POWERLINK QUEENSLAND
GUIDE FOR LANDHOLDERS

An overview of how Powerlink plans, constructs, operates and maintains its high voltage electricity transmission infrastructure
Landholder recognition statement

At Powerlink Queensland, we respect and value landholders, and recognise you are important to our business.

Our infrastructure crosses more than 19,000 private properties, making landholders a vital part of developing, operating and maintaining the high voltage electricity transmission network in Queensland.

We are committed to open and transparent communication, and seek to develop respectful and cooperative relationships with you over the life of our infrastructure.

This guide seeks to explain the key processes, frameworks and activities undertaken by Powerlink as we develop, operate and maintain our network.

We value your local feedback. There are formal opportunities for consultation and input during the infrastructure lifecycle and we invite you to contact us at any time with questions or concerns.

For further information

You can find more information about Powerlink on our website: www.powerlink.com.au, by phoning FREECALL 1800 635 369 (during business hours) or by emailing website.enquiries@powerlink.com.au
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Privacy and indemnity statements

Privacy

*Personal information* is information or an opinion from which an individual is identified or can be reasonably identified.

In dealing with personal information, Powerlink is required to comply with the Privacy Act 1988 (Cth) (*Privacy Act*) and in particular the 13 Australian Privacy Principles (*APPs*) prescribed under Schedule 1 of the Privacy Act.

Powerlink Queensland only collects personal information as required to perform our functions, operations and business. All personal information is collected by fair and lawful means and is stored securely. Powerlink will only disclose personal information to third parties where the disclosure is in accordance with the requirements of the Privacy Act and the APPs.

All individuals for whom we hold personal information are able to view and correct or update their personal information, in accordance with the requirements of the Privacy Act and the APPs.

Further information regarding how Powerlink abides by the Privacy Act, in relation to dealing with personal information, is available on request. Please contact the Powerlink Privacy Officer.

Insurance

Powerlink carries liability insurance to cover itself against damage it may cause to property. In addition, it has workers compensation cover for employees. Powerlink insists that all of its contractors have sufficient liability insurance and paid up workers compensation in place before commencing work on Powerlink projects.
Introduction to Powerlink Queensland

Powerlink provides an essential service, and is the central link in the electricity supply chain, transporting electricity from where it is created, to where it is required.

Powerlink owns, develops, operates and maintains the high voltage electricity transmission network in Queensland.

Our network extends 1,700km from north of Cairns to the New South Wales border, and is the central link in the supply chain. We transport electricity generated at large power stations to the distribution networks owned by Energex, Ergon Energy and Essential Energy (in northern New South Wales).

Powerlink also transports electricity directly to high usage Queensland customers, such as aluminum smelters, and to New South Wales via the Queensland/NSW Interconnector transmission line.

A small number of transmission services are provided on a non-regulated basis, when large industrial customers (such as mines and generators) need to connect to the high voltage network. All costs associated with acquiring the easements as well as building and operating the non-regulated network are paid for by the customer via commercial charges over the life of the agreement with the customer.

Mission
We responsibly deliver electricity transmission services that are valued by shareholders, consumers, customers and the market.

Vision
Powerlink is a safe, commercial and performance focused organisation that creates and delivers valued outcomes.

Safety
Safety is one of Powerlink’s values and a key part of our culture.

Everyone in Powerlink seeks to continually improve our safety practices and outcomes. We have established a safety program called ‘Safe for Life’ to further develop our safety culture so that we always make the safest choice in all that we do – whether we’re on-site, in the community or working on a landholder’s property.
Our safety vision is:

‘We deliver safe outcomes every day for ourselves, our workmates, contractors and the community.’

All our employees, contractors and visitors are expected to behave and work in a safe manner at all times.

Q. How are Powerlink assets designed and built for landholder safety?

The safety of everyone is essential, health and wellbeing are protected and promoted, and safety is integrated in all of our work practices. All our employees and contractors are expected to behave and work in a safe manner at all times.

We take the safety of our staff and the community very seriously, and have comprehensive safety systems and processes in place. We adhere to all safety regulations and management systems outlined in relevant legislation. Additionally, employees have an active role in safety management and a focus on continuous improvement of our safety systems. Our culture promotes safety awareness and responsibility so that we always make the safest choice in all that we do.

We have clear signs on our substations and transmission towers to warn against unauthorised access, perimeter fencing outside substations to provide a physical barrier, and anti-climbing features on our transmission towers. During construction, the work areas on an easement and associated areas are a declared ‘construction site’. For safety reasons, unless accompanied, only authorised and appropriately trained Powerlink people and our contractors are allowed to enter the work site.

For further information

If you have a question or concern relating to safety, please contact Powerlink on FREECALL 1800 635 369 (during business hours) or by emailing website.enquiries@powerlink.com.au. In an emergency, or to report damage or vandalism, please phone FREECALL 1800 353 031 (24 hours a day, seven days a week).
Stakeholder engagement

We engage with a wide range of stakeholders in developing, operating and maintaining Queensland’s high voltage electricity transmission network. This includes partnering with landholders, communities, environmental groups, Traditional Owners and government agencies.

We are committed to continually improving our practices with stakeholders. To secure our social licence to operate, Powerlink must engage effectively and deliver mutually beneficial outcomes.

Stakeholder Engagement Framework

Our Stakeholder Engagement Framework guides how we interact with individuals and organisations, focusing on the principles of:

• integrity
• openness
• responsiveness
• accountability
• inclusiveness.

Powerlink’s engagement activities are guided by understanding who our key stakeholders are and the issues that are important to them. This assists in making the engagement process more efficient and effective, and ensures issues are properly acknowledged and addressed.

Engagement model for route selection

After significant stakeholder consultation, we revised our engagement model for route selection to incorporate key stakeholder involvement earlier in our processes.

The revised model involves consultation activities in addition to Powerlink’s legislated requirements (please refer to steps 1 – 3 of the diagram overleaf).

For each project, specific engagement activities will be determined by the scale, potential impact and level of interest from the local community.

Your comments and feedback are important to us and can make a difference to the decision-making process. There are several opportunities for formal comment during consultation periods, however please feel free to contact Powerlink at any time with questions or concerns.

For further information

For more information about Powerlink’s stakeholder engagement activities, read the ‘Stakeholder Engagement Framework’ brochure or visit the ‘Stakeholder engagement’ page on our website: www.powerlink.com.au (via the ‘Community & Environment’ tab).
### Engagement activities for route selection

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<tr>
<th>Project Activity</th>
<th>Consultation Audience</th>
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<tr>
<td>1 Regional research</td>
<td>Government representatives, council, peak bodies</td>
</tr>
<tr>
<td>2 Develop and assess corridor options, announce project</td>
<td>Government representatives, council, peak bodies, community leaders</td>
</tr>
<tr>
<td>3 Consultation on Draft Corridor Selection Report and on Draft Terms of Reference</td>
<td>All stakeholders, including landholders</td>
</tr>
<tr>
<td>4 Release Final Corridor Selection Report and Terms of Reference, consult on alignment</td>
<td>All stakeholders</td>
</tr>
<tr>
<td>5 Draft EIS released</td>
<td>All stakeholders</td>
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<td>6 Final EIS released</td>
<td>All stakeholders</td>
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<td>7 Ministerial designation</td>
<td>All stakeholders</td>
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<td>8 Easement acquisition</td>
<td>Directly affected landholders</td>
</tr>
<tr>
<td>9 Construction</td>
<td>All stakeholders</td>
</tr>
<tr>
<td>10 Maintenance</td>
<td>All stakeholders as relevant</td>
</tr>
</tbody>
</table>
Land access

Powerlink respects landholders and we value our relationships with you as important stakeholders.

In recognition of this, landholder and stakeholder feedback helped to guide the development of our Land Access Protocol (LAP).

Our LAP documents the standards and commitments Powerlink will adhere to when accessing your property to provide our high voltage transmission service.

The LAP covers:
• communication and consultation
• use of land
• use of roads and tracks on a landholder’s property
• managing fences and gates
• biosecurity and weed management
• fire – managing risks, safety and protection of assets
• safe use of public roads and access tracks
• damage to property and remedial action
• confidentiality.

The LAP underpins our ongoing commitment to developing and maintaining respectful and cooperative relationships with you. It highlights our commitment to working alongside landholders in a genuine and personalised way, as we work together to determine agreed and appropriate access requirements.

For further information
To view the full LAP document, visit the ‘Land access’ page on our website: www.powerlink.com.au (via the ‘Landholders & Property’ tab).
Project Participation and Access Allowance

When Powerlink proposes new infrastructure, we ask potentially affected landholders for access to their properties to conduct the thorough investigations necessary to complete an Environmental Impact Assessment (EIA).

If your land is zoned as rural and you derive your primary income from your property, you may be eligible to receive the Project Participation and Access Allowance (PPAA). This allowance recognises the potential interruption to agricultural business activities that our EIA process may incur. The PPAA does not apply to land that is zoned as residential or rural residential as these properties are not typically used for income-producing activities.

Biosecurity

Powerlink understands biosecurity management is a high priority for landholders and the community. We take biosecurity matters seriously and undertake all reasonable actions to ensure that we do not spread, transport or establish identified weeds, pests or pathogens on easements and adjoining land while carrying out our activities.

We are dedicated to working cooperatively with landholders and councils to establish strategies to minimise the spread of biosecurity matter. For example, during the planning, investigation and easement acquisition phase for a new project, our site access requirements provide guidance for working early on with landholders to understand potential biosecurity risks and determine appropriate precautionary measures, prior to surveys and environmental investigation work being completed. We also develop specific biosecurity management strategies as activities progress.

Our biosecurity management practices comply with the Biosecurity Act 2014.

For further information

For more information about the PPAA and eligibility criteria, visit the ‘Land access’ page on our website: www.powerlink.com.au (via the ‘Landholders & Property’ tab).

For more information about biosecurity, read our ‘Biosecurity management process’ brochure available on our website: www.powerlink.com.au (via the ‘Landholders & Property’ tab).
Types of cultural heritage

Aboriginal cultural heritage:
A significant area or object that holds archaeological or historic evidence of Aboriginal occupation, or is of particular significance to Aboriginal people.

Historic or other cultural heritage:
Places, sites or objects that have been identified as having historic or other cultural values requiring preservation for present communities and future generations.

Cultural heritage

Cultural heritage consists of physical and spiritual sites and objects that are significant to Aboriginal or non-Aboriginal people. We consult with many stakeholders including Traditional Owners, cultural heritage consultants, local communities, landholders and government agencies to put in place all reasonable and practicable measures to protect cultural heritage.

During investigations for new transmission lines and substations, we engage with Traditional Owners and other community groups to help us identify any cultural heritage which may need to be protected. Generally, the presence of cultural heritage sites or objects can be managed through liaising closely with Aboriginal parties and community groups, additional briefings with Powerlink staff and contractors, and cordoning off particular areas and objects while work is taking place.

Powers of entry

Powerlink’s first preference is always to seek agreement with each landholder to access their property for the purpose of EIA investigations, or to construct, operate and maintain transmission assets. We appreciate the cooperation of landholders in providing access to their property and work with landholders so that we can meet reasonable requirements about when this access can occur as per the commitments described in the LAP.

If, despite our genuine best efforts, negotiated access has not been achieved, Powerlink is entitled to follow the correct legal process and to enter and occupy the property in accordance with:

- section 36 and section 37 of the Acquisition of Land Act 1967 which apply to the time before an easement is established on the property and during the construction period
- section 98 of the Electricity Act 1994 which applies when electrical works have been constructed on the easement.

The legislation entitles Powerlink to enter from time to time and remain upon that land for such time as is necessary to achieve the purpose of the entry, and to take such assistants, vehicles, materials, equipment or things as are necessary to achieve the purpose of the entry.

When practicable, Powerlink provides the occupier of the land with not less than seven days’ notice of the intention to enter. If there is no occupier, the notice is provided to the owner of the land. If required by the owner or occupier, the authority under which the person is entering will be produced and shown.

When entering land under the Acquisition of Land Act 1967 or the Electricity Act 1994, Powerlink will meet its commitments described in the LAP, just as it does when access is negotiated and agreed by the landholder. This includes our commitment to biosecurity and weed management, time of entry, and to undertaking remedial action should any inadvertent damage to the property occur.
Powerlink infrastructure

Powerlink’s high voltage electricity transmission network is made up of transmission lines and substations that transport electricity throughout Queensland.

What does a transmission line look like?
Transmission lines are high voltage powerlines that transport electricity from power stations to industrial users and the local electricity distribution system (operated locally by Energex and Ergon Energy, and Essential Energy in northern New South Wales). Transmission lines are capable of carrying large amounts of electricity at high voltages, such as 132 kilovolt (kV) and 275kV. Our lines are normally built on tall steel towers, concrete poles or steel poles.

What does a substation look like?
Substations are the fenced facilities connected to the transmission lines, which contain electrical equipment and ancillary buildings. Some substations convert high voltage electricity down to a lower voltage level so it can be delivered to the distribution networks, while others connect power stations and industrial customers or manage the flow of electricity on the transmission lines.
Powerlink’s network development process

To select new transmission line routes or substation sites, we use a process which carefully assesses social, economic and environmental factors such as existing and future land use, the location of homes, flora and fauna, existing electricity infrastructure corridors, industrial development and topography.

**STEP 1**
Propose project and investigate options
- In recognition of the importance of local knowledge, Powerlink establishes relationships with key stakeholders and shares information on a proposed project’s location so viability and constraints can be investigated.
- Input will be sought from Government representatives, councils and peak bodies.

**STEP 2**
Further assessment of study area
- Based on initial stakeholder feedback, further input is sought on ways to improve the proposed project’s location, identify other issues or constraints, and refine options.
- Input sought from Government representatives, councils, peak bodies and community leaders.
- This stage helps refine a project so a Draft Corridor Selection Report (CSR) can be prepared.

**STEP 3**
Study Corridor identified
- Stakeholders, including landholders, will be consulted on the Draft CSR and Terms of Reference (ToR) for the Environmental Impact Statement (EIS).
- This may involve one-on-one meetings or community workshops.
- A Landholder Relations Advisor may be appointed to liaise directly with you, to ensure your local knowledge is captured.

**STEP 4**
Preliminary alignment identified
- The CSR and ToR for the EIS will be finalised and released.
- Landholders within the selected corridor will be consulted one-on-one to identify considerations when determining the potential location of the new infrastructure.

**STEP 5**
Draft Environmental Impact Statement (EIS)
- Consultation and information gathering will continue with feedback incorporated into the Draft EIS.
- You may be contacted to make arrangements for the environmental specialist to undertake on-ground assessments.
- All landholders directly affected by the alignment shown in the Draft EIS will be formally contacted to advise that the document is available for comment. Advertisements will appear in local papers and the Draft EIS will be publicly available.
- Our Landholder Relations Advisor will be available to provide advice.
- Community information days may be held.
- Each Draft EIS submission will be reviewed and addressed in preparing the Final EIS.
- A written response will be sent to all submitters.

**STEP 6**
Feedback on Draft EIS
- This is your opportunity to provide formal comment
- Directly affected landholders will receive a letter to advise that the Final EIS is available.
- You will be contacted if surveying and pegging of potential easements needs to be conducted on your property.

**STEP 7**
Final EIS
Continued page 11
For further information

For more information about Powerlink’s process read the ‘Understanding the network development process’ brochure available on our website: www.powerlink.com.au (via the ‘Landholders & Property’ tab).
Designation and resumption

Following the release of a Final EIS, Powerlink starts work on acquiring land and also seeks Queensland Government planning approval for the project. Powerlink will seek to negotiate compensation with landholders for easement acquisitions, but also has a compulsory acquisition process. This compulsory acquisition process is known as resumption, while the planning approval process is known as designation. You can have input into both. It is important to note that these processes are separate and have different purposes, but can occur at around the same time.

<table>
<thead>
<tr>
<th>Process</th>
<th>Governing act</th>
<th>Description</th>
<th>Your involvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designation</td>
<td>Sustainable Planning Act 2009*</td>
<td>The State Government planning approvals process, which occurs after the EIA process. It allows certain land or easements to be used for community infrastructure purposes, but does not change land ownership or create easements over land. A designation decision can reside with any State Government Minister and the Energy Minister usually decides electricity infrastructure designs.</td>
<td>A Notice of Proposed Designation will be sent to directly affected landholders, Local Governments and other stakeholders, and advertised in local newspapers. The Notice will outline what’s involved in making a submission and the closing date.</td>
</tr>
<tr>
<td>Resumption</td>
<td>Acquisition of Land Act 1967</td>
<td>Following an extensive consultation and environmental investigation process to establish a final alignment and/or substation site, Powerlink will seek to negotiate compensation with landholders to acquire the land required for new transmission infrastructure. If you wish to voluntarily grant easement rights, we will work with you to negotiate compensation based on fair market value. If negotiations can reach a mutually acceptable outcome, a formal document will be signed and compensation will be paid. If the voluntary negotiation process is unsuccessful, Powerlink will commence a legal process for the compulsory acquisition of property rights or land in order for Powerlink to build, operate and maintain its infrastructure. The Minister responsible for the Acquisition of Land Act 1967 decides whether the proposed resumption should proceed.</td>
<td>Any objections should be made by letter and be received at the nominated address by the due date. The objection must state whether you wish to support your written objection by formally presenting at a hearing with a Delegate of the Powerlink Board.</td>
</tr>
</tbody>
</table>

*This Act is currently under review by the Queensland Government at the date of this brochure’s publication.

For further information

For more information about the designation and resumption development processes, read the ‘Understanding the network development process’ brochure, available on our website: www.powerlink.com.au (via the ‘Landholders & Property’ tab).
## Compensation for land acquisition

Powerlink usually purchases land parcels when building substations, but acquires easements for transmission line projects. An easement gives Powerlink a legal right to access land and carry out work to build, operate and maintain our network, and to regulate certain activities on the easement area. You continue to retain all other rights and responsibilities of ownership.

### Easement acquisition method | Who is entitled to claim compensation?
--- | ---
Easement is acquired over a landholder’s property | • Landholder  
• If you have a mortgage over your property, then your mortgagee (e.g. bank) is entitled to the first claim on compensation

Existing easement over a landholder’s property is widened | • Landholder  
• If you have a mortgage over your property, then your mortgagee (e.g. bank) is entitled to the first claim on compensation

Easement is acquired over leasehold land | • Lessee  
• If you have a mortgage over your property, then your mortgagee (e.g. bank) is entitled to the first claim on compensation.

Compensation is determined following an assessment of a number of factors including (but not limited to):

- an assessment of the market value of the land parcel at the date of publication in the government gazette on a ‘before and after’ basis (i.e. the value of the land parcel assessed before the easement was taken compared to the value after the easement is taken)
- the value of the land under the footprint of any access tracks on or off the easement
- recent sales of similar land in the area
- the number of transmission line structures on the easement and any visual impacts
- if the easement restrictions have caused, or will cause, the owner to incur any expenses or loss (e.g. impacts on farming practices)
- any loss in crop or commercial timber
- payment of reasonable expert or professional fees for the landholder to seek advice regarding the assessment of land value.

Powerlink arranges for a registered property valuer to formally assess compensation. The valuer may be a qualified Powerlink employee or an independent valuer contracted by Powerlink. It is recognised that all property values and impacts are different and this will be reflected during the compensation negotiations.

Powerlink offers financial support to enable potentially impacted landholders to seek independent expert advice on compensation matters from a qualified expert (e.g. a solicitor, registered valuer or agricultural economist) once a Draft EIS has been released.

For further information:

Activities near Powerlink infrastructure

Activities on an easement

Many of your activities can continue as normal, however for your safety and the security of electricity supply, there are some activities that are not allowed on, or near, our easements.

If you, anything you are carrying, or equipment you are using comes into close proximity of overhead transmission conductors (wires), there is a high risk of serious injury or fatal electric shock. Electricity can jump across an air gap and create a conductive path.

At all times when you’re on or near an easement, please remember to:

1. Maintain safe separation distances from our infrastructure. Different exclusion zones apply for transmission lines of different voltages. We strongly encourage you to contact Powerlink before operating any plant or equipment on a transmission easement.

2. Keep the immediate area around towers clear when working around our infrastructure.

3. Consider the movement of wires (which can move vertically or horizontally due to weather and load conditions) when planning any activities on a transmission line easement.

Farming near transmission lines

We recognise the importance of cropping land and good quality agricultural land, and we work with farmers to help ensure our actions minimise impacts to farmland.

During the EIA process, farmers and landholders potentially affected by proposed infrastructure will be consulted as part of the process to select the alignment of least overall impact.

However, much of Powerlink’s infrastructure crosses farmland and the two can safely and productively co-exist. We simply ask you to seek Powerlink’s advice and/or approval before commencing any farming activities near transmission lines.

For further information

Using vegetation to screen transmission lines

Carefully selecting and locating plants on your property can assist with safely and effectively screening the views of transmission lines and, at the same time, improve the quality of your environment.

Planting can be done in your street or on your property, but not within Powerlink easements. Be sure to contact your Local Government before planting on council property.

Screening should take into account your main viewing areas like your deck or the outlook from your lounge room or kitchen window.

It is usually most effective to use a combination of locating plants either close to your property or close to the object being screened.

Powerlink encourages the planting of native species and has developed a list of appropriate trees, shrubs and climbers which offer a range of screening functions to assist with most situations.

Electric and magnetic fields

Electric and magnetic fields (EMFs) are found wherever electricity or electrical equipment is used. The measurements of EMFs at the boundary of high voltage transmission line easements are generally similar to those encountered by people in their daily activities at home or at work.

There have been many studies on the subject of EMFs and health, and there is no scientifically proven link between EMF levels and adverse effects on human health, livestock or crops.

Nevertheless, Powerlink applies an approach of ‘prudent avoidance’ and seeks to locate new transmission line easements away from houses, schools and other buildings, where it is practical to do so.

For further information

You can access this list from the ‘Using vegetation to screen transmission lines’ brochure, available on our website: www.powerlink.com.au

(For more information about EMFs, visit ARPANSA’s website: www.arpansa.gov.au or the Energy Networks Association’s (ENA) website: www.ena.asn.au)
Key resources

Powerlink has a suite of brochures and information sheets available by visiting www.powerlink.com.au or calling FREECALL 1800 635 369 (during business hours).

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<td><strong>Guide for landholders (this document)</strong></td>
<td>A high-level overview of all of Powerlink’s key processes, frameworks and activities throughout the entire project lifecycle and where to go for more information.</td>
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<td><strong>Network activities guide</strong></td>
<td>A detailed description of what landholders can expect during the three key phases of a project: planning, investigation and easement acquisition; construction; and operation and maintenance.</td>
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<td>An overview of Powerlink’s commitment to open and honest stakeholder engagement, highlighting the key engagement principles guiding our approach.</td>
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<td><strong>Understanding the network development process</strong></td>
<td>A description of each stage in Powerlink’s network development process and your role in it, covering in detail the steps involved in designation and acquiring an easement or land.</td>
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<td><strong>Understanding the Environmental Impact Assessment process</strong></td>
<td>A detailed explanation of the EIA process and your opportunities for input throughout each stage.</td>
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<td><strong>Land access</strong></td>
<td>An overview of Powerlink’s approach to accessing privately owned land, including an overview of the Land Access Protocol and the Project Participation and Access Allowance.</td>
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<tr>
<td><strong>Land Access Protocol</strong></td>
<td>The standards and commitments Powerlink will adhere to when accessing properties for the range of activities associated with determining a transmission line route, and building and maintaining electricity transmission assets.</td>
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<td><strong>Compensation for land acquisition</strong></td>
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<td>A guide to enhancing the visual amenity of your property and quality of your environment through landscaping to minimise the visual impacts of transmission lines.</td>
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<td><strong>Maintaining our easements and infrastructure</strong></td>
<td>An overview of Powerlink’s maintenance activities including ground and aerial patrols, and maintaining land and access tracks.</td>
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<td><strong>About Powerlink Queensland</strong></td>
<td>An overview of Powerlink’s high-level corporate information, including our role in the electricity supply chain and understanding our electricity infrastructure.</td>
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Issues or complaints

Any feedback regarding Powerlink’s activities should be referred to either the dedicated Powerlink representative whose name and contact details have been provided to you, or directly to Powerlink on **FREECALL 1800 635 369** (during business hours) or **website.enquiries@powerlink.com.au**.

Powerlink is committed to effectively managing landholder relationships and clearly and regularly communicating information when available. The responsible Powerlink representative will contact the complainant within one business day of receiving the complaint to acknowledge its receipt and discuss the expected timeframe for resolution. The completion timeframe may be adjusted in consultation with the complainant where the matter is more complex, or may take more time to resolve due to other factors.

Powerlink will ensure that any issues or complaints are examined and where necessary, remedial action taken in a timely manner. Requirements exist for Powerlink to deal with breaches or perceived breaches of its policies, procedures and guidelines, its Code of Conduct for staff and contractors, or the law.

In the case of emergency, or to report damage or vandalism phone **FREECALL 1800 353 031**. This number is available 24 hours a day, seven days a week.
About Powerlink Queensland

Powerlink owns, develops, operates and maintains the high voltage electricity transmission network in Queensland. Powerlink’s network extends 1,700km from north of Cairns to the New South Wales border.

Powerlink’s transmission network transports electricity generated at large power stations to the distribution networks owned by Energex, Ergon Energy and Essential Energy (in northern New South Wales). Powerlink also transports electricity directly to high usage Queensland customers, such as aluminum smelters, and to New South Wales via the Queensland/NSW Interconnector transmission line.