory Group (CAG), Stakeholder Advisory Group (SAG), North West Transmission Developments Stakeholder Liaison Group (SLG) and Tariff Design Working Group (TDWG) for feedback on how we engage and work together.

While feedback covered a range of topics, one theme emerged consistently: transparency.

Stakeholders told us they wanted greater visibility of how decisions are made, clearer communication about constraints and trade-offs, and more accountability for demonstrating how their input is considered and influences outcomes.

Importantly, the feedback wasn't simply about sharing more information. Stakeholders wanted a clearer understanding of where they could influence decisions, what sat outside TasNetworks' control, and how feedback would be used throughout the decision-making process.

In response, we brought together all members of our four key stakeholder advisory groups and our people for a Transparency Co-design Workshop, an important next step in our work to strengthen transparency, accountability and trust.

The objective was to work together to define what transparency, accountability and collaboration should look like in practice and identify the behaviours and commitments needed to strengthen trust and confidence over time, and co-design a shared Transparency, Accountability and Collaboration Charter.

Throughout the workshop, participants shared their expectations, experiences and perspectives. While views differed on some issues, there was broad agreement that transparency requires more than communication alone. It requires openness about decision-making, a willingness to discuss difficult issues, and a commitment to closing the loop on stakeholder feedback.

The conversations throughout the day reinforced that transparency sometimes requires courage: the courage to have difficult conversations, challenge thinking, acknowledge when things haven't worked, and be open about the things we cannot change.

Together, we built a vision and values for the Charter:

Vision: All Tasmanians are at the heart of our decisions. Together, we act transparently with courage and integrity, building confidence and trust to shape an equitable energy future.

Values: courage; trustworthiness and integrity; transparency; accountability; respect; and equity and inclusion.

Participants helped define five practical principles for how those values should show up in our work:

- **Listen and include –** actively seek, hear and consider diverse perspectives.
- **Be open and transparent –** share information clearly, explain constraints and be open about what can and cannot be shared.
- **Close the loop –** explain what we heard, how feedback was considered and how it influenced decisions.
- **Be clear about influence –** establish upfront what people can influence, where decisions sit and the boundaries of engagement.
- **Build trust through action –** do what we say, own our decisions and continuously improve.

These principles matter because transparency is ultimately demonstrated through behaviour, not words on a page. Stakeholders were clear that trust is built when organisations follow through on commitments, communicate openly and demonstrate how community input has influenced decisions.

This workshop was another step in our journey to putting customers at the centre of what we do. The next challenge is turning what we heard into practical commitments and embedding them in how we engage, communicate and make decisions.

Our next task is to take the outcomes from the day and further develop the Transparency, Accountability and Collaboration Charter, including the practical commitments that will sit beneath it.

Those commitments will help translate the charter into everyday practice – strengthening how we track and respond to stakeholder feedback, how we communicate decisions and trade-offs, how we close the loop and how we demonstrate progress over time.

Ultimately, the measure of success will not be whether we have a well-written charter.

It will be whether our people and stakeholders can see and experience a difference in how we work together.

This workshop demonstrated the value of starting that work together. By listening openly, being prepared to challenge ourselves and turning feedback into action, we will continue building the confidence and trust needed to achieve better outcomes for Tasmanians.



Our work in action

Principle 1: We will put customers and communities at the centre of our business and the energy system

Putting customers at the centre of TasNetworks next Revenue Reset

As TasNetworks develops its 2029-34 Revenue Reset proposal, customers are helping shape some of the most important decisions about Tasmania's energy future.

Decisions about network investment involve balancing affordability, reliability, resilience and long-term value. We recognised these trade-offs affect customers and communities in different ways and wanted customers involved before decisions were made.

Guided by our Strategic Engagement Plan, TasNetworks designed an engagement program that gave customers and stakeholders multiple opportunities to help shape our thinking.

A key part of this approach was our first People's Panel. Forty-three Tasmanians from diverse backgrounds and experiences came together for more than 44 hours of deliberative engagement. Unlike traditional consultation approaches, participants were given time, information and access to experts to explore different perspectives and work through the trade-offs involved in balancing customer costs, reliability, resilience and future investment.

Together, they developed 10 recommendations for TasNetworks.

Alongside the People's Panel, we engaged with customers and stakeholders across Tasmania through advisory groups, targeted forums and community engagement activities, providing opportunities to hear directly about how network services affect homes, businesses and communities.

The engagement is helping shape how we evaluate the trade-offs involved in delivering safe and sustainable electricity into the future. Customer feedback reinforced the importance of balancing costs with reliability, resilience and long-term value, while ensuring customers have a meaningful voice in decisions that affect them.

Customers also helped us better understand the real-world impacts behind network decisions.

One accommodation provider told us that an eight-hour planned outage could disrupt their business for up to two days, forcing bookings to be cancelled the night before and affecting operations long after power was restored.

Examples like this helped bring customer impacts into discussions about investment priorities and service outcomes.

Customers do not think about cost in isolation. When given time, information and the opportunity to consider trade-offs, participants consistently weighed cost alongside reliability, resilience, fairness and long-term benefit.

We also learned that value means different things to different customers. While some participants prioritised keeping costs as low as possible, others placed greater importance on reliability. Through our engagement, life-support customers told us they would be willing to pay more for greater reliability because of the significant consequences that interruptions can have for them.

These perspectives reinforced the importance of understanding different customer needs when making investment decisions.

Customer insights will continue to inform the development of our 2029-34 Revenue Reset proposal. The People's Panel recommendations have been shared with our Customer Advisory Group and Stakeholder Advisory Group to test and strengthen the findings, and Panel members will have the opportunity to see how their input has influenced the proposal as it develops.

The insights gathered through the People's Panel and broader engagement program are helping shape the development of our 2029-34 Revenue Reset proposal.

More importantly, they are providing a clearer understanding of the trade-offs, priorities and outcomes that matter most to Tasmanians as the energy system continues to evolve.



43
Tasmanians

44+ hours
engagement

10
recommendations

Multiple demographic segments represented



The Clean Energy Finance Corporation (CEFC) concessional finance will deliver approximately $315 million in benefits to Tasmanian electricity customers.

Our work in action

Principle 2: We will improve energy affordability and value for customers and communities

Reducing costs while building Tasmania's energy future

Major electricity infrastructure projects are essential to Tasmania's energy future, but they can also place upward pressure on customer bills.

To help reduce this impact, TasNetworks worked with the Clean Energy Finance Corporation (CEFC) to secure concessional finance through the Australian Government's Rewiring the Nation Fund for Stage 1 of the North West Transmission Developments (NWTD).

The CEFC estimates the funding model will reduce network charges associated with the project by around 55 per cent over the life of the NWTD assets. It also estimates the arrangement will deliver approximately $315 million in benefits to Tasmanian electricity customers through lower network charges in the first five years of operation.

NWTD is a critical upgrade to Tasmania's electricity network, enabling greater renewable energy capacity, supporting Marinus Link, and helping maintain a reliable and secure power system for homes, businesses and communities. Stage 1 includes 129 kilometres of new and upgraded transmission infrastructure, substation upgrades and associated network investments needed to support Tasmania's growing energy needs.

In 2026, the CEFC committed debt funding of up to $1.2 billion to support delivery of Stage 1 of the project.

The funding arrangement provides low-cost, long-term finance, reducing the cost of borrowing compared to standard commercial funding arrangements.

The lower cost debt, combined with TasNetworks' shareholders accepting a lower equity return than the return allowed under the regulatory framework, will reduce the overall cost of financing the project. These savings will be passed through to customers via lower network charges, helping to limit the impact of major infrastructure investment on electricity bills.

The experience reinforced that how infrastructure is funded can be just as important as the infrastructure itself. By securing concessional finance early in the project and seeking to pass those benefits through to customers, TasNetworks established a funding approach that supports long-term investment while helping maintain affordability.

Looking ahead, TasNetworks will continue pursuing financing and delivery approaches that maximise value for customers while enabling the infrastructure needed to support Tasmania's energy future. NWTD will help create a stronger and more resilient transmission network, support increased renewable energy generation, strengthen energy security and reliability, and deliver long-term benefits for Tasmanian communities.



Our work in action

Principle 3: We will provide energy safely, sustainably and reliably

Building Tasmania's Transmission Capacity

As Tasmania's energy system continues to evolve, maintaining a safe, reliable and sustainable electricity network requires investment in infrastructure that can support changing customer needs and increasing renewable energy generation.

The North West Transmission Developments (NWTD) project is a key part of this transition. By strengthening Tasmania's transmission network, NWTD will improve system resilience, support renewable energy development and help maintain reliable electricity supply for homes, businesses and communities.

Stage 1 of NWTD includes approximately 130 km of new overhead transmission lines across North West Tasmania, connecting Cressy, Sheffield and Burnie through a diverse range of regional communities and land uses. This stage of the project will support the efficient connection and operation of Stage 1 of Marinus Link, including a new 750-megawatt (MW) high voltage direct current undersea cable between Tasmania and Victoria.

NWTD will help position Tasmania to play a larger role in the National Electricity Market by enabling the export of surplus renewable energy, supporting existing and emerging industries, and contributing to emissions reduction at a national scale. In addition to enabling greater renewable energy connection, it creates opportunities for regional investment, workforce participation and economic growth.

We are committed to delivering sustainable outcomes across all phases of the project through the Infrastructure Sustainability Council's (ISC) Rating Scheme. This includes initiatives aimed at minimising the project's construction and operational footprint.

During 2025-26, the project continued to progress from planning towards delivery, providing greater certainty that these long-term reliability, sustainability and energy security benefits can be realised.

In 2025-26, NWTD achieved several significant milestones as the project progressed toward construction, planned for late 2026. Key achievements included:

Funding certainty: The Australian Energy Regulator (AER) approved revenue allowances for Stage 1 of the NWTD, providing funding certainty for TasNetworks.

Approvals: A planning permit from the Tasmanian Planning Commission subject to conditions, and approval under the Commonwealth Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act).

Landholder engagement and access: TasNetworks secured voluntary land access agreements with more than 97 per cent of private landholders along the route.

Workforce and local participation: Strong engagement with local industry continued, with more than 200 expressions of interest received from businesses and suppliers.

Community investment: TasNetworks launched the Bright Futures Fund in June 2026, committing $10 million to support communities across Northern and North West Tasmania.

As NWTD moves closer to construction, TasNetworks remains focused on delivering long-term benefits for customers, communities and Tasmania's future energy system. This includes ongoing engagement with landholders and communities, continued investment through the Bright Futures Fund, and responsible project delivery.

When complete, NWTD will help create a stronger and more resilient transmission network capable of supporting growing energy demand, enabling increased renewable energy generation and improving energy security across Tasmania.

These outcomes will help support a more reliable, sustainable and future-ready electricity system for Tasmanians while contributing to Australia's broader clean energy transition.



97% of private landholders along the route voluntarily agreed to provide property access.

Our work in action

Principle 4: We will improve the customer and community experience

Solar SMS Trial: Helping Customers Get More Value from Their Solar Investment

Many customers with rooftop solar do not realise when their system has stopped exporting electricity to the grid.

Without knowing there is a problem, households can lose weeks or even months of solar generation and associated bill savings before taking action. At a time when many customers are focused on managing household costs, this can result in avoidable financial loss.

We brought together teams from Customer Service, Digital Solutions, Customer Experience, and Analytics and Innovation, alongside our Customer Advisory Group and energy retailers, to develop and trial a proactive notification service. Using advanced metering data, we identified customers whose solar systems appeared to have stopped exporting electricity for three consecutive days and sent an SMS encouraging them to investigate the issue. We also developed online self-service information to help customers troubleshoot common solar export problems.

The trial demonstrated that a simple, proactive notification could help customers identify and resolve solar issues much sooner than they otherwise would have.

Between December 2025 and February 2026, 440 customer connections were identified for contact and 415 SMS notifications were sent. Around 60 per cent of customers contacted were unaware their solar system had stopped exporting electricity. Based on the trial findings, this equated to a conservative estimated customer value of approximately $45 per month per affected customer.

Customer feedback was overwhelmingly positive, with 88 per cent of respondents agreeing the service was useful.

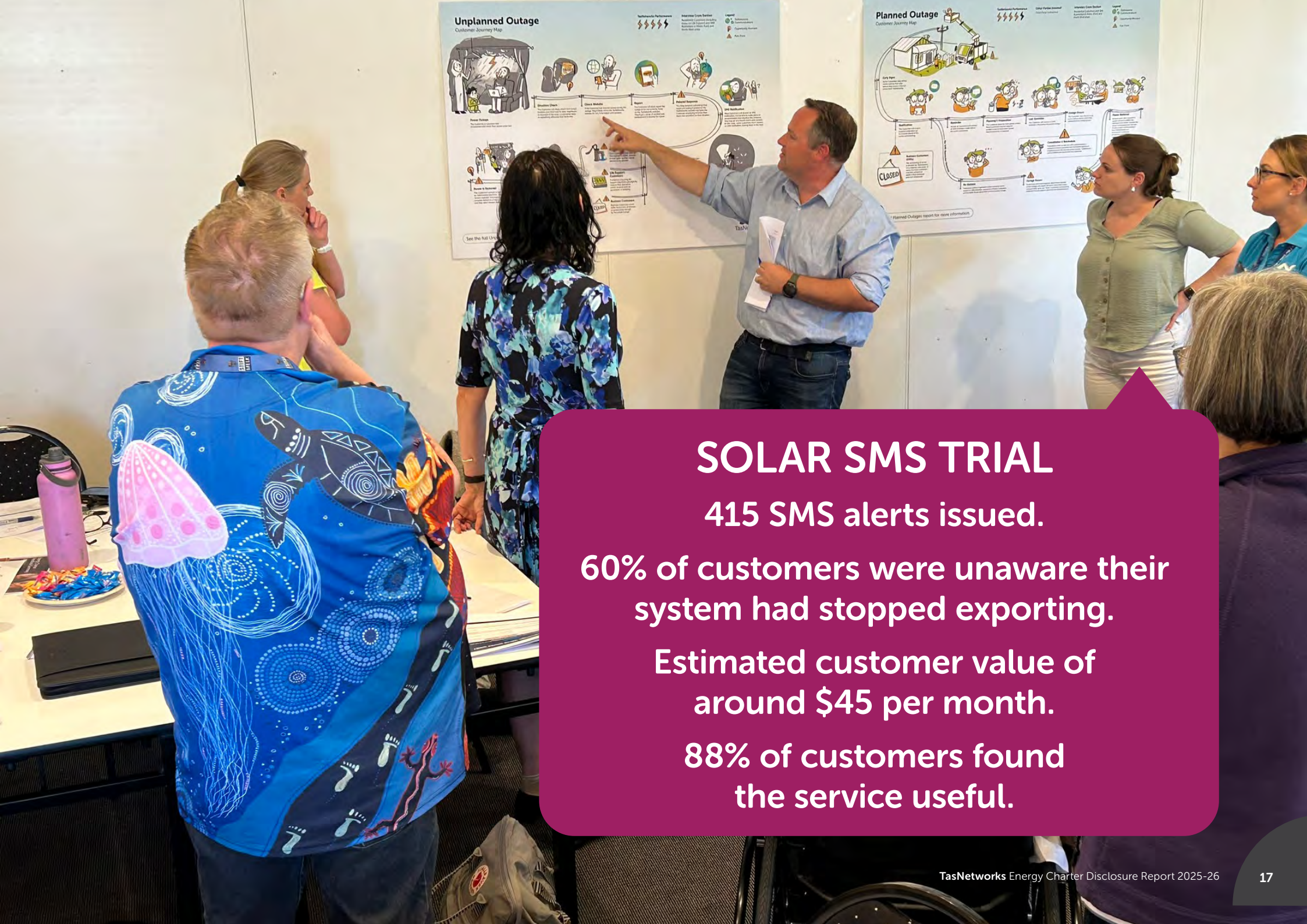
The trial confirmed that proactive communication can help customers identify and resolve solar system issues much sooner than they otherwise would. Many customers told us they would not have known there was a problem without receiving the SMS. Feedback also indicated that even earlier notifications would provide greater benefit by helping customers restore generation sooner and maximise savings.

The dedicated self-service webpage attracted 383 visits, demonstrating strong customer interest in practical advice and support. Feedback from customers, combined with stable Customer Service Centre call demands, indicated that the SMS notifications and supporting information were easy to understand and provided customers with the information they needed to fix any solar export issues.

The trial has now been automated and incorporated into business-as-usual operations, allowing more customers to benefit from early notification when their solar system stops exporting electricity.

It also demonstrated the broader value of using data and insights to proactively support customers. Future initiatives may help customers better understand their energy use, avoid unexpected costs and get more value from their energy investments.





SOLAR SMS TRIAL

415 SMS alerts issued.

60% of customers were unaware their system had stopped exporting.

Estimated customer value of around $45 per month.

88% of customers found the service useful.

Our work in action

Principle 5: We will support customers and communities facing vulnerable circumstances

Creating meaningful outcomes through reconciliation

Through our Innovate Reconciliation Action Plan, TasNetworks is working to strengthen relationships with the Tasmanian Aboriginal community and ensure Aboriginal perspectives help shape the way we plan, deliver and operate our services.

During 2025-26, Aboriginal voices were increasingly reflected in project planning, community engagement, procurement decisions and heritage management activities across the business. This reflects a growing focus on embedding reconciliation into everyday decision-making rather than treating it as a standalone initiative.

To support this shift, we worked with Aboriginal employees, organisations, community members, artists, educators and cultural advisors to turn our commitments into practical action.

What we did:

- Introduced mandatory Cultural Awareness training and in-house Acknowledgement of Country training, delivered by our Aboriginal Coordinator.
- Developed Aboriginal Engagement and Remuneration Guidelines and a business-wide implementation plan to support respectful, consistent engagement.
- Established an Aboriginal and Torres Strait Islander Cultural Group.
- Created on-Country learning opportunities to deepen employees' understanding of Aboriginal history, culture and connection to Country.
- Strengthened partnerships with organisations including the Tasmanian Symphony Orchestra and Mudlark Theatre.
- Created employment and development pathways through targeted apprenticeships, graduate opportunities, traineeships, scholarships and more culturally inclusive recruitment practices.

These initiatives are helping build a stronger foundation for reconciliation across TasNetworks.

Importantly, Aboriginal perspectives are increasingly being considered in project planning, decision-making, community engagement, procurement and heritage management.

Employees have more opportunities to develop cultural understanding through training, workshops and experiences on Country. The Aboriginal Engagement and Remuneration Guidelines provide a consistent framework for engaging with Aboriginal communities and recognising the value of Aboriginal knowledge and expertise.

Our partnerships are supporting Aboriginal cultural expression, language revitalisation and employment, while targeted career pathways are helping address barriers and create opportunities for Aboriginal and Torres Strait Islander people to build careers within TasNetworks and the broader industry.

Our experience has reinforced that meaningful reconciliation is built through relationships, listening and sustained commitment.

The strongest outcomes come when Aboriginal people have genuine opportunities to influence decisions and shape solutions, rather than being consulted after decisions have already been made.

The co-design of our Aboriginal Engagement and Remuneration Guidelines demonstrated the importance of lived experience and community knowledge in developing approaches that are trusted, relevant and effective.

We have also learned that cultural capability is not achieved through a single training session. It requires ongoing learning, practical tools, leadership support and opportunities for employees to apply their knowledge in their everyday work.

Looking ahead, we will continue to embed reconciliation into business-as-usual by implementing the Aboriginal Engagement and Remuneration Guidelines across the organisation, strengthening cultural awareness programs and partnerships, and increasing opportunities for Aboriginal and Torres Strait Islander employment, development and procurement.

We will also continue working to create culturally safe workplaces, strengthen Aboriginal participation in decision-making and build the confidence and capability of our people to engage respectfully with Aboriginal communities.

Through this ongoing work, TasNetworks is seeking to create lasting, practical outcomes that strengthen relationships, support self-determination and contribute to a more inclusive future for Lutruwita/Tasmania.



TasNetworks is working to strengthen relationships with the Tasmanian Aboriginal community and ensure Aboriginal perspectives help shape the way we plan, deliver and operate our services.

Image taken from our Innovate RAP launch

Our #BetterTogether contributions

Many of the challenges facing customers and communities cannot be addressed by a single energy organisation acting alone.

Through the Energy Charter's #BetterTogether initiatives, TasNetworks works alongside energy businesses, community organisations, customer advocates and government representatives to develop shared solutions to complex issues affecting customers across Australia.

These collaborations allow us to bring the perspectives of Tasmanian customers and communities into national discussions, learn from the experiences of others, and contribute to practical improvements that benefit customers both locally and nationally.

The examples highlight some of the ways these collaborative efforts are helping improve customer and community outcomes.

Collaboration	What we contributed	Customer / community outcome
Knock to Stay Connected	Supported the development and implementation of a more proactive approach to customers at risk of disconnection, including opportunities for field staff to connect customers with support.	Customers experiencing payment difficulty have more opportunities to understand their options and access support before disconnection occurs.
Better Practice Social Licence Guideline	Worked with industry, landholders, community and agricultural representatives to develop better practice approaches to engagement around transmission infrastructure.	Supports more meaningful engagement with communities and landholders and helps build trust around major energy infrastructure projects.
Evaluating Transmission Undergrounding	Contributed industry experience to collaborative work examining the costs, benefits and broader impacts of undergrounding transmission infrastructure.	Supports more informed decision-making that considers customer, community, environmental and system impacts.
National Concessions Awareness and Engagement	Worked with energy organisations and community representatives to improve awareness and understanding of available energy concessions and support.	Helps customers who may be eligible better understand and access available assistance with their energy costs.
Energy Literacy / Train-the-Trainer	Contributed to collaborative approaches to improving energy literacy and supporting community organisations to have better conversations about energy.	Helps customers and community workers feel more confident understanding energy information and navigating the energy system.

Collaboration	What we contributed	Customer / community outcome
Life Support Customers	Shared industry experience and contributed to collaboration focused on improving support for customers who rely on life support equipment.	Supports more consistent approaches and better outcomes for customers whose health and wellbeing depend on a reliable electricity supply.
Battery Safety	Participated in national collaboration to raise awareness of battery safety across the energy sector and with safety and community organisations.	Improves community awareness of battery risks and supports safer use of household energy technologies.



Why working together matters

Our involvement in #BetterTogether reflects a simple idea: better outcomes are often achieved when organisations work together.

These collaborations allow us to share knowledge, learn from others and contribute to solutions that improve outcomes for customers and communities across the energy sector.

They also reinforce the importance of listening to people with lived experience and ensuring customer and community perspectives are considered alongside operational, technical and regulatory considerations.

As we continue to strengthen our focus on outcomes and impact, we will place greater emphasis on understanding and demonstrating the difference these collaborations make for customers, communities and the broader energy system.

Appendix A

Principle 1 Commitments: We will put customers and communities at the centre of our business and the energy system

Collaborate with customers to shape the future of the network, making sure their views and priorities are part of the decision-making.
Continue advancing the Engagement Culture and Capability Uplift Program to integrate engagement into core systems and processes and strengthen internal capability.
Finalise roll out of the stakeholder management system, to increase visibility of stakeholder issues and improve relationship management for our large and industrial customers.
Following final project approvals, commence the NWTD Community Benefits Sharing Program to provide tangible benefits for local communities, focusing on initiatives they value most.
Engage with customer and stakeholder representatives twice a year to share performance against key business measures and Energy Charter commitments, discuss our progress, and identify opportunities for improvement or issue resolution.
Develop a Diversity, Equity and Inclusion Action Plan to bring broader perspectives, lived experiences, and cultural knowledge into TasNetworks, helping us better understand and meet the needs of our diverse customer base.

Principle 2 Commitments: We will improve energy affordability and value for customers and communities

Develop a Prioritisation Framework to make sure we focus on the projects and investments that deliver the greatest benefit for customers, while managing spend within regulatory allowances.
Finalise the concessional finance agreement to fund early works for the NWTD, passing these benefits back to customers.
In partnership with Aurora Energy, deliver the Farm Share trial to explore how primary producers with multiple property connections and renewable energy generation on site can more efficiently balance their energy usage.

Principle 3 Commitments: We will provide energy safely, sustainably and reliably

Sustainability - Support the Renewable Energy Transition through NWTD and other key projects.
Sustainability - Progress the Infrastructure Sustainability Council (ISC) rating with Bronze Target for NWTD to drive and evaluate sustainability across design and construction.
Sustainability - Design and commence TasNetworks Biodiversity Sites of Significance Program to identify and protect sections of our easements with high biodiversity values.
Sustainability - Commence operation and capture learnings from two trial projects with a total of eight community batteries, to learn how they can work best in local communities.
Sustainability - Explore low-carbon energy solutions to support reliability, resilience and sustainability in regional areas of our electricity grid.
Safety - Develop and implement high energy risk controls and monitoring into our operations – to reduce the likelihood of serious incidents and protect our people, assets and community.
Safety - Deliver phase one of the Network Access Improvement Project – a whole-of-network review of operations, access systems, processes, and culture – to drive safer, more efficient, and better-coordinated network operations.
Safety - Continue implementing the anti-islanding protection scheme for legacy embedded generation, upgrading four sites in 2025–26. This ensures generators operate safely during grid outages and prevents hazards to people, customers, and equipment.
Safety - Strengthen community power outage preparedness and resilience through engagement, communication, campaigns and education.

Safety - Utilise the growing footprint of smart meter data to proactively identify and address potentially dangerous network faults, while exploring further opportunities to enhance power quality and safety.
Safety - Implement a mental health and psychosocial standard – to promote wellbeing, manage work related stressors, and support a healthier, safer workforce.
Reliability - Improve reliability performance for two lower performing Tasmanian communities, addressing the underlying supply reliability issues which can have adverse effects on both the amount/frequency and duration of outages.



Principle 4 Commitments: We will improve the customer and community experience

Continue to equip our frontline teams with the mindsets, skillsets, and toolkits to confidently manage challenging interactions and deliver exceptional customer service.
Improve the end-to-end Negotiated Connections process to deliver faster timeframes, greater cost transparency, and a smoother, more consistent customer connection experience.
Establish and embed a continuous improvement program that uses customer journey insights to deliver more seamless and positive customer interactions.
Embed customer design feedback to ensure communication services are more effective, accessible, and aligned with customer needs.
Ensure customers have access to clear, comprehensible information to enhance energy literacy, including information on network pricing and distribution tariffs, enabling more informed decision-making.

Principle 5 Commitments: We will support customers and communities facing vulnerable circumstances

Implement our Innovate Reconciliation Action Plan, with a strong focus on building cultural awareness, creating pathways for Aboriginal and Torres Strait Islander development and employment, and strengthening respectful engagement with communities.
Deliver community grants to not-for-profit organisations across Tasmania to run projects that directly assist vulnerable customers and strengthen community wellbeing.
Engage with community service organisations to reshape the Power People program to be more accessible to vulnerable groups, empowering them with the knowledge and skills needed to understand and take control of their energy usage.
Continue the Uniting partnership – offering free energy support to customers.
Review and refresh our Vulnerability Plan, to embed a stronger approach to addressing vulnerability across our communities and workplace.


TasNetworks
Powering a
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