
AGL Hydro

Electric Line Clearance Plan 2026 / 2027



Hydro AEL: ML AL FI 00 (Rev 9.0)

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Plan Revision History

Date	Version	Author	Comment	Sections
1.0	14 Feb 2007	J. Haskell	Original	All
1.1	9 Jan 2008	J. Haskell	Addition of COP extract	New
1.2	30 Oct 2008	J. Haskell	Australian Standard References	All
1.3	10 Jan 2010	J. Haskell	Insertion of CCPS	Appendix
1.4	20 Jul 2010	S. Pierce	Re-index to new Regulations	All
1.5	Feb 2011	P. Billsdon	Index and Formatting Title Updates	All
1.6	Feb 2012	P. Billsdon	Blue Book Aborist qualifications Record Retention Tree assessment	Auditing Responsible Cutting Practices
1.7	July 2013	P. Billsdon	Native Trees Audit Results	Responsible Cutting Practices Auditing
1.8	Oct 2016	S. Cariss	Organisational Changes	All
2.0	Dec 2016	S. Cariss	Document format change Changes in response to ESV evaluation	All
3.0	01 Aug 2017	S. Cariss	BMP Working Group Review	All
4.0	01 Aug 2018	S. Cariss	BMP Working Group Review	All
5.0	27 Jun 2019	C. Perso	Annual AGL Hydro review	All
6.0	9 July 2020	S. Cariss	Annual AGL Hydro review Alignment with new <i>Electricity Safety (Electric Line Clearance) Regulations 2020</i>	All
7.0	1 March 2021	S. Cariss	Annual AGL Hydro review Alignment with new <i>Electricity Safety (Electric Line Clearance) Regulations 2020</i>	All
7.1	18 June 2021	S. Cariss	Changes to resolve major non-conformance and RFIs outlined in the ESV Systems Audit.	All
7.2	27 May 2022	S. Cariss, Stu McQ and Col P	Changes resulting from the annual AGL Hydro review and update business references to AGL Hydro	All
7.3	29 Mar 2023	S. Cariss	Changes following annual review with all nominated responsible persons: Minor changes in wording to better reflect current practices plus changes to images of our asset register and maps following upgrade improvements.	All Sections Appendices (Maps)
7.4	17 Nov 2023	S. Cariss and B. Lacey	Updates arising from ESV ELCP Evaluation (#1)	All Sections
7.5	15 Jan 2024	S. Cariss and B. Lacey	Further updates arising from ESV ELCP Evaluation (#2).	All Sections
7.6	05 Feb 2024	S. Cariss	Deleted reference to Regulation 9 (3) from the regulation cross reference table in Section 1.1. Regulation 9(3) not applicable. Regulation 9(2) is applicable.	Section 1.1
7.7	21/05/2024	S. Cariss and B. Lacey	Annual review workshop feedback and improvements.	All Sections
7.8	31/05/2024	D. Angelini	SAP tabled schedules and commitments for 2024/25 updated.	Section 8.

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Date	Version	Author	Comment	Sections
8.0	19/06/2024	S. Cariss	New release version for 2024/25 for approval by the Head of Hydro.	All Sections.
8.1	06/03/2025	D. Angelini	Compliance Planner review in preparation for annual review.	All Sections.
8.2	12/03/2025	S. Cariss	Plan update in preparation for annual review.	All Sections.
9.0	18/03/2025	S. Cariss	Plan update post annual review on 14/3/2025 and issued for approval by Head of Hydro.	<ul style="list-style-type: none"> Section 2.2 Added HS Manager Section 8.4 planned commitments updated Section 14 References Table Section 15.5 Organisational Chart
10	04/06/2026	S. Smith	Plan update post annual review on 02/06/2026, and issued for approval by Head of Hydro	<ul style="list-style-type: none"> Section 2 Responsible person, removal of Simon Kelley from Head of Hydro and replace with Stu McQuade. Removal of Stuart Cariss as Operational and Electrical Safety Manager and replaced with Simon Smith. Removal of Stu McQuade as the Maintenance Manager and replaced with Brett Esler. Section 8.4.4.1 Subsequent work orders (from notifications) Appendix 15.1.1 update pole numbering to reflect current status

Distribution

Copy	Position
1	AGL Hydro Mount Beauty Office Reception
1	AGL Hydro Eildon Site Office Reception
Electronic File	Head of Hydro
Electronic File	Environment Manager
Electronic File	Hydro Operations Manager
Electronic File	Hydro Maintenance Manager
Electronic File	Hydro Permits and Planning Manager
Electronic File	Works Team Leader - Eildon
Electronic File	Works Team Leader - Outlying Works
Electronic File	AGL Hydro Web Site
Electronic File	AGL Hydro Enterprise Library

1. Regulation Compliance Summary

1.1. Victorian Regulation Compliance

Electricity Safety (Electric Line Clearance) Regulations 2020

Regulation 9: Preparation and submission of management plans

Regulation 10: Obligations relating to management plans

Schedule 1: Codes of Practice for Electric Line Clearance

Specified operator legal entity
<p><u>Victorian Assets:</u></p> <p>AGL Hydro Partnership Pty Limited (ABN 86 076 691 481)</p> <ul style="list-style-type: none"> • AGL HP1 Pty Limited (ACN 080 429 901) • AGL HP2 Pty Ltd (ACN 080 810 546) • AGL HP3 Pty Limited (ACN 080 735 815) <p><u>NSW Assets:</u></p> <p>AGL Southern Hydro (NSW) Pty Ltd (ABN 73 056 452 601)</p>

Reg 9	Description	Reference in this Plan
(1)	This regulation does not apply to a responsible person referred to in section 84A or 84B of the Act.	N/A
(2)	Before 31 March in each year, a responsible person must ensure that a management plan relating to compliance with the Code for the next financial year is prepared.	Electric Line Clearance Plan Objectives (Section 4)
(4)(a)	the name, position, address and telephone number of the responsible person;	Responsible Persons (Section 2)
(4)(b)	the name, position, address and telephone number of the individual who is responsible for the preparation of the management plan;	Responsible Persons (Section 2)
(4)(c)	the name, position, address and telephone number of the person who is responsible for carrying out the management plan;	Responsible Persons (Section 2)
(4)(d)	the telephone number of a person who can be contacted in an emergency that requires clearance of a tree from an electric line that the responsible person is required to keep clear of trees;	Responsible Persons (Section 2)
(4)(e)	the objectives of the management plan;	Electric Line Clearance Plan Objectives (Section 5)
(4)(f)	the land to which the management plan applies (as indicated on a map);	Geographic Coverage (Section 6.1)
(4)(g)	any hazardous bushfire risk areas and low bushfire risk areas in the land referred to in paragraph (f) (as indicated on the map);	Geographic Coverage (Section 6.1)

(4)(h)	each area that the responsible person knows contains a tree that the responsible person may need to cut or remove to ensure compliance with the Code and that is – (i) indigenous to Victoria; or (ii) listed in a planning scheme to be of ecological, historical or aesthetic significance; or (iii) a tree of cultural or environmental significance.	Identification and Management of Environmental Values (Section 6.4).
(4)(i)	the means which the responsible person is required to use to identify a tree of a kind specified in paragraph (g)(i), (ii) or (iii);	Identification and Management of Environmental Values (Section 6.4).
(4)(j)	the management procedures that the responsible person is required to adopt to ensure compliance with the Code, which must – (i) Include details of the methods proposed to be adopted for managing trees; and maintaining a minimum clearance space as required by the Code; and (ii) for the purposes of determining a minimum clearance space in accordance with Division 1 of Part 3 of the Code— (A) must specify the method for determining an additional distance that allows for conductor sag and sway; and (B) may provide for different additional distances to be determined for different parts of an electric line span	Management Procedures (Section 6.3); and Identification and Management of Environmental Values (Section 6.4)
(4)(k)	the procedure to be adopted if it is not practicable to comply with the requirements of AS 4373 while cutting a tree in accordance with the Code;	Management Procedures (Section 6.3)
(4)(l)	a description of each alternative compliance mechanism in respect of which the responsible person has applied, or proposes to apply, for approval under clause 31 of the Code	Monitoring and Auditing (Section 8)
(4)(m)	the details of each approval for an alternative compliance mechanism that; (i) the responsible person holds; and (ii) is in effect;	Monitoring and Auditing (Section 8)
(4)(n)	a description of measures that must be used to assess the performance of the responsible person under the management plan;	Monitoring and Auditing (Section 8)
(4)(r)	a procedure for the independent resolution of disputes relating to electric line clearance;	Dispute Resolution (Section 11)
(4)(s)	if Energy Safe Victoria has granted an exemption under regulation 11 relating to a requirement of the Code, details of the exemption or a copy of the exemption.	Dispute Resolution (Section 11)

Reg 10	Description	Reference in this Plan
(1)	This regulation applies in relation to the management plan that a responsible person is required, under regulation 9, to prepare for a financial year.	This document
(2)	The responsible person must provide a copy of the management plan to Energy Safe Victoria within 14 days after a written request from Energy Safe Victoria or such longer period as specified by Energy Safe Victoria in the written request.	Electric Line Clearance Plan Objectives (Section 5)
(3)	The responsible person, if requested in writing to do so by Energy Safe Victoria, must provide further information or material in respect of the management plan within 14 days after the written request or such longer period as specified by Energy Safe Victoria in the written request.	Electric Line Clearance Plan Objectives (Section 5)
(4)	The responsible person must amend the management plan if instructed to do so in writing by Energy Safe Victoria within 14 days after the written instruction or such longer period as specified by Energy Safe Victoria in the written instruction.	Electric Line Clearance Plan Objectives (Section 5)
(5)	The responsible person must not contravene a requirement of the management plan if the management plan is approved by Energy Safe Victoria.	Electric Line Clearance Plan Objectives (Section 5)
(6)	The responsible person must ensure that a copy of the current management plan is published on the responsible person's Internet site.	Responsible Person - Plan Preparation (Section 2)

Schedule 1, Part 2, Division 1	Description	Reference in this Plan
Clause (4), (5), (6), and (7)	Exception to minimum clearance clauses.	Section 13 - Exemptions
Clause (9)	Responsible person may cut or remove hazard tree.	Section 7.3.5 and Section 7.3.6

Schedule 1, Part 2, Division 2	Description	Reference in this Plan
(11)	Cutting or removal of indigenous or significant trees must be minimised.	Section 7.4
(12)	Cutting or removing habitat for threatened fauna.	Section 6.4.4
(13)	Restriction on timing of cutting or removal if notification is required.	Section 10.1
(14) and (15)	Restriction on urgent cutting of trees, and restriction on urgent removal of trees.	Section 7.3.8

Schedule 1, Part 2, Division 3	Description	Reference in this Plan
(16) and (17)	Responsible person must provide notification before cutting or removing certain trees, and Responsible person must publish notification before cutting or removing certain trees.	Refer to clause 9(4) (q).
(18)	Responsible person must consult with occupier or owner of private property before cutting or removing certain trees.	Section 10.1
(19)	Notification and record keeping requirements for urgent cutting or removal.	Section 10.1

2. Responsible Persons

2.1. Responsible Persons

Regulation 9	Specification – Contact Details
(4)(a) the name, address and telephone number of the responsible person:	<p>Stu McQuade Head of Hydro AGL Hydro Kiewa Valley Hwy Mt Beauty 3699 Phone: 0408 840 657 Email: smquade@agl.com.au</p>
(4)(b) the name, position, address and telephone number of the individual who was responsible for the preparation of the management plan;	<p>Simon Smith Operations and Electrical Safety Manager AGL Hydro Kiewa Valley Hwy Mt Beauty 3699 Phone: 0498 370 460 Email: ssmith11@agl.com.au</p>
(4)(c) the name, position, address and telephone number of the persons who are responsible for carrying out the Plan:	<p>Brett Esler Maintenance Manager AGL Hydro (Hydro) Kiewa Valley Hwy Mt Beauty 3699 Phone: 0428 888 722 Email: besler@agl.com.au</p>
(4)(d) the telephone number of a person who can be contacted in an emergency that requires clearance of a tree from an electric line that the responsible person is required to keep clear of trees:	<p>AGL Hydro Dispatch Center Duty Generation Dispatcher 699 Bourke St Melbourne 3000 Phone: (03) 5754 3142 Email: agldc@agl.com.au</p>

Regulation 10	Specification – Contact Details
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<p>(10) The responsible person must ensure that a copy of the current management plan is published on the responsible person's Internet site.</p>	<p>Information, including a copy of the Plan is available to be viewed by ESV. A copy of the Plan is also available on the AGL internet site at: https://www.agl.com.au/about-agl/how-we-source-energy/hydroelectric-power-stations</p>
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2.2. Management Structure and Responsibilities

The AGL Hydro Generation management structure with respect to this plan is as follows (refer to appendices):

Head of Hydro - responsible for:

- Overall management of AGL Hydro
- Timely completion and actioning of Line Clearance Plan strategies; and
- Ensuring the actions of AGL Hydro meet legislative requirements.

Operations and Electrical Safety Manager – responsible for:

- Compliance and Verification of the Line Clearance Plan
- Ensure proper liaison with network and land management agencies; and
- Ensure the administration of the Line Clearance Plan meets legislative requirements

Health and Safety Manager — responsible for:

- Compliance with work health and safety obligations.
- Providing advice and guidance into the induction processes.
- Participation in the consultation process for inductions.
- Assisting in the development of the inductions.

Environment Manager — responsible for:

- Provide review of annual arborist report.
- Complete desktop review of areas highlighted for maintenance activities to ensure no areas of environmental or cultural significance are impacted.
- Liaise with local authorities if further information or permits are required to complete maintenance activities.

Maintenance Manager – responsible for:

- Ensuring all outstanding work is completed in a timely manner and adequate resources are made available for the implementation of the plan

Electrical Engineer — responsible for:

- Provide scope and technical requirements for asset inspection work
- Review asset inspection reports including the assessment and verification of recommendations, and the prioritisation and subsequent creation of works management notifications
- Providing technical advice as required to ensure that the assets are maintained to the required compliance standard; and
- Assist with contractor evaluation and selection to ensure they are technically competent and can provide the required levels of service.

Planning and Compliance Officer — responsible for:

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- Ensuring all electric line clearance maintenance routines are developed and scheduled in SAP
- Ensuring all outstanding compliance issues are addressed and to ensure that matters are communicated to senior management
- Ensuring all compliance and Verification outcomes are reported to the Operations and Maintenance Managers in a timely manner; and
- Development of the verification report prior to the declared fire season

Works Team Leaders (Civil and Electrical) – responsible for:

- Day to day operation of electric line asset maintenance in accordance with this plan
- Asset inspection, vegetation control program and liaison with other land management agencies in accordance with this plan; and
- Allocation of contracts, with the responsibility of ensuring training and competencies are maintained in accordance with this plan. Refer 4.5
- Development of the verification report prior to the declared fire season

3. References

3.1. Victorian

- AGL Hydro Bushfire Mitigation Plan 2025-2026
- AGL Hydro Electricity Safety Management Scheme 2022 (Hydro)
- AGL Hydro Electricity Safety Management Scheme 2022 (Yarrowonga)
- AGL Hydro Consultation, Communication and Dispute Resolution (HP AI AD 01)
- AGL Energy Customer Complaints Policy
- Electricity Safety Act 1998
- Electricity Safety (Electric Line Clearance) Regulations 2020
- Electricity Safety (General) Regulations 2019
- Electricity Safety (Management) Regulations 2019
- Electricity Safety (Bushfire Mitigation) Regulations 2020
- Electrical Safety (Bushfire Mitigation Duties) Regulations 2017
- Electrical Safety Rules for Vegetation Management Work Near Overhead Powerlines 2013
- Australian Standard AS4373 (2007) Pruning of Amenity Trees

3.2. New South Wales

- AGL Hydro Installation Safety Management Plan (ISMP) – NSW Power Stations
- AGL Hydro Bushfire Mitigation Plan 2025-2026
- Electricity Safety Act 1995
- Electricity (Consumer Safety) Act 2004 (Section 32)
- Electricity Supply (Safety & Network Management) Regulation 2014
- Service and Installation Rules 2019 of NSW
- NSW Code of Practice – Installation Safety Management Plan
- NSW Code of Practice – Managing Electrical Risks in the Workplace
- ISSC 4 – Guideline for Managing Vegetation Near Powerlines

4. Policy

This plan has been prepared to comply with the requirements of the Electricity Safety (Electric Line Clearance) Regulations 2020 and is issued with the authority of the Head of Hydro.

AGL Hydro management and employees are committed to avoiding fire ignition caused by electrical assets and achieving compliance with relevant legislative and regulatory requirements while encouraging innovation, system improvement and the effective use of our flexible resources. AGL Hydro’s policy is to mitigate as far as reasonably possible the risk of fire starting from those at-risk assets that AGL Hydro own.

This Electric Line Clearance Plan outlines the policies, procedures, standards, codes, and guidelines that AGL Hydro applies to the operation and management of our overhead electric line infrastructure. The Plan also provides an overview of AGL Hydro’s bushfire risk management strategies in relation to key stakeholders including local government, government agencies and emergency services.

AGL Hydro is committed to maintaining fire safe assets by:

- Periodic inspection of the assets to identify the works necessary to maintain fire safety
- Operation programs to remove or manage the identified risks; and
- Monitoring and reporting regimes to measure the state of preparedness for the declared bushfire season and the effectiveness of programs.

5. Plan Objectives

Reg 9	Requirement
4 (e)	the objectives of the management plan;

This plan has been prepared to comply with the requirements of the Electricity Safety (Electric Line Clearance) Regulations 2020 and is issued with the authority of the Head of Hydro.

The following objectives are identified as key objectives of the plan:

- Public Safety
- Ensure full compliance by AGL Hydro with the Electricity Safety Act 1998 and the Electricity Safety (Electric Line Clearance) Regulations 2020
- Minimise the risk of fire starts due to line vegetation clearance issues on AGL Hydro assets
- Protection of important vegetation of outstanding aesthetic or ecological significance, and/or the habitat of rare or endangered species
- To achieve all vegetation clearance requirements with minimum disturbance to existing vegetation species
- To minimise the risk of vegetation related electricity supply disruptions
- To utilise skilled people and use modern technology to conduct efficient and effective vegetation management and develop an environment that encourages employee participation in improving methods of vegetation management
- Provision of a safe workplace for employees and contractors; and
- Community satisfaction with the way necessary works is carried out.

Commitment to these objectives is provided through:

- Annual inspection of all vegetation in the vicinity of electric lines that are the responsibility of AGL Hydro
- Annual review of AGL Hydro Hydro’s Safe Access Procedures and the use of Job Safety and Environment Assessments (JSEA) Safe Work Methods Statements (SWMS)
- Contractor Management through AGL Hydro contractor management policy and contractor accreditation program and systems (cm3); and
- Pruning is undertaken in accordance with AS4373 (2007)

Compliance with these commitments is determined through regular audits conducted by qualified and experienced arborists. It is further acknowledged that AGL Hydro must:

- Provide a copy of the management plan to ESV on request within 14 days or such longer period as specified by ESV
- Provide further information in respect of the management plan on request within 14 days or such longer period as specified by ESV
- Amend the management plan when instructed to do so by ESV within 14 days or such longer period as specified by ESV
- Not contravene a requirement of a management plan approved by ESV; and
- Ensure that a copy of the management plan is available for inspection by the public at the responsible person's principal office in the State during normal business hours.

6. Scope

Reg 9	Requirement
4 (f)	the land to which the management plan applies (as indicated on a map);
(4)(g)	any hazardous bushfire risk areas and low bushfire risk areas in the land referred to in paragraph (f) (as indicated on the map);
(4)(h)	each area that the responsible person knows contains a tree that the responsible person may need to cut or remove to ensure compliance with the Code
(4)(i)	the means which the responsible person is required to use to identify a tree specified in paragraph (g)(i), (ii) or (iii);

6.1. Overview

AGL Hydro assets forms a key part of the AGL Hydro fleet which has one of the largest portfolios of Renewable generation assets across Australia. AGL Hydro was established from the breakup of the former State Electricity Commission of Victoria and now operates hydroelectric power stations across Victoria and NSW. Our three primary hydroelectric schemes are in the Kiewa, Dartmouth and Eildon catchments.

Overhead electric line assets in Victoria are in the Kiewa, Dartmouth, and Rubicon catchments, and within the Cairn Curran and Yarrawonga Power Station switchyards. Overhead electric line assets in New South Wales are in the Pindari, Copeton, Burrendong, and Glenbawn Power Station switchyards located at the base of Water NSW owned and operated dams. Maps identifying the areas where the assets are located are provided in the appendices of this plan.

6.2. Maps

Refer to Appendices for the following maps of the land and location of at-risk electric lines mapped and managed through the AGL Hydro Arc-GIS software:

- Kiewa Hydro Scheme Assets
- Dartmouth Hydro Scheme Assets
- Eildon and Rubicon Hydro Scheme Assets
- NSW Hydro Scheme Assets

6.3. Geographical Coverage

6.3.1. Geographical Area Covered Under the Plan

AGL Hydro line assets are predominantly located in the Kiewa and Rubicon Catchments with two small electric line assets located at Cairn Curran Reservoir. Maps and tables are included in the appendices of this plan. These maps indicate the declared areas to which this Management Plan applies, including boundary outlines, major roads, rivers, and landmarks.

It should be noted that the two electric line assets at Cairn Curran comprises one pole located within the switchyard, which is situated immediately downstream of the dam wall between the tailrace channel and spillway structure. The other is a service pole with a floodlight illuminating the switchyard. As such, there is no vegetation, other than low ground cover in this area. All Kiewa and Rubicon Catchments are designated bushfire prone areas.

6.3.2. Accuracy of Management Area

Under Section 80 of the Electricity Safety Act 1998, the fire control authority assigns “low” and “high” fire hazard ratings for electric lines to parcels of land in the country area of Victoria. Fire Rescue Victoria (FRV) is the authority in which AGL Hydro operates.

In order to ensure the boundaries of the declared area and the boundaries of HBRA and LBRA are accurate, AGL Hydro will, on a minimum annual basis, contact FRV to confirm the declared HBRA and LBRA boundaries.

6.4. Identification and Management of Environmental Values

6.4.1. Compliance with the code

AGL ensures the cultural heritage, environmental and vegetation values are considered when managing vegetation clearance around powerlines.

In accordance with Regulation 9 (4)(h), areas containing trees that may need to be cut or removed to ensure compliance with the Code are also assessed for their significance, that being vegetation which is:

- i) indigenous to Victoria; or
- ii) listed in a planning scheme to be of ecological, historical, or aesthetic significance; or
- iii) a tree of cultural or environmental significance.

AGL has developed an internal process to ensure that any vegetation works within a declared area require a vegetation assessment.

6.4.2. Vegetation assessment

To ensure correct identification, a suitably qualified arborist is engaged annually to complete inspections of the relevant areas. In their report they will identify the species, age, size, health rating and recommendations if removal or trimming is necessary.

AGL will not remove, lop, or trim any vegetation unless it is required to ensure compliance or make an unsafe situation safe. The arborist report will be reviewed in consultation with operations and AGL’s internal Environment team.

The Environment team will be responsible for identifying any areas of significance by using a variety of resources as detailed in Section 6.4.3 below and engaging with the appropriate authorities where further information, approval or permits are required.

6.4.3. Methods used to identify areas or species of significance

Where a tree is identified in the annual arborist report for removal or cutting works in order to maintain the clearance space, the details of the tree and location will be recorded, and the Environment team will complete a desktop review to identify if it triggers any areas of significance.

A number of resources outlined in the table below will be used to identify if there are any species or areas of significance and liaise with the appropriate authorities and/or traditional owners in each locality where further information or approvals may be required.

Based on the results of the desktop review, if it is a straightforward result with no areas of concern, approval will be granted with a SAP notification and work instruction raised and the tree of interest clearly marked out for maintenance.

If an area of concern is highlighted in the review, further field inspection may be required to verify the data and confirm to what extent the proposed works will impact the environment, (i.e. confirm if the tree is a habitat tree and verify the species that utilises it).

AGL will work with the local authorities and arborist to determine if works can commence, and to develop the best process for removal or maintenance ensuring minimal impact to flora, fauna or heritage values. No works will commence until approval has been granted by the Environment team and relevant authority (where required).

Aspect	Resources
Threatened fauna, flora and communities	<ul style="list-style-type: none"> • List of threatened flora and fauna species: Flora and Fauna Guarantee Act Threatened List (environment.vic.gov.au) • List of EPBC threatened flora: https://www.environment.gov.au/cgi-bin/sprat/public/publicthreatenedlist.pl?wanted=flora • List of EPBC threatened fauna: https://www.environment.gov.au/cgi-bin/sprat/public/publicthreatenedlist.pl?wanted=fauna • Map of Victoria’s biodiversity values: NatureKit Victoria (biodiversity.vic.gov.au) • Ecological specialists (where required)
Council planning scheme overlay for historical, cultural, environmental or aesthetic significance; Register of significant trees;	<ul style="list-style-type: none"> • Kiewa Scheme - Alpine Shire Council: https://www.alpineshire.vic.gov.au/ • Rubicon Scheme, Murrundindi Shire: https://www.murrindindi.vic.gov.au/Home • Dartmouth Scheme, Towong Shire https://www.towong.vic.gov.au/
Cultural Heritage	<ul style="list-style-type: none"> • Victorian Heritage Database: https://vhd.heritagecouncil.vic.gov.au/ • Victorian Aboriginal Heritage Register First Peoples - State Relations (firstpeoplesrelations.vic.gov.au) • The Aboriginal Cultural Heritage Register and Information System (ACHRIS) https://achris.vic.gov.au/#/dashboard • <u>Traditional Owner engagement</u> • Rubicon Scheme – Taungurong • Kiewa Scheme - Dhudhuroa, Dhudhuroa-Waywurru and Jaithmathang • Dartmouth Scheme – Dhudhuroa and Yaitmathang

6.4.4. Cutting or removal of habitat for threatened fauna

Should fauna protected under the FFG Act be identified as using habitat that is assessed as a risk to the powerline, steps will be taken to ensure minimal impact.

- AGL will engage with the appropriate authorities.
- Specialist advice will be sought to confirm the breeding season and options to translocate the species.
- Where practicable, works will be undertaken outside of the breeding season
- Translocation of the fauna will be undertaken wherever possible, by a suitably qualified expert.
- All details of the translocation will be kept as records.

7. Management Procedures

Reg 9	Requirement
4 (j)	<p>the management procedures that the responsible person is required to adopt to ensure compliance with the Code, which must –</p> <p>(i) Include details of the methods proposed to be adopted for managing trees; and maintaining a minimum clearance space as required by the Code; and</p> <p>(ii) for the purposes of determining a minimum clearance space in accordance with Division 1 of Part 3 of the Code—</p> <p>(A) must specify the method for determining an additional distance that allows for conductor sag and sway; and</p> <p>(B) may provide for different additional distances to be determined for different.</p>
4 (k)	<p>the procedure to be adopted if it is not practicable to comply with the requirements of AS 4373 while cutting a tree in accordance with the Code</p>

When pruning vegetation near live overhead lines, arboriculture techniques should be used, where practicable, in accordance with the appropriate Australian Standard.

Vegetation management work shall not be performed near live overhead lines, when another activity that could compromise the safety of the work team is being carried out.

Prior to commencing vegetation management work, a documented Job Safety and Environment Analysis (JSEA) shall be in place to record potential hazards, assess the risk and determine controls associated with work practices, the work environment, the use of materials, plant, tools, and equipment.

Contractors undertaking vegetation work shall develop and document approved work procedures to ensure the safety of vegetation management workers and the public.

The following AGL Hydro vegetation management procedures include and are further described:

- Controlling of Hazardous Situations
- Safe Approach Distances and Vegetation Clearances
- Methodologies and Practices
- Priority Coding

7.1. Controlling Hazardous Situations

Vegetation management work which is required to be performed on vegetation which has any part within or likely to come within, the vegetation clearances of live exposed high voltage overhead lines shall be undertaken by approved work methods or under Electrical Access Permit.

Measures shall be taken by contract vegetation workers to control the risks from hazardous situations in accordance with approved procedures. Control measures shall be monitored, and their effectiveness reviewed for the duration of the works.

This may be achieved by, but not limited to one or more of the following methods:

- Utilisation of a Safety Observer
- Taking an electrical access permit
- The use of fully insulated mobile plant, tools, and equipment
- Increase the minimum distances required to safely carry out the vegetation management work including allowance for unexpected conductor movement
- The use of suitable personal protective equipment
- A safe means and method of controlling the movement of limbs being cut
- Positioning the 'mobile plant' and persons such that Safe Approach Distances can be maintained in all circumstances; and
- Ensure that all members of the public are kept clear of the work site while vegetation management work is in progress

7.2. Safe Approach Distances and Vegetation Clearances

AGL Hydro will comply with the Code Clearance of all vegetation in fire prone area as laid down in Electrical Safety (Electric Line Clearance) Regulations 2020.

The Vegetation clearances described in this plan means the minimum separation in air that should be maintained between vegetation and live electrical apparatus when performing vegetation management work.

The Safe Approach Distances and Vegetation Clearances detailed in this plan make no provision for conductor movement due to wind or change in conductor temperature. Unexpected conductor movement may occur under moderate wind or changes in conductor heating or cooling factors.

Appropriate allowance for sag and sway changes must be applied when working adjacent to power lines towards the centre of the span to ensure that appropriate Safe Approach Distances are always maintained.

Any safe system of work employed to undertake vegetation clearing near overhead power lines shall result in the achievement of both the Safe Approach Distances and Vegetation Clearance which includes but is not limited to:

- Cut, pruned, or falling vegetation
- Tools and equipment
- Persons; and
- Mobile plant

To ensure compliance and clarity copies of the following relevant tables and clearance diagrams from Electrical Safety (Electric Line Clearance) Regulations 2020 have been included below:

- Insulated Electric Lines in All Areas
- Uninsulated Line clearances in Hazardous Bushfire Areas
- Uninsulated Line Spans in Hazardous Bushfire Areas

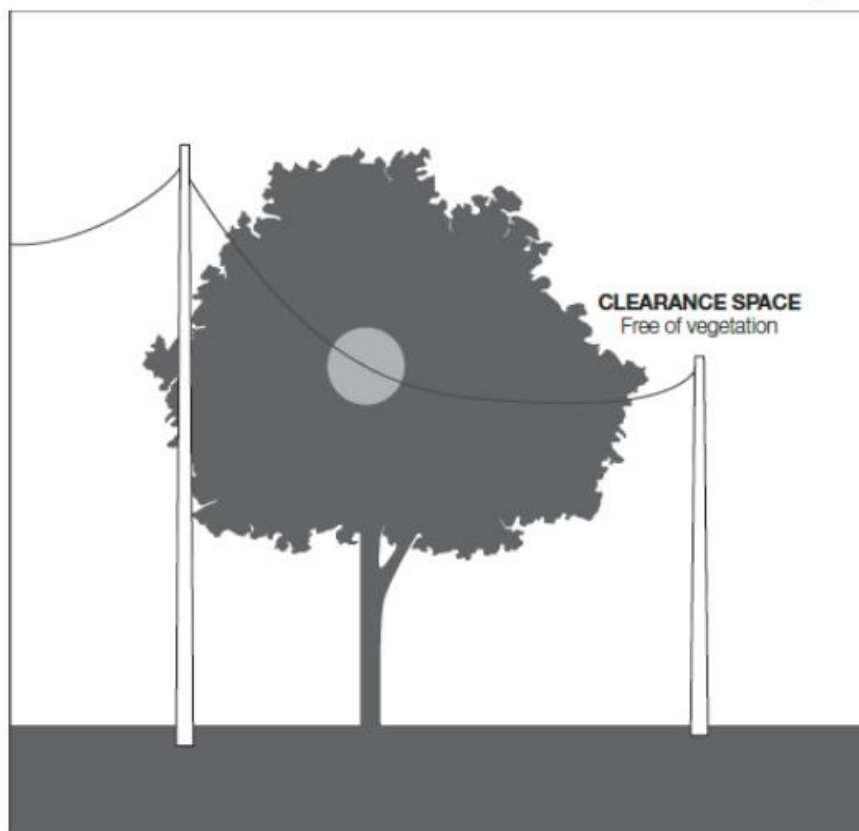
7.2.1. Insulated Electric Lines in All Areas

Electricity Safety (Electric Line Clearance) Regulations 2020
S.R. No. 50/2020

Schedule 2—Applicable distance for middle 2 thirds of electric line span

FIGURE 2—INSULATED ELECTRIC LINES IN ALL AREAS

Clause 24, Graph 1



NOT TO SCALE

7.2.2. Uninsulated Line clearances in Hazardous Bushfire Areas

Figure 5—Uninsulated 66 000-volt Electric Line in a Low Bushfire Risk Area and Uninsulated Electric Line in a Hazardous Bushfire Risk Area

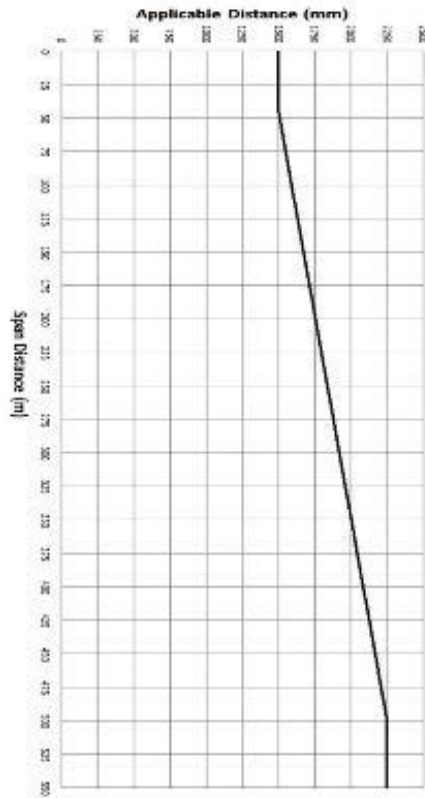
Clauses 27, 28 and 29, Graphs 4, 5 and 6



7.2.3. Uninsulated Line Spans in Hazardous Bushfire Areas

GRAPH 5—UNINSULATED LOW VOLTAGE AND HIGH VOLTAGE ELECTRIC LINE (OTHER THAN A 66 000 VOLT ELECTRIC LINE) IN HAZARDOUS BUSHFIRE RISK AREA

Clauses 3 and 28



Graph 5 Formula

The formula by which the applicable distance for the middle two thirds of a span of an electric line to which clause 28 applies is calculated is as follows:

For $0 < SD \leq 45$, $AD = 1500$ mm

For $45 < SD \leq 500$, $AD = 1500 + ((SD - 45) \times (500 \div 303))$

For $500 < SD$, $AD = 2250$ mm

Where:

SD = Span Distance

AD = Applicable Distance

Notes to Graph 5

- (1) The applicable distance must be extended by an additional distance to allow for sag and sway of the cable. This is done by adding that distance to the applicable distance (see clause 28(2)(a)).
- (2) A distribution company, or an owner or operator of a railway supply network or a tramway supply network, must assist a Council, if requested, by determining the additional distance (see clause 21(2)).
- (3) The minimum clearance space for a span of an electric line to which this Graph and clause 28 apply is partially illustrated in Figures 1 and 5.
- (4) The applicable distance for the first and last sixths of a span of an electric line to which clause 28 applies is 1500 millimetres.

7.3. Methodologies and Practices

Vegetation management work which is required to be performed on vegetation which has any part within or likely to come within, the vegetation clearances of live exposed high voltage overhead lines shall be undertaken by approved work methods or under Electrical Access Permit.

7.3.1. Safety Observer

A safety observer(s) shall be appointed where any, person, mobile plant, EWP, or vegetation is in a position where any part could accidentally come within the Safe Approach Distances or Vegetation Clearances. Depending on the position and complexity of the work, more than one safety observer may be required however at least one safety observer must be always positioned at ground level.

The safety observer(s) shall:

- Be specifically instructed in the workplace hazards applicable.
- Ensure that all persons, tools, plant, and equipment remain outside the specified minimum.
- Safe Approach Distance unless performing a rescue in accordance with approved procedures.
- Be positioned at a suitable location to effectively observe the work being performed.
- Not observe more than one vegetation management work activity at any time.
- Always maintain effective and immediate communication with the work team.
- Not perform any other task while acting as a safety observer, which includes the passing of tools directly to the person performing the work.
- Suspend all work in the event of having to leave the site or significantly change position until he / she has returned / reached new location or has been replaced.
- Be trained and deemed competent of performing a rescue relevant to the work being undertaken; and
- Be trained and deemed competent of performing the work being undertaken.

The safety observer's role may be rotated between members of the work team ie. to reduce fatigue. When this occurs, it shall be formally handled such that all members of the work party are always aware who is performing the role of the safety observer(s).

7.3.2. Method of Maintaining the Clearance Space

In any specific location where pruning is required, the extent of pruning will maintain minimum ELC as well as providing additional clearance as appropriate to prevent regrowth from entering the clearance space between pruning cycles including allowances for sag and sway of electrical conductors in accordance with AS4373.

In managing trees AGL Hydro:

- Performs formal annual inspection by trained competent persons of all AGL Hydro electric line assets and associated vegetation clearance areas to identify all works, including vegetation management works, such as pruning and clearing of trees, necessary to maintain fire safety.
- Undertakes a programme of weekly (Rubicon Scheme) and monthly (Kiewa Scheme) line patrols by AGL Hydro staff of electric line assets to check for any issues, including vegetation, requiring immediate attention in accordance with the line patrol procedure checklists referenced in this plan.
- Monitors, reports, and audits the state of preparedness for the declared bushfire season and the effectiveness of line clearing programs.
- Maintains a works management system that captures line clearance activities required and conducted for each pole and section of electric line owned by AGL Hydro including additional allowances for sag and sway of electrical conductors; and
- AGL Hydro employs trained professional and competent contractors to advise of predicted regrowth based upon tree type and species, historical growth patterns for the different areas, and anticipated seasonal rainfall.

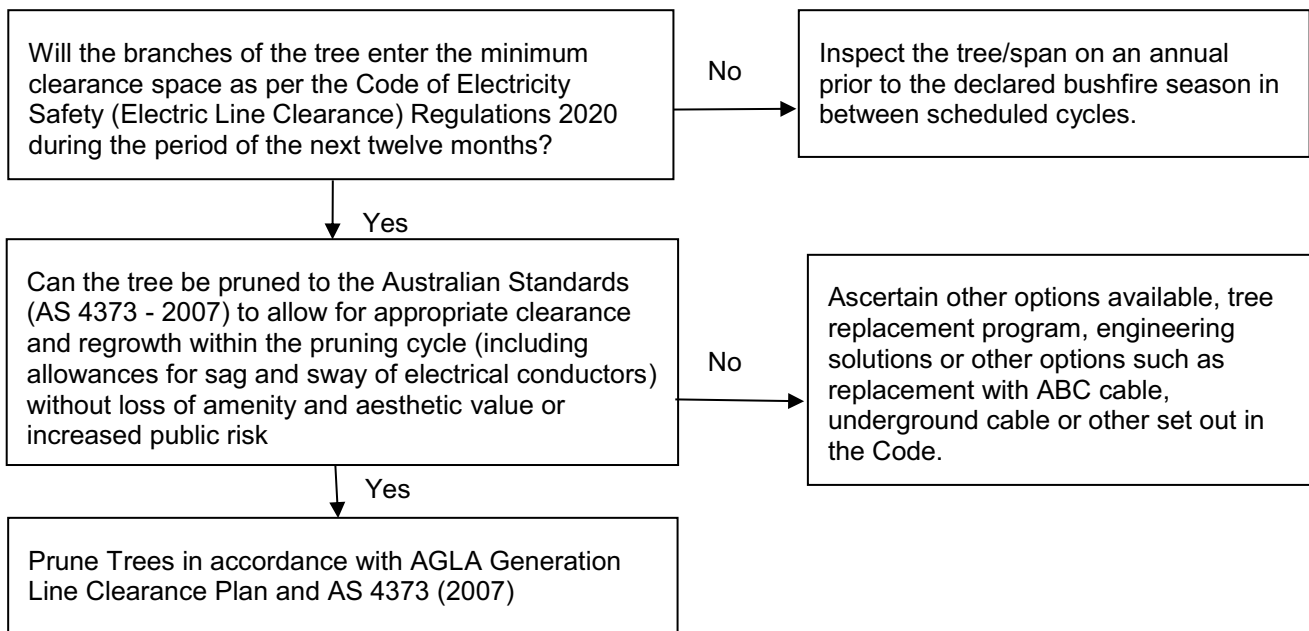
7.3.3. Method of Maintaining Trees Below Lines

Strategies to manage trees below electric lines to mitigate, as far as reasonably practicable, the fire risks associated with the fuel load below the transmission line include:

- The establishment of management processes which ensure the inspection, implementation, surveillance and monitoring of power line clearance and maintenance activities.
- Maintain and improve responsive processes for the dealing with notified locations of noncompliance with the Regulations.
- Maintain a 12-monthly cycle of planned pruning and vegetation clearance prior to the declaration of the bush fire season in all clearance areas to which this plan applies.
- Continue weekly (Rubicon Scheme) and monthly (Kiewa Scheme) line patrols of clearance spaces to check for damage and risks and schedule non-routine pruning or vegetation clearing activity.
- Building team and management relationships with relevant authorities so that electric line clearance can be achieved using environmentally and economically sustainable solutions.
- Institute systems for the notification of those affected by the proposed works and including mechanisms for consultation and dispute resolution.
- Implementation of audit procedures to insure the effectiveness of all related practices and processes in line with AGL Hydro maintenance procedures; and
- Implement alternative engineering solutions such as undergrounding of lines where required.

7.3.4. Method of Maintaining Trees Adjacent to Lines

Detail of the methods to be used for the clearance of vegetation under electric lines is contained in AGL Hydro Bushfire Mitigation Plan. The following flow chart shows the decision-making process for maintaining line clearance.



An inspection of these areas is conducted annually by a suitably qualified auditor prior to 30 September each year. This inspection will focus on all aspects of tree care, particularly identifying the trees expected to breach the minimum code clearance required over the next twelve months.

Once auditors have completed the annual and scheduled inspections a report clearly outlining the projected needs in relation to statutory tree clearing and asset maintenance conditions are provided to AGL Hydro responsible officer who will then undertake random checks to ensure data integrity.

The report will include, tree location, species, voltage of powerlines, asset status/condition, removal and pruning requirements and any special comments about the vegetation itself.

For scheduled pruning AGL Hydro will provide 14 days prior notification to affected landowners. If immediate and/or emergency pruning is necessary AGL Hydro will attempt to contact affected landowners prior to the pruning operations commencing. If this cannot be achieved the landowners are notified as soon as possible after emergency pruning occurs.

AGL Hydro observes a routine cycle between each pruning and clearing of trees of 12 months.

7.3.5. Responsible person may cut or remove hazard trees

Trees are inspected by AGL Hydro's contracted service provider and include the following process.

- The normal pruning cycle is 12 monthly unless abnormal conditions occurred. All works are carried out by a qualified and responsible person in compliance with General Regulations (r.616) and Schedule 1 – Code of Practice Section 9 and 10.
- AGL Hydro employs trained and qualified external contractors that must have a minimum of Certificate II in ESI Powerline Vegetation Control, Cert III Horticulture (Arboriculture) and hold appropriate certificates for both them and their equipment that legally entitles them to undertake the work. Identification of qualifications is undertaken as part of the contractor prequalification accreditation (cm3) and the AGL authority to work (ATW) processes.
- The trained contractors assess and provide advice on predicted growth (including allowances for sag and sway of electrical conductors). The assessment will consider all locally foreseeable conditions that it is reasonable to assess within the scope of the expertise of the inspecting Arborist that indicate the likelihood of contact with an electric line or overhead conductors, i.e., under, over or beside.
- A visual tree assessment will be recorded and used to allocate a clearance works priority rating (P1 through P5). Refer to Section 7.5 for priority coding and Section 7.3.5 for the method of management of trees.
- If a member of the public, AGL Hydro, CFA or Distribution Company identifies and reports a hazard tree outside of the scheduled maintenance inspection program, a qualified arborist will conduct an assessment of the tree, and if that assessment confirms the likelihood of contact with an electric line having regard to foreseeable local conditions, the tree may be cut or removed by the responsible person.
- AGL Hydro's nominated representative will record the report in AGL Hydro works management system including details such as: location of tree; name and contact details of reporter; why the tree is a hazard, and if it's deemed urgent. If deemed urgent AGL Hydro's nominated representative is responsible for arranging for the tree to be pruned by an accredited contractor.

AGL Hydro does not have any electric lines on our assets or leased land that are the responsibility of local councils.

7.3.6. Additional Duties of a Responsible Person

AGL Hydro requires all staff and contractors to hold the qualification of Cert II ESI – Powerline Vegetation Control and comply with the guidelines and limits set within either ESV - Electrical Safety Rules for Vegetation Work near Overhead Powerlines by Non-electrical workers (Electrical Safety Rules) or rules set by the asset owner, whichever is greater.

If AGL Hydro staff or contractors have concerns about the safety of cutting or removal of a tree for which AGL Hydro has clearance responsibilities, they will consult with the AGL Hydro Operating Authority and Electrical Safety Management Scheme (ESMS) Manager.

7.3.7. Process to Maintain the Clearance Space

In determining the location where work is required to maintain the clearance space AGL Hydro will:

- Monitor conditions in the area adjacent to the clearance space or the regrowth space (including allowances for sag and sway of electrical conductors) to ensure that no trees or parts of trees in those areas could be a hazard to the safety of the electric lines under the range of weather conditions that can prevail in that area.
- Maintain a regime of regular inspections through a computerised maintenance management system (CMMS), particularly during the growing season, with additional consideration given to weather online encroachment. Refer to the scheduled works listed in the appendices of this plan.
- Calculation of the length of time required between each pruning or clearing of trees is dictated by the following factors:
 - Annual regrowth
 - Type of tree
 - Fire vulnerability of species (type of bark, leaf litter etc)
 - Line voltage and type of protection
 - Sag and sway of electrical conductors; and
 - Environmental impact on area/catchment

If an easement undergoes abnormal growth patterns due to climate conditions, then a shorter pruning cycle would be considered.

7.3.8. Process for Pruning or Urgent Cutting or Removal

Urgent cutting or removal is when an AGL Hydro employee or contractor undertakes any cutting or removal that is urgently required as a result of:

- Encroachment or growth of trees that was not anticipated in the management plan.
- Cutting or removal required during the fire danger period declared under the CFA Act 1958.
- A tree falling or becoming damaged so that it is required to be cut or removed to maintain the minimum clearance space; or
- The tree has been assessed by a suitably qualified Arborist who has considered:
 - the likelihood of contact with electric line,
 - tree health, defects, size of failure, target potential
 - local environmental and safety factors, as per current Job Safety Analysis requirements,
 - history and significance of the tree, and
 - the presence of habitat or fauna

All urgent pruning or clearing are to be performed in a manner consistent with AS4373 as far as reasonably practicable. Compliance with AS4373 is determined through the post-work audits. Should results be unsatisfactory, this will be addressed, with remedial or corrective works undertaken as a priority.

Alternative methods of maintaining clearance compliance by pruning must be considered where pruning to the Standards would result in:

- A safety risk to the workers performing vegetation clearance.
- Potential safety risk to the public.
- Minimal mitigation of fire risk; or
- Unacceptable damage to the amenity and structural integrity of the tree

Alternative methods may include:

- Installation of Aerial bundle cabling.
- Alternative cross-arm configuration.
- Underground cabling.

- Submitting an exemption application for specific locations.
- Increase inspection and pruning cycles.
- Tree removal and replacement with a more suitable species
- Tree removal with no replacement

7.4. Pruning or Cutting Indigenous or Trees of Significance

All tree works conducted on AGL Hydro owned and managed trees is required to be carried out by suitably qualified and experience arboriculture staff and to meet the minimum standard required to comply with the Plan, as detailed in Clause's 4, 5, and 9 of the Code of Practice.

If the removal of any tree identified under Regulation 9(2) is required, an inspection and advice from a suitably qualified arborist prior to removal. As part of the preparation for the Plan, AGL Hydro will consult with all relevant bodies and standards to ensure all organisational procedures are current.

Strategies to restrict cutting or removal of indigenous trees or trees of cultural or environmental significance to minimum extent necessary to ensure compliance with the Regulations or to make an unsafe situation safe are:

- Together with electric line maintenance providers investigate alternative solutions to protect vegetation from adverse impact by electric lines and electric lines maintenance.
- Continue the close working relationship with electric line maintenance providers and maintain active supervision, and checking, of work done on AGL Hydro behalf to ensure the most environmentally sound practices are being employed for vegetation management and electric line.
- To prevent excessive pruning or clearing of trees AGL Hydro will ensure all pruning is undertaken either by thoroughly trained in-house staff or fully trained professional vegetation management contractors and is conducted according to AS 4373-2007 "Pruning of Amenity Trees".

AGL Hydro staff training records are kept by the responsible officer, or a delegated officer, and are updated as staff attain specific training standards as well as annually as a matter of routine.

Pruning works are inspected before during and after the job by qualified supervisory staff to ensure compliance with the standard and a record kept of these inspections.

7.5. Inspections and Priority Coding

Vegetation inspection programs are to ensure our electric line assets are maintained in a safe and serviceable condition through assessment of the clearances between vegetation and network assets.

All conductor spans in all areas will be inspected prior to the start of the fire season to identify any trees infringing the clearance space and any other obvious line defects, which may be a cause of the ignition of fire. Inspections may be carried at other times depending on location and prevailing weather conditions.

The clearance space prescribed in the line clearance regulations will always be maintained clear of vegetation as outline in the AGL Hydro Electric Line Clearance Plan. In carrying out the work necessary to achieve this, the duties assigned to the responsible person in the electric line clearance plans will be observed.

7.5.1. Inspection Schedules

The following inspections are undertaken:

- Electric Line Clearance inspections of all AGL Hydro line assets is conducted annually by an appropriately qualified contractor with results recorded in AGL Hydro works management system (SAP).
- Routine line patrols from the ground are scheduled and carried out weekly (Rubicon Scheme) and monthly (Kiewa Scheme) by AGL Hydro maintenance workers in accordance with the line patrol procedure checklists referenced in Section 18 of this plan.

7.5.2. Priority Coding

Priority coding is used to identify and prioritise activities resulting from externally contracted inspections of all vegetation in the vicinity of electric lines that are the responsibility of AGL Hydro, and any work associated with the cutting or removal of habitat for threatened fauna. Refer to Section 6.4.4.

External Audit Inspections Codes

Priority/Code	Description
55	Vegetation in Contact or Likely to Contact
56	Vegetation currently Inside Clearance Space
23	Vegetation predicted to grow into the clearance space during 2023
24	Vegetation predicted to grow into the clearance space during 2024
25	Vegetation predicted to grow into the clearance space during 2025
26	Vegetation predicted to grow into the clearance space during 2026
27	Vegetation predicted to grow into the clearance space during 2027
28	Vegetation predicted to grow into the clearance space during 2028
29	Vegetation predicted to grow into the clearance space during 2029
VS	Vegetation predicted to grow into the clearance space during 2030-2035
NVS	Non-Vegetated Span

Internal Audit Inspections Codes

All issues or actions arising from any of the externally contracted inspections are entered as jobs in SAP (refer to the appendices). Priority codes used to capture and schedule remediation activities in the AGL Hydro works management systems (SAP), as follows:

Priority/Code	Description
P1 (Immediate)	Requires immediate remedial action
P2 (Break Schedule)	Requires high priority remedial action within the current working week
P3 (Next Sched Week)	Requires high priority remedial action within the next working week
P4 (Start 2-4 weeks)	Requires remedial action within 2-4 weeks during fire & non fire season
P5 (Start 4+ weeks)	Requires further assessment or remedial action within a period greater than 4 weeks in normal maintenance timeframes

8. Monitoring Program

Reg 9	Requirement
4 (m)	the details of each approval for an alternative compliance mechanism that; (i) the responsible person holds; and (ii) is in effect;
4 (n)	a description of measures that must be used to assess the performance of the responsible person under the management plan;
4 (o)	details of the audit processes that must be used to determine the responsible person's compliance with the Code;

8.1. General

AGL Hydro assets and activities, including inspection and maintenance works, are managed in an automated internal asset management system (SAP). Preventative maintenance activities have been scheduled for all at-risk power lines to ensure instruction to carry out these works is automatically generated, and inspections are carried out at appropriate intervals.

8.2. Monitoring

Performance measure relating to keeping vegetation clear of powerlines within the declared area are measured through scheduled task management compliance reporting including planned work, work completed, and work verified for:

- Number of trees in breach of the Regulation at date of audit.
- Number of pruning cuts found below standard.
- Number of external requests for pruning or external complaints.
- Progress against cutting schedule; and
- Number of alternative approaches to normal pruning adopted:
 - Removal/replacement.
 - Powerlines relocated underground.
 - Other engineering solutions adopted.

8.3. Planned Preventative Schedule

The table below details all AGL Hydro planned preventative maintenance activities and timing which are managed, scheduled, and tracked in SAP.

Activity	Frequency	Timing
Routine Network Asset Inspections (Rubicon)	Weekly	N/A
Routine Electric Line Clearance Inspections (Rubicon)	Weekly	N/A
Routine Network Asset Inspections (Kiewa)	Monthly	N/A
Routine Electric Line Clearance Inspections (Kiewa)	Monthly	N/A
Routine Switchyard Inspections (Asset and Vegetation)	Monthly	N/A
Bushfire Mitigation Plan Review	Annually	March
Line Clearance Plan Review	Annually	March
Annual Switchyard Inspections (All Regions)	Annually	Scheduled

8.4. Planned Preventative Commitments

The below tables detail all AGL Hydro planned preventative network asset and electric line clearance maintenance commitments for the period of this approved plan and which are managed, scheduled, and tracked in SAP. Notes:

- MP refers to "Maintenance Plan"
- MI refers to "Maintenance Item"
- Where required the MI DESCRIPTION / ACTIVITY column may have been expanded with dot points to give clearer understanding of individual activities listed under the MI.

8.4.1. Routine Weekly Scheduled Commitments

SAP MP	SAP MI	MI DESCRIPTION / ACTIVITY	Frequency
2002028	8001204	RUP B00 1WK PWR LN & ESMNT INSP <ul style="list-style-type: none"> • ROP L/V Power Line & Easement Insp • ROP-RUP 6.6kV Power Line & Easement Insp • RUP-LRP 22kV Power Line & Easement Insp • RUP L/V Power Line & Easement Insp • RFP L/V Power Line & Easement Insp • LRP L/V Power Line & Easement Insp 	Weekly

8.4.2. Routine Monthly Scheduled Commitments

SAP MP	SAP MI	MI DESCRIPTION / ACTIVITY	Call Date
2002199	8000369	CLP B00 1MN PWR LINE & VEG INSP	23rd
2002199	8002870	WKP B00 1MN PWR LINE & VEG INSP	23rd
2002199	8003643	MBD B00 1MN PWR LINE & VEG INSP	23rd
2002199	8003959	MKP B00 1MN PWR LINE & VEG INSP	23rd
2002681	8002036	BAP Z00 1MN SWYD INSP	12th
2002681	8004586	DPS B00 1MN SWYD INSP	12th
2017971	8002021	WKP Z00 1MN SWYD INSP	21st
2017971	8004479	CLP Z00 1MN SWYD INSP	21st
2017971	8006711	MKP Z00 1MN SWYD INSP	21st
2017971	8046123	BOP Z00 1MN TOWER 14 INSP	21st

8.4.3. Routine Annual Scheduled Commitments

SAP MP	SAP MI	MI DESCRIPTION / ACTIVITY	Call Date
2002930	8001624	ROP B00 1YR 6.6 PWRLN VEG AUDIT INSP	28 Apr
2002930	8006653	ROP B00 1YR LV PWR LINE VEG AUDIT INSP	28 Apr
2002930	8003611	LRP B00 1YR PWR LINE VEG AUDIT INSP	28 Apr
2002930	8003388	RUP B00 1YR PWR LINE VEG AUDIT INSP	28 Apr
2002930	8002745	MBD B00 1YR PWR LINE VEG AUDIT INSP	28 Apr
2002930	8003344	CLP B00 1YR PWR LINE VEG AUDIT INSP	28 Apr
2002930	8004824	WKP B00 1YR PWR LINE VEG AUDIT INSP	28 Apr
2002930	8007033	MKP B00 1YR PWR LINE VEG AUDIT INSP	28 Apr

8.4.4. Subsequent & Corrective Work Order Commitments

There are no outstanding subsequent work order commitments relating to vegetation control at the time of this plan approval.

AGL makes a commitment to:

- Complete all subsequent works that arise from the annual Vegetation Audits prior to the proceeding bushfire season.
- Complete all subsequent works resulting from routine weekly & monthly inspections in a timely manner throughout the year.
- Complete all new corrective works that relates to vegetation control around our Pole & Wire assets in a timely manner throughout the year.

8.4.4.1. Subsequent Work Orders (From Notifications)

<i>SAP WO</i>	<i>COMPLETION DATE</i>	<i>WO DESCRIPTION</i>	<i>PRIOR NOTIFICATION</i>
410185905	04/12/2025	RUP 22KV LINE ETS CLEARING 2025	230520565
410185904	04/12/2025	WKP LWKDIV 415V LINE ETS CLEARING 2025	230520622

8.4.4.2. Corrective Work Orders (New work)

<i>SAP WO</i>	<i>COMPLETION DATE</i>	<i>WO DESCRIPTION</i>
		Nil planned

8.5. Compliance

AGL Hydro will undertake annual reviews of its compliance with the Regulations in relation to overhead line assets. Plan reviews by Senior Leaders, and other nominated staff, will be held annually prior to the declaration of the fire danger period each year to validate; the plan; the efficiency of maintenance programs, program compliance, and program relevance.

Plan reviews by Senior Leaders, include:

- Operations and Electrical Safety Manager.
- Environment Manager.
- Maintenance Manager.
- Electrical Engineer.
- Planning and Compliance Officer; and
- Works Team Leader (Civil).
- Works Team Leader (Electrical); and
- Other nominated personnel as deemed necessary.

Note: A delegate may be nominated in the absence of one of the above Leader.

Plan reviews will include checks and assessments of the following:

- Electric Line Clearance Reports (Inspection, Pruning and Cutting).
- Electric Line Audit Reports.
- Routine Line Patrol Records.
- Line Maintenance Records.
- Network Asset Register.
- Network Asset Condition Reports.
- Summer Readiness Preparedness.

- Review of publicised CFA HBRA/LBRA boundary information; and
- Currency of regulations/standards during the annual review.

8.6. Auditing

Ongoing auditing of systems and field compliance is undertaken by internal AGL Hydro staff and external contractors to ensure Plan objectives are being met. The audits are described in the table below.

8.6.1. Assurance Activities

To assess the implementation of this management plan AGL Hydro management will undertake annual assurance activities as a part of our bushfire preparedness of this plan.

Annual assurance activities focusing on all administrative aspects of the plan ensuring all information is up to date and all procedures are being followed.

An annual assurance activity prior to the declared summer bushfire season will identify trees that:

- Are likely to contact powerlines.
- Are encroaching into the clearance space.
- Will need re-inspecting within the current year.
- May require additional clearances due to changes in bushfire risk classification; and
- May pose other hazards.

In addition, the following aspects are reviewed:

- The timely repair of asset damage or vegetation clearance issues raised by contractor or employees. via maintenance management system reports.
- The timely rectification of noncompliance issues raised by outside agencies.
- Accurate reporting and record keeping.
- The number of line inspections and reports raised; and
- Timely submission of reports to Energy Safe Victoria.

The results of all annual assurance activity reviews and internal group audit audits are documented in reports in accordance with documented procedures. The results of all annual assurance activity reviews and audits including the documented Corrective Action Requests and are brought to the attention of the Planning and Compliance Officer.

8.6.2. Field Audits

To assess the quality and completeness of work including health, safety, and environmental performance, AGL Hydro staff and contractors will undertake field audits as a part of our bushfire preparedness of this plan. Field audits focusing on quality and completeness of work are undertaken by suitably qualified Arborists.

Field critical control performance and effectiveness verification checks focusing on health, safety, and environmental performance are undertaken by Authorised AGL staff in accordance with HSE Management processes including 'Safety and Environment Walks' and 'Authority to Mobilise' and AGL Safe Systems of Work (SSoW) Critical Control Checks, including but not limited to:

- HSE Critical Control Check (Contractor Management Critical Control Check)
- HSE Critical Control Check (Contact with Electricity Critical Control Check)
- HSE Critical Control Check (Fall from Heights Critical Control Check)
- HSE Critical Control Check (Isolation Critical Control Check)
- HSE Critical Control Check (Vehicles and Pedestrian Interaction Critical Control Check)
- HSE Critical Control Check (Hot Work and Fire Critical Control Check)

Audits and critical control performance and effectiveness verification checks, and contractor authority to mobilise process are conducted by trained personnel, independent from those activities undertaking the work activity. Refer to Section 15.5 and 15.6 for screen shot extracts of the AGL Hydro systems and proforma. Copies of all internal reports are retained for a minimum of 5 years and works management details are archived and entered in either the AGL Hydro works management system or the AGL HSE Management System.

The Maintenance Manager and the Planning and Compliance officer reviews each report and co-ordinates follow-up action to verify the implementation of the corrective action, and a works management work order is raised and tracked.

9. Qualifications and Experience

Reg 9	Requirement
4 (p)	The qualifications and experience that the responsible person must require of the persons who are to carry out the inspection, cutting or removal of trees in accordance with the Code;

This section outlines the process to be employed to ensure that cutting or removal of trees is undertaken in a responsible manner and applies to all persons associated with the vegetation management plan.

AGL Hydro employs trained and qualified external contractors in accordance with the General Regulations (r616) and Schedule 1 – Code of Practice Section 9 and 10. The qualified and responsible person must have a minimum of Certificate II in ESI Powerline Vegetation Control, Cert III Horticulture (Arboriculture) and hold appropriate certificates for both them and their equipment that legally entitles them to undertake the work.

Workers shall only undertake work for which they have been trained, assessed, and deemed competent to enable them to safely perform work. All relevant contractors must have sufficient knowledge, training, qualifications, and experience to ensure that tree activities under their control are conducted in a safe and environmentally responsible manner.

Any person found working on electric line clearing without the required training will be instructed to cease works immediately and a stop work authority issued. If there are not sufficient trained staff on site to undertake the task at hand, then a stop work authority must be maintained. All stop work authorities will be reported as a HSE hazard, near-miss or incident and investigated accordingly.

All units of competency that are deemed mandatory (M) shall be completed to undertake the role. When a vegetation worker undertakes a role that requires a qualification, they shall meet the agreed elective requirements.

Recognised training shall be provided by a Nationally Recognised Trainer following the Australian Qualifications Framework or have recognised equivalent training and/or experience. Where a person performs multiple roles (ie. Tree Climber, Cutter working from EWP) they shall undertake the mandatory units of competency and refresher training applicable to the roles as stipulated in this plan.

AGL Hydro records all contractor training and qualifications in the 'RAPID Global' and 'cm3' contractor management application systems including ensuring routine refresher training in relevant modules are current and work can be undertaken in a safe competent manner.

9.1. Training and Competency

AGL Hydro uses the following vegetation management roles that are considered qualified persons who hold a current certificate that is approved by Energy Safe Victoria specifying satisfactory completion of a training course in tree clearing and holds the qualification of Certificate II in ESI Powerline Vegetation Control (UET20321):

Vegetation roles	Description
Arborist / Assessor	Engaged in assessing and scoping vegetation near live electrical apparatus. Determine cutting requirements to confirm compliance for vegetation near live electrical apparatus, and identification and assessment of hazardous trees.
Cutter working from EWP	Engaged in vegetation control work for the Network Operator from an Elevated Work Platform (EWP).
Specialist Plant Operator	Engaged in vegetation control work for the Network Operator from the ground using specialised plant ie. mechanical boom saw.
Tree Climber	Engaged in vegetation control work for the Network Operator from a tree.

9.2. Units of Competency Requirements

The following table outlines the minimum Units of Competency required to be undertaken for the applicable Vegetation role at AGL Hydro. All Mandatory (M) units of competency shall be completed to undertake the role.

Qualification and Core Competency Standard	Competency Standard Unit	EWP Operator (Cutting)	Tree Climber (Cutting)	Safety Observer	Ground Crew	Qualified Arborist/Assessor
Qualification						
Certificate II in ESI - Powerline Vegetation Control	UET20321	M	M	M	M	M
Apply access authority procedures to work on or near electrical apparatus	UETDRMP001	M	M	M	M	M
ESI safety rules for work on, near or in the vicinity of electrical apparatus	UETDRMP002	M	M	M	M	M
Certificate III in Arboriculture	AHC30816					M
Certificate IV in Arboriculture	AHC41916					P
Core Competency Standard Units						
Apply Occupational Health Safety regulations, codes and practices in the workplace	UEECD0007	M	M	M	M	
Comply with sustainability, environmental and incidental response policies and procedures	UETDREL13 and UETDREL002	M	M	M	M	
Working safely near live electrical apparatus as a nonelectrical worker	UETDREL006	M	M	M	M	
Operate and maintain chainsaws	AHCMOM213	M	M	M	M	

Qualification and Core Competency Standard	Competency Standard Unit	EWP Operator (Cutting)	Tree Climber (Cutting)	Safety Observer	Ground Crew	Qualified Arborist/Assessor
Plan the removal of vegetation up to vegetation exclusion zone near live electrical apparatus	UETTDRVC23	M	M	M		
Monitor safety compliance of vegetation control work in an ESI environment	UETDRVC009	M	M	M		
Perform a ground-based tree defect evaluation	AHCARB408					M
At least 3 years field experience in assessing trees						M
Elective Competency Standard Units						
Assess vegetation and recommend control measures in an ESI environment	UETDRVC002	M	M	M	M	M
Use climbing techniques to cut vegetation above ground near live electrical apparatus	UETDRVC006		M	M	M	
Use elevated platform to cut vegetation above ground level near live electrical apparatus	UETDRVC004	M				
Operate specialist equipment at ground level near live electrical apparatus	UETTDRVC31			M	M	
Use specialised plant to cut vegetation above ground level near live electrical apparatus	UETDRVC011	M	M	M	M	
Apply pruning techniques to vegetation control near live electrical apparatus	UETDRVC007	M	M	M	M	
Undertake release and rescue from a tree near live electrical apparatus	UETDRVC010		M	M		
Fell small trees	AHCARB205	M	M	M	A	
Apply chemicals under supervision	AHCCHM201	M	M	M	A	
Operate machinery and equipment	AHCMOM304	A	A	A	A	
Operate a mobile chipper/mulcher	FPIHAR2206	M	M	M	M	

M = Mandatory; A = Additional (If worker requires for the works being performed); P = Preferred

9.3. Competency and Refresher Requirements

Frequency	Qualification and Core Competency Standard	Competency Standard Unit	EWP Operator (Cutting)	Tree Climber (Cutting)	Safety Observer	Ground Crew	Qualified Arborist/Assessor
3 Yearly	Apply access authority procedures to work on or near electrical apparatus.	UETTDRMP001	M	M	M	M	M
3 Yearly	Apply ESI safety rules for work on or near electrical apparatus.	UETTDRMP002	M	M	M	M	M
1 Year	Cardiopulmonary Resuscitation (CPR)	HLTAID009	M	M	M	M	M
1 Year	First Aid in an ESI environment	UETDRRF007	M	M	M	M	M
1 Year	EWP Controlled Descent Escape	UETDRRF008	M		M		
1 Year	EWP Rescue	UETDRRF002	M		M		
1 Year	Undertake release and rescue from a tree near live electrical apparatus	UETDRVC010		M	M	M	
3 Year	Control traffic with stop-slow bat	RIIWS205D	M	M	M	M	

M = Mandatory; A = Additional (If worker requires for the works being performed); P = Preferred

10. Notification

Reg 9	Requirement
4 (q)	notification and consultation procedures, including the form of the notice to be given in accordance with Division 3 of Part 2 of the Code;

10.1. Consultation with Occupiers or Owners of Private Property

AGL Hydro is committed to maintaining notification requirements as required in Clause 16 and 17 of the Code. Depending on the works, either AGL Hydro staff or contractors will notify persons affected by ELC works at least 14 days and not more than 60 days before the intended pruning or removal is to occur.

AGL Hydro electric lines cross private land, and the vegetation management practices affect three separate landowners. There are two private landowners and DEECA (Department of Energy, Environment and Climate Action). AGL Hydro will make notification to all persons affected prior to planned works.

AGL Hydro will provide notification by means of a notice to persons affected by electrical line clearance works at least 14 days, and no more than 60 days, before the intended pruning or removal is to occur. If pruning does not commence within these timeframes, then affected persons will be re-notified.

Notification is undertaken by letter drop and delivered ahead of the works that identifies what is to be undertaken, names the Regulations and provides contact details for further information.

10.2. Notification and Record Keeping (Urgent Cutting or Removal)

AGL Hydro will as soon as practicable after completing the cutting or removal as required by the notification, consultation, and dispute resolution Regulations (Division 3, Clause 19), provide notice of that cutting or removal has occurred is to be provided to:

- All affected persons; and
- The occupier of the land on which the tree was cut or removed; and
- If a tree was removed—the owner of the land on which the tree was removed.

After any urgent cutting or removal records of the following details are to be kept for a minimum of 5 years, these details are to be archived and entered in the computerised maintenance management system (SAP):

- Where and when the cutting or removal was undertaken
- Why the cutting or removal was required; and
- The last inspection of the section of the electric line where the cutting or removal was required.

11. Exemptions

Reg 11	Requirement
(1)	Energy Safe Victoria may exempt a responsible person from any of the requirements of these Regulations subject to any conditions specified by Energy Safe Victoria.
(2)	A responsible person who is granted an exemption under this regulation must comply with the conditions (if any) of the exemption.

AGL Hydro does not have an active exemption currently.

11.1. Overview

Pruning of amenity trees is a routine task undertaken by AGL Hydro to promote the health and longevity of trees, meet clearance requirements within our operational footprint, comply with Electric Safety (Electric Line Clearance) Regulations 2020, and manage public safety.

AGL Hydro requires all staff and contractors pruning trees within our operational footprint to comply with AS4373-2007 Pruning of Amenity Trees as far as is reasonably practicable. Reasonably and practicably in relation to AS4373-2007 means that which is, or was at a particular time, reasonably able to be done in relation to ensuring continued tree health and future tree safety, considering and weighing up all relevant matters including:

- Will the action create a defect, hazard, loss of tree health or aesthetic value in the present or future,
- What will the impact be on the tree or future safety of the public,
- What the person concerned knows, or ought reasonably to know about:
 - The hazard or the risk – must have adequate knowledge to determine the hazards risks,
 - Ways of eliminating or minimising the risk – must have adequate knowledge in relation to alternative measures,
- Are other resources or techniques available to complete works to the standard, and does the cost required to complete works to the standard grossly outweigh the value of the tree.

Where pruning to AS4373-2007 is not practicable the site or trees are to be referred to the Inspection Arborist or a delegated officer who holds a Certificate Level V or above in Arboriculture to make an assessment on whether it is reasonably practicable to deviate from AS4373-2007.

11.2. Procedure

On occasion achieving electric line clearance requirements will not allow compliance with AS4373-2007 and may result in a defective, unsafe or unviable tree, in this case AGL Hydro may elect to:

- Apply an exception as provided under Clause 4, 5, 6 or 7 of the Code (refer below).
- Apply to ESV for approval for an alternative compliance mechanism.
- Increase the pruning frequency to minimise the required pruning.
- Remove scaffold/ parent limbs.
- Investigate the potential for engineering solutions to facilitate compliance.
- List the tree for an exception; or
- Remove trees where the tree is of low retention value, or the resulting pruning would leave the tree/s unsuitable for retention.

11.3. Exceptions provided within the Code of Practice

As per Schedule 1 – Code of Practice for Electric Line Clearance Electricity Safety (Electric line Clearance) Regulations 2020, Clauses 4, 5, 6 and 7 (listed below). The responsible person (being AGL Hydro) may reduce the minimum clearance distances for spans of certain electric lines.

The following text describes the exceptions available to AGL Hydro as a responsible person referred to in section 84, 84C or 84D of the Act. The exceptions are simplified in the text below. If using an exception refer to Schedule 1, Clause 4, 5, 6 and 7 of the Code.

11.3.1. Minimum clearance for structural branches around insulated LV electric lines

Schedule 1	Requirement
4	Exception to minimum clearance space for structural branches around insulated low voltage electric lines.

AGL Hydro is not required to ensure that a particular branch of a tree for which the person has clearance responsibilities is clear of the minimum clearance space for a span of an electric line if:

- The electric line is an insulated cable and is a low voltage electric line; and
- The branch is wider than 130 millimetres at the point at which it enters the minimum clearance space; and
- In the case of a span distance of 40 metres or less, the branch is more than 150 millimetres from the line; and
- In the case of a span distance greater than 40 metres, the branch is more than 300 millimetres from the line.

For the exception to apply, a suitably qualified arborist must have undertaken a documented inspection of the tree, of which the branch is a part, within the last fourteen (14) months. The inspection must show that:

- the tree does not have any visible structural defect that could cause the branch to fail and make contact with the electric line; and
- an assessment of the risks posed by the branch has been done and any works required to effectively mitigate the identified risks are completed.

If this exception is used, AGL Hydro must keep records of the following matters referred to in sub-clause 2)(e)(i),(ii),(iii) and (iv) for 5 years:

- Each documented inspection.
- All advice referred to in the inspection.
- Each assessment referred to in the inspection.
- All measures referred to in the inspection.

11.3.2. Minimum clearance for small branches around insulated LV electric lines

Schedule 1	Requirement
5	Exception to minimum clearance space for small branches around insulated low voltage electric lines.

AGL Hydro is not required to ensure that a particular branch of a tree for which the person has clearance responsibilities is clear of the minimum clearance space for a span of an electric line if —

- The electric line is an insulated cable and is a low voltage electric line; and
- The branch is less than 10 millimetres wide at the point at which it enters the min. clearance space; and
- The branch has been removed from the minimum clearance space within the last twelve months.

11.3.3. Minimum clearance for small branches around uninsulated LV electric lines in Low Bushfire Risk Areas (LBRA)

Schedule 1	Requirement
6	Exception to minimum clearance space for small branches growing under uninsulated low voltage electric lines in low bushfire risk areas.

AGL Hydro is not required to ensure that a particular branch of a tree for which the person has clearance responsibilities is clear of the minimum clearance space for a span of an electric line if –

- The electric line is an uninsulated cable and a low voltage electric line; and
- The electric line is located in a low bushfire risk area; and
- The branch is less than 10 millimetres wide at the point at which it enters the minimum clearance.
- Space and is no more than 500 millimetres inside the minimum clearance space; and
- The point at which the branch originates is below the height of the electric line; and
- In the case of a branch that comes within the minimum clearance space around the middle 2 thirds of the span, the span is fitted with –
 - one conductor spreader if the length of the span does not exceed 45 metres; or
 - 2 conductor spreaders if the length of the span exceeds 45 metres.

For the exception to apply, a suitably qualified arborist must have undertaken a documented inspection of the tree, of which the branch is a part, within the last twelve months. The inspection must show that:

- The tree does not have any visible structural defect that could cause the branch to fail and make contact with the electric line.
- An assessment of the risks posed by the branch has been done and any works required to effectively mitigate the identified risks are completed.

If this exception is used, AGL Hydro must keep records of the following matters referred to in sub-clause (2)(e)(i),(ii),(iii) and (iv) for 5 years:

- Each documented inspection.
- All advice referred to in the inspection.
- Each assessment referred to in the inspection.
- All measures referred to in the inspection.

11.3.4. Minimum clearance for structural branches growing below uninsulated LV electric lines in Low Bushfire Risk Areas (LBRA)

Schedule 1	Requirement
7	Exception to minimum clearance space for structural branches growing below uninsulated low voltage electric lines in low bushfire risk areas

AGL Hydro is not required to ensure that a particular branch of a tree for which the person has clearance responsibilities is clear of the minimum clearance space for a span of an electric line if —

- The electric line is an uninsulated cable and is a low voltage electric line; and
- Located in a low bushfire risk area; and
- In the case of a branch that comes within the minimum clearance space around the middle 2 thirds of the span, the span is fitted with:
 - one conductor spreader if the length of the span does not exceed 45 metres; or
 - 2 conductor spreaders if the length of the span exceeds 45 metres; and
- The branch is more than 130 millimetres wide at the point at which it enters the clearance space; and
- The branch is no more than 500 millimetres inside the minimum clearance space.

For the exception to apply, a suitably qualified arborist must have undertaken a documented inspection of the tree, of which the branch is a part, within the last twelve months. The inspection must show that:

- The tree does not have any visible structural defect that could cause the branch to fail and contact the electric line; and
- An assessment of the risks posed by the branch has been done and any works required to effectively mitigate the identified risks are completed.

If this exception is used, AGL Hydro must keep records of the following matters referred to in sub-clause (2)(e)(i),(ii),(iii) and (iv) for 5 years:

- Each documented inspection.
- All advice referred to in the inspection.
- Each assessment referred to in the inspection.
- All measures referred to in the inspection.

11.4. Application for approval of alternative compliance mechanism

AGL Hydro may apply to Energy Safe Victoria for approval to use an alternative compliance mechanism in respect of a span of an electric line or a class of spans. An application would include details of:

- The alternative compliance mechanism.
- The procedures to be adopted for the commissioning, installing, operating, maintaining, and decommissioning the alternative compliance mechanism.
- The published technical standards that would be complied with when commissioning, installing, operating, maintaining, and decommissioning the alternative compliance mechanism.
- Describe the location of the affected span or describe class of spans.
- Specify the minimum space that the applicant proposes is to be applied in relation to the span, or class of spans, in respect of which the application is made.
- Include a copy of a formal safety assessment relevant to the alternative compliance mechanism as prepared by the distribution company under clause 32.
- Include written agreement for the use of an alternative compliance mechanism from the owner or operator of the span and is not owned by the applicant.
- Include written agreement in respect of a class of spans that the span belongs to that class and is not owned by the applicant.

AGL Hydro may undertake a formal safety assessment of alternative compliance mechanisms for approval by Energy Safe Victoria. Any formal safety assessment will include:

- A description of the methodology used and investigations undertaken for the formal safety assessment; and
- An identification of hazards associated with the use of the alternative compliance mechanism having the potential to cause a serious electrical incident; and
- A systematic assessment of the risks (including the likelihood and consequences of a serious electrical incident) associated with—
 - commissioning, installing, operating, maintaining and decommissioning the alternative compliance mechanism; and
 - the safety of the span or class of spans to which the alternative compliance mechanism will apply; and
- A description of technical and other measures undertaken or to be undertaken to reduce those risks as far as practicable.

12. Dispute Resolution

Reg 9	Requirement
4 (r)	a procedure for the independent resolution of disputes relating to electric line clearance;

AGL has a dispute resolution policy in place. This was developed to settle conflicts and disputes arising from any aspect of AGL Hydro services or products. The system documents how to deal with disputes that require resolution by an external process.

The dispute resolution policy is also available to be viewed on the AGL Hydro public website:

<https://www.agl.com.au/content/dam/digital/agl/documents/about-agl/who-we-are/company-policy/agl-onboarding-dispute-resolution-policy.pdf>

13. Plan available for inspection

Reg 10	Requirement
10(6)	A responsible person must ensure that a copy of the management plan is published on the responsible person's Internet site.

The latest ESV approved Electric Line Clearance Plan is available on the AGL Hydro internet site at:

<https://www.agl.com.au/about-agl/how-we-source-energy/hydroelectric-assets>

Any superseded versions of the plan located at the above websites will be overwritten by the AGL Hydro person responsible for preparing the plan once an updated version of the document has been approved.

A hardcopy of the accepted Electric Line Clearance Plan mentioned above is available for inspection at;

- AGL Hydro Mt Beauty Administration office, during normal business hours, located at 26 Bogong High Plains Road, Mt Beauty 3699; and
- AGL Hydro Eildon Power Station located at Eildon Road, Eildon.

Any hardcopy superseded versions of the plan will be destroyed by the person responsible for preparing the plan.

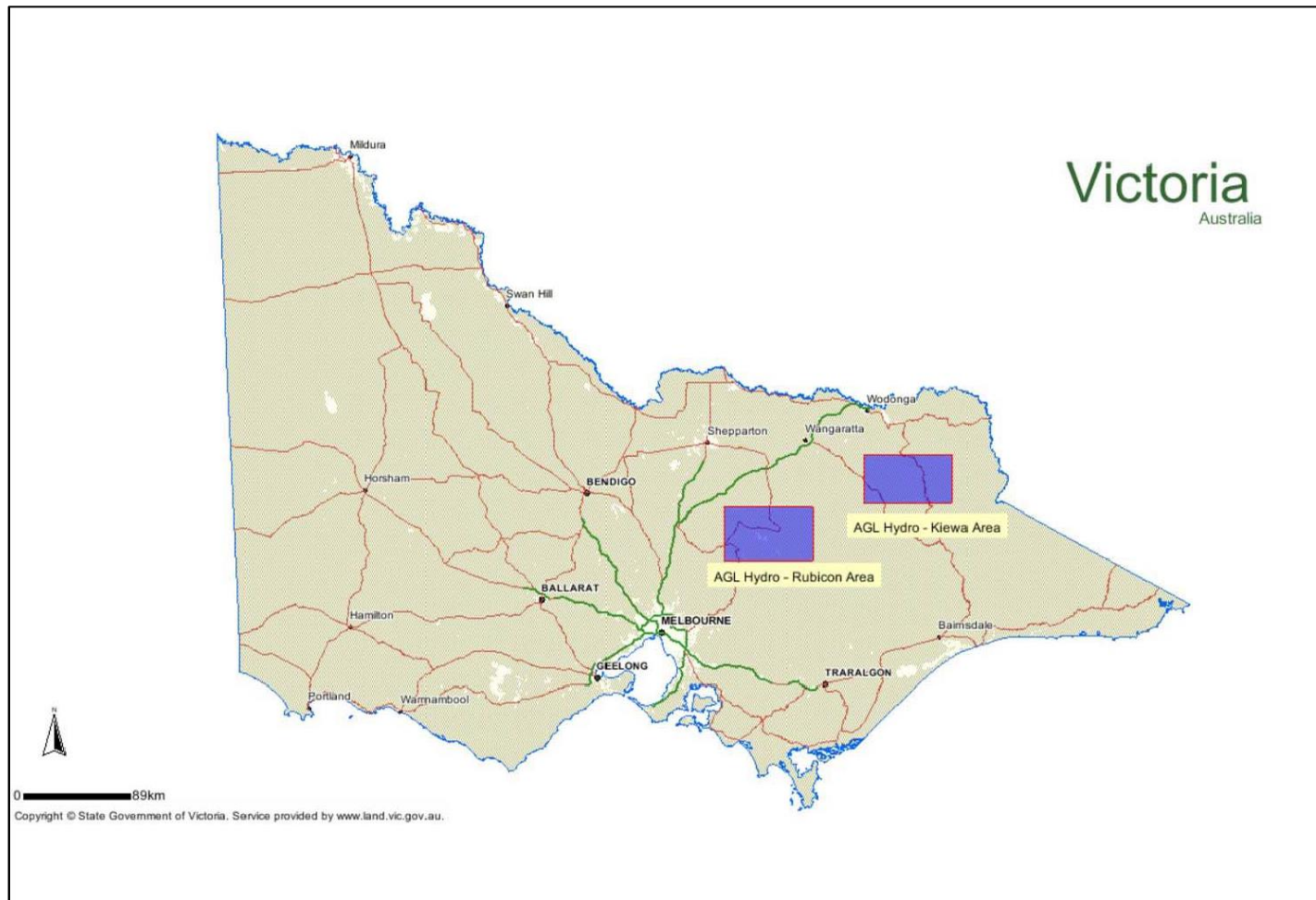
14. Referenced Documents/Procedures

Document Number	Document Title
AP MO AD 032	Controlled Document Update Procedure
CF MO AD 01	Maintenance Notification - Corrective Action Request
HI AL SF 02	Emergency Management Plan
HP AL AD 01	Consultation, communication, and dispute resolution
HP AL SF 08	Contractors - Selection, Pre-Qualification and Management
HQ AL SF 09	Use of Personal Protective Equipment (PPE)
HP AL SF 11	Excavations Earthworks and Intrusion
HP AL SF 35	HSE Risk Management Procedure
ML AL AD 00	AGL Hydro Asset Management Plan
ML AL FI 01	AGL Hydro Bushfire Mitigation Plan
ML AL FI 04	AGL Hydro Electrical Line Clearance Management Procedure
SP AL SF 01	AGL Hydro Electrical Safety Manual (Hydro)
SP SO SF 01	AGL Hydro Electrical Safety Manual (Somerton)
SP YA SF 01	AGL Hydro Electrical Safety Manual (Yarrawonga)
SP AL PE 02	HSE Induction and Authorisation
SP AL RI 01	Electrical Risk Register Procedure
SP AL SA 50	Safe Access Procedures
TP AL HV 01	HV Apparatus Energisation Testing Procedure
AGL-HSE-STD-004.1	AGL HSE Risk Management Standard
AGL-HSE-SDM-004.1	AGL HSE Risk Management Standard Methodologies
AGL-HSE-TMP-004.1	AGL HSE Risk Management Standard Procedure Template
AGL-HSE-GUI-012.1	AGL Obligations to Notify Regulatory Authorities - Guideline
AGL-HSE-PRO-012.1	AGL HSE Incident, Near Miss and Hazard Management Procedure
AGL-HSE-PRO-012.3	AGL HSE Corporate Reporting Procedure
AGL-HSE-STD-012	AGL HSE Incident, Near Miss and Hazard Management Standard

15. Appendices

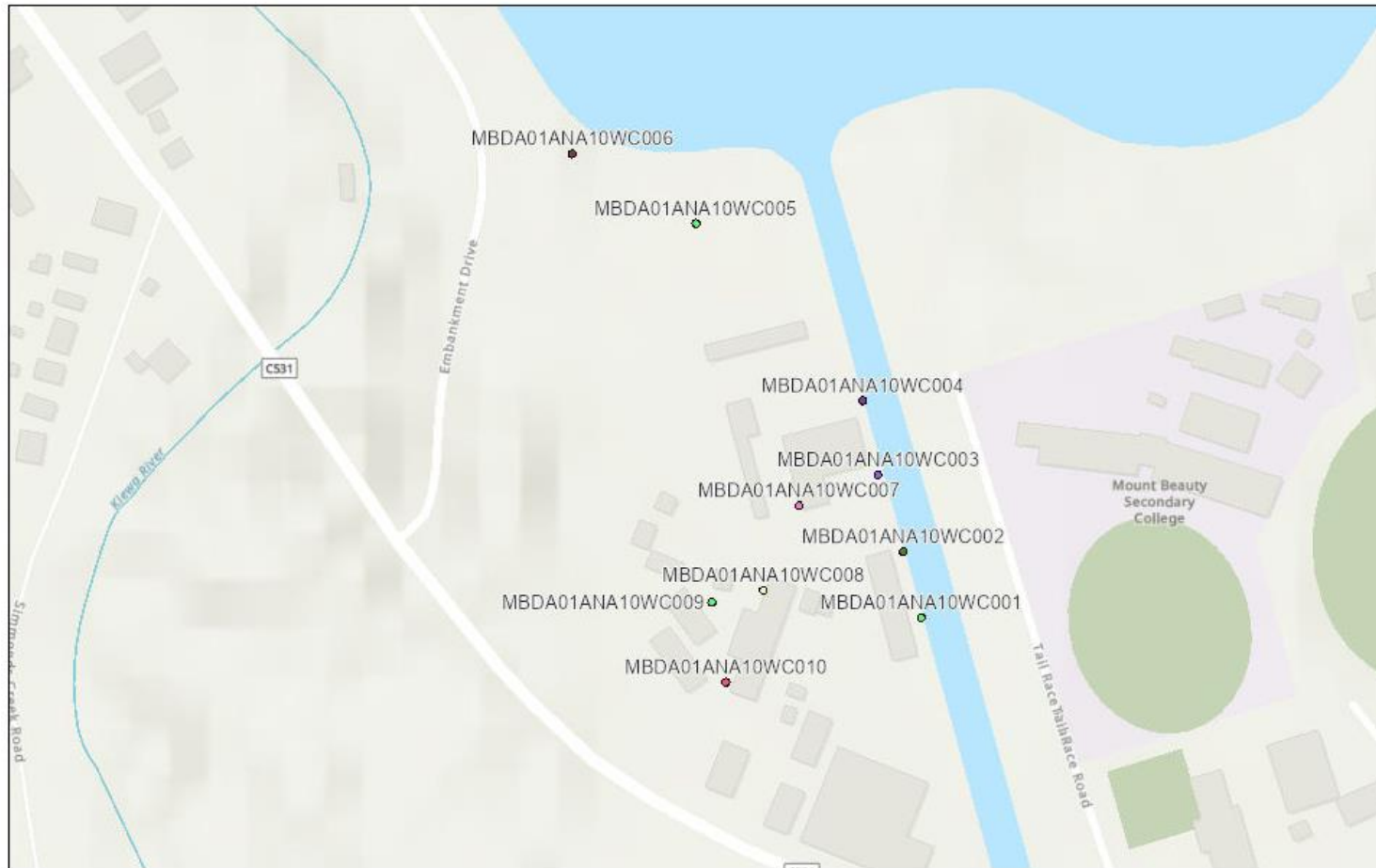
15.1. Victorian Assets

Overhead electric lines outlined in this section comprise assets that are in a mixture of Hazardous Bushfire Risk Areas (HBRA) and Low Bushfire Risk Areas (LBRA). Images in this section are extracts only and illustrates the approximate location of pole assets. For current and detailed specific asset and scheduled maintenance information, please refer to the SAP works management system.



15.1.1. Kiewa Hydro Scheme Overhead Powerlines

MTBD Poles

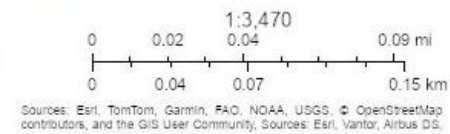


04/06/2026

Hydro Pole Locations

- IRON BARK
- RED IRON BARK
- CONCRETE
- MESSMATE
- GREY IRONBARK
- MESSMATE STRINGY
- WHITE STRINGYBARK
- TALLOW WOOD

World_Hillshade



Mount Beauty Depot Pole Location Image

Approved Date: 18/06/2026
 Approved By: Stu McQuade (A126961)
 Uncontrolled When Printed

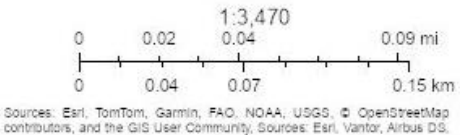
Document ID: 52046040
 Next Review Date: 17/06/2027
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WKPS Poles



04/06/2026

- | | | |
|----------------------|--------------------|---------------------|
| Hydro Pole Locations | ◻ GREY GUM | ■ STEEL |
| ◊ <Null> | ● IRON BARK | ● WHITE STRINGYBARK |
| ◈ CONCRETE | ◆ MESSMATE STRINGY | World_Hillshade |



West Kiewa Location Image

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Document ID: 52046040
 Next Review Date: 17/06/2027
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CLPS Poles



04/06/2026

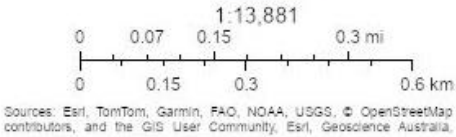
Hydro Pole Locations

● CONCRETE

● MESSMATE STRINGY

● STEEL

World_Hillshade



Clover and Bogong Creek Raceline

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Next Review Date: 17/06/2027

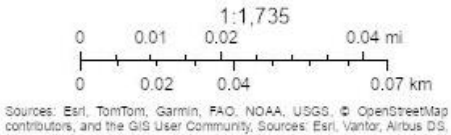
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MKPS Poles



04/06/2026

- Hydro Pole Locations
- GREY GUM
 - CONCRETE
 - GREY BOX
 - STEEL
 - MESSMATE STRINGY
 - World_Hillshade



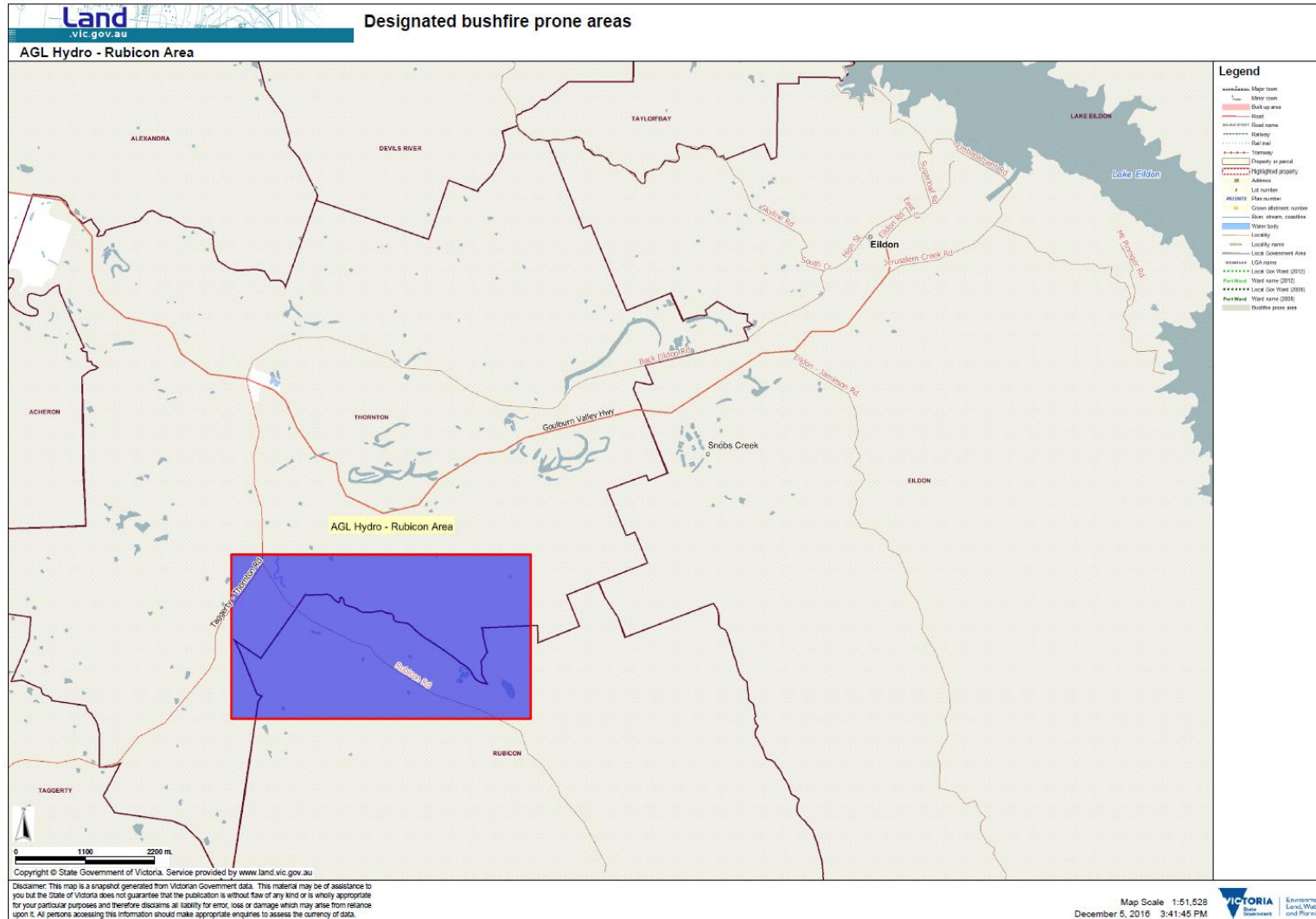
Kiewa – McKay Crk PS

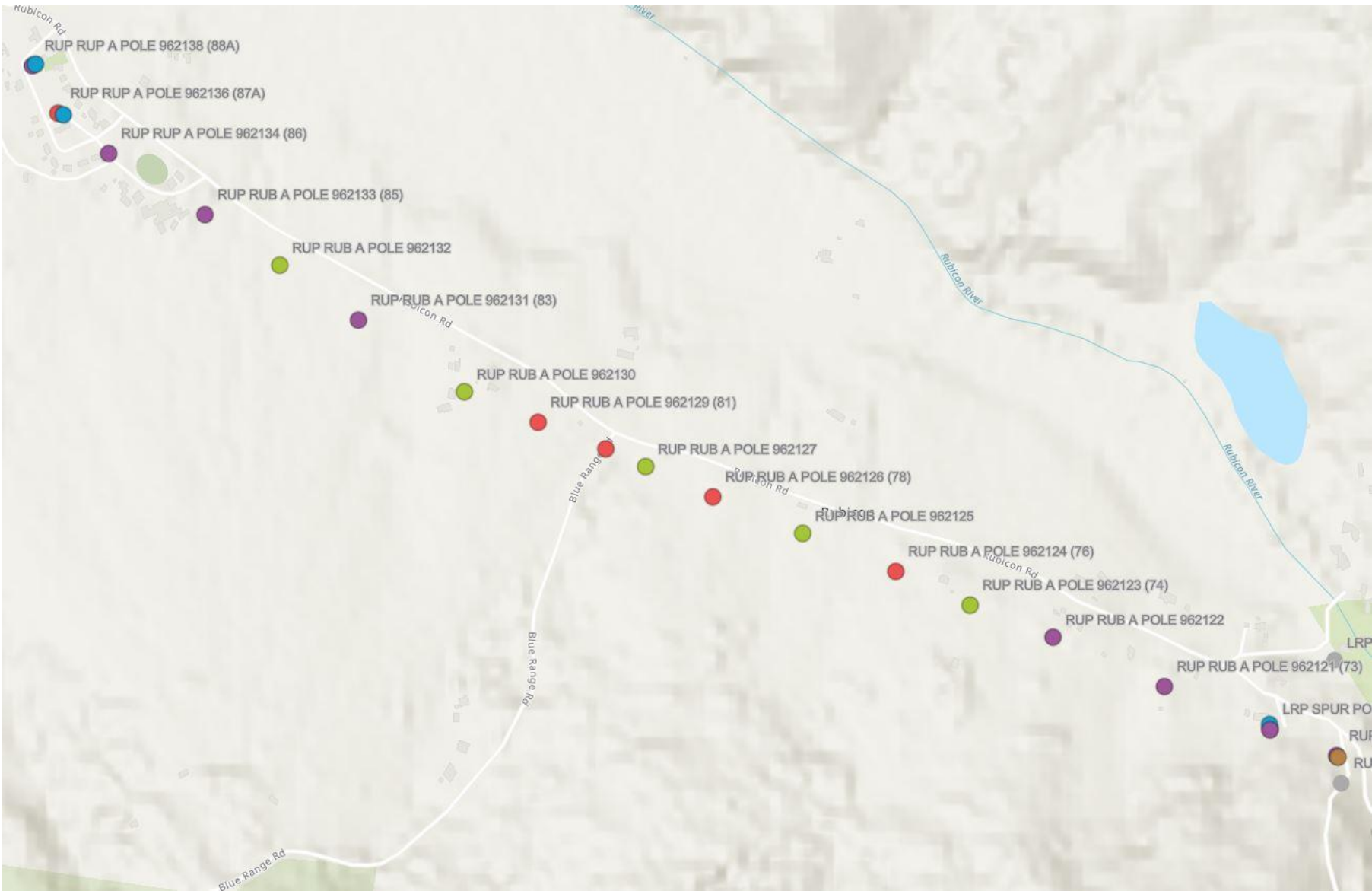
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15.1.2. Rubicon Hydro Scheme Overhead Powerlines

This section relates to all overhead electric lines in the Rubicon Hazardous Bushfire Risk Area (HBRA). Images in this section are extracts only and illustrates the approximate location of pole assets. For current and detailed specific asset and scheduled maintenance information, please refer to the SAP works management system.





Rubicon A - Rubicon PS (Image 1)



Rubicon A - Rubicon PS (Image 2)

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Rubicon A - Rubicon PS (Image 3)



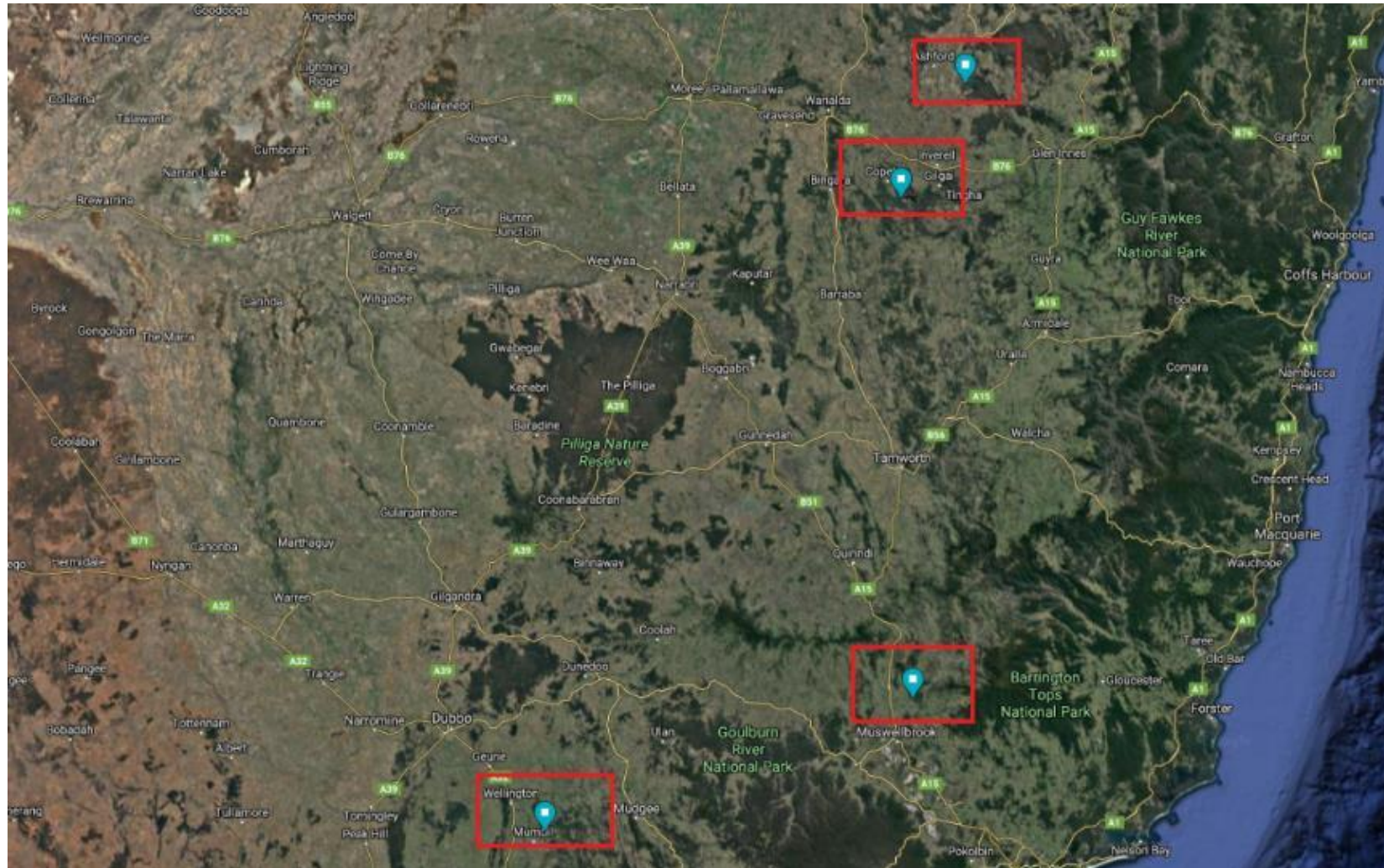
Rubicon Falls PS





Royston PS

15.2. NSW Assets



All AGL Hydro NSW overhead electric lines are located within the confines of the power station switchyard of each asset located in the following Hazardous Bushfire Risk Areas (HBRA). Images in this section illustrate the approximate location of pole assets, and for detailed and specific asset information, including locations, please refer to the SAP works management system register.





15.2.1. Pindari Power Station

<p>Address</p>	<p>Pindari Dam Road</p>
<p>Connection Point: Connection clamp to the 66kV incoming line to the AGL Pindari substation.</p> <p>AGL Asset Ownership: AGL Pindari substation infrastructure including incoming 66kV pole structure and 66kV line connection clamp and dropper cable.</p> <p>TNSP Asset Ownership: 66kV incoming overhead line and insulator connected to the AGL incoming overhead line pole structure.</p>	
<p>NSW Rural Fire Service bushfire prone area assessment: Bushfire Prone Location</p>	


15.2.2. Copeton Power Station

<p>Address</p>	<p>Copeton Dam Road</p>
<p>Connection Point: 66kV incoming line aerial terminations on the AGL Copeton substation overhead landing span structure.</p> <p>AGL Asset Ownership: AGL Copeton substation infrastructure including incoming 66kV landing span structure and 66kV line connection clamp and dropper cable.</p> <p>TNSP Asset Ownership: 66kV incoming overhead line and insulator connected to the AGL incoming overhead line landing span structure.</p>	
<p>NSW Rural Fire Service bushfire prone area assessment: Bushfire Prone Location</p>	

15.2.3. Burrendong Power Station

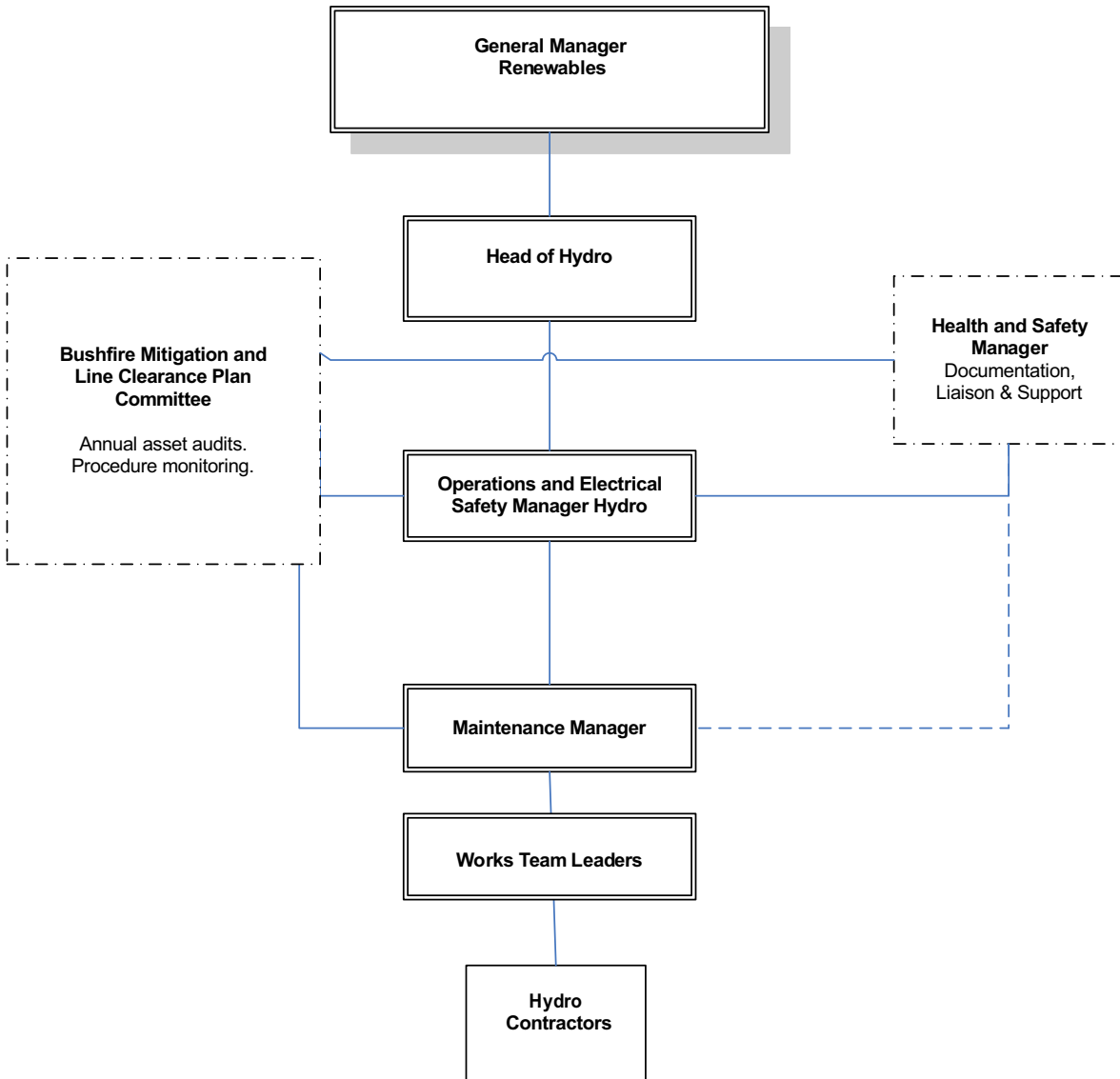
<p>Address</p>	<p>Burrendong Dam Road</p>
<p>Connection Point: 132kV incoming line aerial terminations on the AGL Burrendong substation overhead landing span structure.</p> <p>AGL Asset Ownership: AGL Burrendong substation infrastructure including incoming 132kV landing span structure and 132kV line connection clamp and dropper cable.</p> <p>TNSP Asset Ownership: 132kV incoming overhead line and insulator connected to the AGL incoming overhead line landing span structure.</p>	
<p>NSW Rural Fire Service bushfire prone area assessment: Bushfire Prone Location</p>	

15.2.4. Glenbawn Power Station

<p>Address</p>	<p>Glenbawn Dam Road</p>
<p>Connection Point: 33kV incoming line terminations on the AGL Glenbawn rotary air break switch located on the AGL Glenbawn substation overhead landing span structure.</p> <p>AGL Asset Ownership: AGL Glenbawn substation infrastructure including incoming 33kV landing span structure.</p> <p>TNSP Asset Ownership: 33kV incoming overhead line and insulator (connected to the AGL incoming overhead line landing span structure) and dropper cable to the AGL Glenbawn rotary air break switch.</p>	
<p>NSW Rural Fire Service bushfire prone area assessment: Bushfire Prone Location</p>	

15.3. Line Clearance structure

AGL Hydro		
Organisational Structure	25/3/2025	Line Clearance



15.4. Critical Control Performance Checks

15.4.1. Critical Control Checks and Verifications Framework

The following screenshot extracts detail the contents of the Critical Control Checks and Verifications framework:

HSE Critical Control Checks	
✓ Name	Document Name
AGL-HSE-CKL-007.1.1	Contact with Electricity Critical Control Check
AGL-HSE-CKL-007.10.1.1	Contractor Management Critical Control Check
AGL-HSE-CKL-007.2.1	Fall from Heights Critical Control Check
AGL-HSE-CKL-007.2.2.1	Dropped Objects Critical Control Check
AGL-HSE-CKL-007.3.1.1	Hot Work and Fire Critical Control Check
AGL-HSE-CKL-007.3.2.1	Working in Confined Space Critical Control Check
AGL-HSE-CKL-007.3.4.1	Isolation Critical Control Check
AGL-HSE-CKL-007.4.1	Vehicles and Pedestrian Interaction Critical Control Check
AGL-HSE-CKL-007.5.1	Suspended Loads Critical Control Check
AGL-HSE-CKL-007.6.1	Uncontrolled Plant Interaction Critical Control Check
AGL-HSE-CKL-007.8.1	Working In and Around Excavations Critical Control Check
AGL-HSE-CKL-007.9.1.1	Working with Hazardous Chemicals Critical Control Check
AGL-HSE-CKL-008.10.1	Loss of Containment Critical Control Check
AGL-HSE-CKL-008.4.1	Uncontrolled Air Emissions Critical Control Check

HSE Critical Control Verifications	
✓ Name	Document Name
AGL-HSE-CKL-007.1.2	... Contact with Electricity Critical Control Verification
AGL-HSE-CKL-007.2.2.2	... Dropped Objects Critical Control Verification
AGL-HSE-CKL-007.2.2	... Fall from Heights Critical Control Verification
AGL-HSE-CKL-007.3.1.2	... Hot Work and Fire Critical Control Verification
AGL-HSE-CKL-007.3.2.2	... Working in Confined Space Critical Control Verification
AGL-HSE-CKL-007.3.4.2	... Isolation Critical Control Verification
AGL-HSE-CKL-007.4.2	... Vehicles and Pedestrian Interaction Critical Control Verification
AGL-HSE-CKL-007.5.2	... Suspended Loads Critical Control Verification
AGL-HSE-CKL-007.6.2	... Uncontrolled Plant Interaction Critical Control Verification
AGL-HSE-CKL-007.8.2	... Working In and Around Excavations Critical Control Verification
AGL-HSE-CKL-007.9.1.2	... Working with Hazardous Chemicals Critical Control Verification
AGL-HSE-CKL-008.10.2	... Loss of Containment Critical Control Verification
AGL-HSE-CKL-008.4.2	... Uncontrolled Air Emissions Critical Control Verification

15.4.2. Critical Control Checks and Verifications (myHSE)

The following images are extracts from the online myHSE Critical Control Checks and Verifications system showing the selection options and detailed entry requirements:

A dialog box titled "Select Critical Control Checks" with a list of 14 items, each with an unchecked checkbox:

- Contact with Electricity
- Fall from Heights
- Hot Work and Fire
- Working in Confined Space
- Isolation
- Suspended Loads
- Uncontrolled Plant Interaction
- Working in and around excavation
- Working with Hazardous Chemicals
- Uncontrolled Air Emissions
- Loss of Containment
- Vehicles and Pedestrian Interaction
- Contractor Management
- Dropped Objects

Buttons: Ok Cancel

Critical Control Check

CCC_4/19/2023, 12:00:00 PM_DPS DPS HV COMMON MNTRG & PROT_Stuart Cariss

PROCESSOR BASIC INFORMATION CONTACT WITH ELECTRICITY WORK HSE CONTROLS ACT TASKS HAZA > v

BASIC INFORMATION

Description of Work or Task: Dartmouth Annual Outage - Switchyard Maintenance (PTW #298)
Start Conversation: 19.04.2023, 12:00
Location: DPS DPS HV COMMON MNTRG & PROT
Conducted by: Stuart Cariss
Is this conversation outage related?: Yes

CONTACT WITH ELECTRICITY

Life Saving Rule

Ensure all necessary isolations are in place and verified as effective before work starts.

Are we compliant?: Yes
Comments: Virtual Assessment - working through the SIC T with Isolation Coordinator and feedback signals and ePAS status.

Plant Critical Controls

Electrical devices and testing equipment must be inspected, maintained and calibrated with consideration to manufacturers recommendations.

Are we compliant?: N/A

Low Voltage Gloves must be used when exposed conductive parts have not been confirmed as earthed and when working in and around live apparatus.


Are we compliant?: N/A

15.4.3. Critical Control Checks and Verifications (Hardcopy)

The following images are extracts from the Critical Control Checks and Verifications Framework:

- Contractor Management
- Contact with Electricity

Health Safety & Environment
Look. Think. Act.



Critical Control Check – Contractor Management

Name of person(s) conducting check:	
Date of check:	
Site, Job Location & Contractor Company:	
Job description/work type:	

Life Saving Rule	✓	✗	Comments
#2 Controls and Approvals in place: Ensure the correct risk assessments, JSEA's, permits and controls are in place before you start work.	✓	✗	
If a Life Saving Rule is breached the job must be stopped, incident logged in myHSE and only restarted once the JSEA has been reviewed and signed off. Incident ID _____			

Critical Controls	✓	✗	Comments
Plant Critical Controls			
Plant and equipment for the works has been inspected, tagged (as applicable), appears to be in good condition and suitable/appropriate for the works?	✓	✗	
Process Critical Controls			
<ul style="list-style-type: none"> Has a pre-start including pre-work risk assessment (including a hazard hunt) been completed by the work team? Has an ATM (S.2) been completed with non-embedded contractor/s and subcontractors where required? Have all permits, including environmental regulatory approvals, for the work (where required) been obtained? Has the JSEA been reviewed with the work team at the work location and updated with all necessary controls as required? Have all chemicals been approved for use on site (in ChemAlert) and is use covered in risk assessment/JSEA? Have planned assurance activities been scheduled for the works (e.g. CCC's, CCV's, health and safety walks)? 	✓	✗	
People Critical Controls			
<ul style="list-style-type: none"> Verify all workers have completed the site induction and understand hazards and risks of the work and work area? Verify that all workers hold the relevant licenses and competencies for the work? Is there adequate supervision on site for the scope of work? 	✓	✗	
If any item is non-compliant pause the job and rectify the issues prior to restarting. If multiple areas have identified issues of non-compliance, then consider logging an incident.			

Action Taken	Responsible Person	Due Date

Was positive feedback given? If so, provide detail below

Critical Control Check – Contact with Electricity

Name of person(s) conducting check:	
Date of check:	
Site, Job Location & Contractor Company:	
Job description/work type:	

<i>Life Saving Rule</i>	✓	✗	Comments
#3 Ensure all necessary isolations are in place and verified as effective before work starts.			
If a Life Saving Rule is breached the job must be stopped, incident logged in myHSE and only restarted once the JSEA has been reviewed and signed off. Incident ID _____			

Critical Controls	✓	✗	Comments
<i>Plant Critical Controls</i>			
An exclusion zone must be applied when working in the vicinity of: <ul style="list-style-type: none"> A bare overhead power line; An insulated overhead power line connected to a building; An open switchboard with exposed components (e.g. connections or bare busbars); An exposed overhead conduction (e.g. substation busbar, travelling or gantry crane busbars; and Any exposed electrical part which may present risk to personnel. 			
All PPE used must comply with any relevant Australian Standards. Depending on the type of work and the risks involved, the following PPE must be considered: <ul style="list-style-type: none"> Face Protection—use of a suitably arc rated full face shield may be appropriate when working where there is potential for an arc flash to occur; Eye Protection—metal spectacle frames must not be worn; Gloves—use gloves insulated to the highest potential voltage expected for the work being undertaken. Leather work gloves may be considered for de-energised electrical work; Clothing—use non-synthetic clothing of non-fusible material and flame resistant. Clothing made from conductive material or containing metal threads must not be worn; and Footwear—use non-conductive footwear (e.g. steel toe capped boots or shoes manufactured to a suitable standard). 			
Low Voltage Gloves must be used when exposed conductive parts have not been confirmed as earthed and when working in and around live apparatus.			
Gloves must be used when operating metal clad switchgear and earthing High Voltage apparatus.			
<i>Process Critical Controls</i>			
Electrical Energy risks must be documented, assessed and controlled in a JSEA prior to undertaking work.			
Test for dead (test before you touch) procedure must be applied at all times.			
<i>People Critical Controls</i>			



Critical Control Verification – Contact with Electricity

Name of person(s) conducting verification:	
Date of verification:	
Site, Job Location & Contractor Company:	
Job description/work type:	

Audit Finding Key
C: Compliant – meets all requirements
D: Deficient – evidence gap identified or improvement required but does not compromise control objectives
S: Significantly deficient - the design or operation or verification of the critical control is not appropriate and impacts achievement of the control objective

Type	Criteria	Verification Activity	Evidence sighted	Verification Finding (C, D, S)	Proposal Improvements
Plant Critical Controls					
Critical Control 1 - Electrical devices and testing equipment must be inspected, maintained and calibrated with consideration to manufacturers recommendations.					
Design Check CC1-D1	Processes for electrical devices and testing equipment are developed and include the requirement to inspect, maintain and calibrate in accordance with manufacturers recommendations.	<p>Confirm procedures have been developed to ensure all electrical devices and testing equipment is inspected, maintained and calibrated as required by the manufacturers recommendations.</p> <p>Confirm the electrical devices and testing equipment selected for use are fit for purpose.</p> <p>Discuss this requirement with personnel responsible for inspecting, maintaining and calibrating the electrical devices/testing equipment.</p> <p>Review the maintenance strategy in place for the electrical devices / testing equipment.</p>			
Operation Check CC1-O1	Inspection, maintenance and calibration processes are established.	<p>Confirm schedule or planned activities for inspection, maintenance or calibration.</p> <p>Sight completed inspection, maintenance or calibration documentation (e.g. checks, forms, tags or other record).</p>			
Critical Control 2 - All PPE used must comply with any relevant Australian Standards. Depending on the type of work and the risks involved, the following PPE must be considered:					
<ul style="list-style-type: none"> • Face Protection—use of a suitably arc rated full-face shield may be appropriate when working where there is potential for an arc flash to occur; • Eye Protection—metal spectacle frames must not be worn; • Gloves—use gloves insulated to the highest potential voltage expected for the work being undertaken. Leather work gloves may be considered for de-energised electrical work; • Clothing—use non-synthetic clothing of non-fusible material and flame resistant. Clothing made from conductive material or containing metal threads must not be worn; and • Footwear—use non-conductive footwear (e.g., steel toe capped boots or shoes manufactured to a suitable standard). 					
Design Check CC2-D1	Electrical Management Procedures are in place that include PPE requirements. PPE Procedure is in place.	<p>Confirm there is a requirement within documentation for the use of PPE comply with Australian Standards.</p> <p>Discuss the processes for selecting suitable and wearing of</p>			

15.5. Contractor Authority to Mobilise

Health Safety & Environment Look. Think. Act.		Authority to Mobilise Section 1 'Pre-Mobilisation'		agl	
<p>Instructions for Contractors: Section 1 of the Authority to Mobilise (ATM) is a pre-mobilisation check that must be completed by all contractors (except for Contractors that are HSE Prequalified) that provide services on AGL sites, or customer locations. Authority to Mobilise Section 2 AGL-HSE-FRM-003.1.2 Contractor Pre-start/Authority to Work will be completed on site with the AGL Representative, Supervision/Nominee prior to the commencement of work. Contractors who are not AGL HSE Pre-qualified are required to complete Section 1 and submit it, along with all requested information, to their nominated AGL Representative, for review and approval, prior to commencing any works on site. If you have any questions, you should contact your AGL Representative for clarification.</p>					
Section 1: To be completed by Contractor and submitted to AGL Representative prior to mobilising to site					
Date:	Contracting Company:			PO Number:	
AGL Contract Representative:	Site/Location:				
Planned duration of works: <i>ATM is only valid for this period</i>	Start date:	End date:			
1.2 Access Requirements			Y/N	Comments	
Is your company HSE prequalified in CM3? Please provide evidence (certificate) or expiry date.					
If not prequalified, attached evidence of required insurances, and tick		Public Liability - \$20M	<input type="checkbox"/>	Workers Compensation	<input type="checkbox"/>
List of names of all workers carrying out work attached (if known). Names must be provided before site access is granted. <i>Names can be attached.</i>					
Licenses and competencies of all workers have been supplied (via Rapid, Workday or attached)					
A register of plant and equipment to be used on site is attached?					
A register of chemicals to be used on task is attached, and Safety Data Sheets available?					
Is a Journey Management Plan required for travel to/from site? Please provide if yes.					
A preliminary risk assessment (JSEA, SWMS, etc.) relevant to the scope of works has been supplied?					
Will you be engaging any sub-contractors to complete the work? If yes, provide details below. <i>Vendors who will be engaging sub-contractors to perform work must be HSE prequalified. Contact your AGL Contract Representative if you are engaging sub-contractors and/or require prequalification.</i>					
Sub-Contractor Name:		Trade/Specialty:			
Note: A site induction is a condition of entry onto all AGL work sites. Please contact your AGL Contract Representative for details.					
1.3 Work Scope					
Describe works to be carried out: (Please attach)					
Will the works involve any of the following High-Risk Activities* (tick all that apply)?			<input type="checkbox"/> Electrical work*	<input type="checkbox"/> Confined Space Entry	
<input type="checkbox"/> Removal of Asbestos <input type="checkbox"/> Excavation Work <input type="checkbox"/> Working at Heights <input type="checkbox"/> In or near water where there is a risk of drowning					
<input type="checkbox"/> Work carried on pressurised gas or fluid systems or chemical, fuel or refrigerant lines <input type="checkbox"/> Tilt-up or pre-cast concrete					
<input type="checkbox"/> Work carried out in an area/s that may have a contaminated or flammable atmosphere/location <input type="checkbox"/> Demolition <input type="checkbox"/> Lifting Operations					
Contractor Company Representative:			Phone Number:		
<i>This form, and any attachments, must be forwarded to your AGL Contract Representative for review and approval.</i>					
AGL USE ONLY: Authority for Contractor to mobilise to site to be reviewed and signed by AGL Contract Representative					
Name:		Position:			
Signature:		Date:	Contractor Category: <input type="checkbox"/> 1A <input type="checkbox"/> 1B <input type="checkbox"/> 1C <input type="checkbox"/> 1D <input type="checkbox"/> 2A <small>As per HSE Sourcing Matrix</small>		
* If the contractor is <u>not</u> HSE Prequalified and the scope of work involves any of the High-Risk Activities indicated above, the ATM must be reviewed, and approved by the Head of Function for the Business/Equivalent or (approved delegate).					
HSE BP Review	Name:	Date:	Signature		
Head of or Delegate App.	Name:	Date:	Signature		
<i>(*Electrical Work - work on any electrical equipment or installation that operates at a voltage greater than extra-low voltage)</i>					

Instructions for Contractors: The Authority to Mobilise (ATM) Section 2 is the authority to commence work and will be completed on site with the AGL Representative/Supervision/nominee prior to the commencement of work. If you have any questions, you should contact your AGL Representative for clarification.

Contracting Company:			
Section 2: To be completed by the AGL Representative/Supervision/Nominee with the Contractor <u>prior</u> to starting work at site and attached to work pack or Contract/Project file.			
Scope of Work Pre-start Checklist		Y/N	Comments
Verify all workers have completed relevant site induction?			
Verify all workers have relevant licenses to complete the work scope?			
Where required, are necessary Permits in place for contractor to undertake work?			
Have all known hazards and risks associated with the work scope been communicated to the contractor?			
Has the contractor identified all hazards and controls for the scope of work to be performed?			
Have communication methods or requirements been established between AGL Contract Representative and Contractor?			
Verify that contractors acknowledge that all incidents, near misses, and hazards are to be reported immediately (including electric shock/Immediate Notification Reports)?			
Are emergency response protocols communicated and clearly understood?			
Has all plant & equipment been inspected and in accordance with supplied register of plant and equipment and appropriate for the work?			
Is regulatory environmental approval in place to undertake this work, where required?			
Have all chemicals / dangerous goods been approved for use on site and is a current SDS available?			
Is the JSEA/SWMS and any Personal Risk Assessment appropriate for task and do all workers clearly understand the hazards and controls?			
Have HSE assurance activities (CCC's, Inspections etc) been planned for the work scope?			
Additional AGL Representative/Supervision/Nominee Instructions:			
Details:			
AGL Representative/Supervision/Nominee and Contractor sign off:			
Contracting Company Supervisor		This form has been completed with an AGL Contractor Representative and I confirm that the information provided is true and correct.	
Name:		Sign:	
		Mob:	
		Date:	
AGL Representative / Supervision / Nominee		I am satisfied that the contractor has fulfilled the requirements as detailed in this form. I will monitor the scheduled works to ensure it is conducted in accordance with the controls listed in this document and associated supportive documents.	
Name:		Sign:	
		Mob:	
		Date:	

Note: This form MUST be attached to the work pack prior to the start of work.

Contractor Worker Register. Provide names of workers who will be working on the scope of works. Attach a separate list if required.

First Name	Surname	Trade/Role

15.6. Dispute Resolution Policy



Dispute Resolution Policy.

Not satisfied?

We want to hear from you
so we can make things right.

Dispute Resolution

How our Complaint Handling and Dispute Resolution Procedure works.

If you have a complaint about any aspect of AGL's service or products, please call us or write to us so that we can resolve your concerns. Our aim is to do this as quickly as we can. On some occasions we'll be able to do this at the time you call. However, more complex problems may need to be looked into further before we can get back to you. If this is the case, we'll try to resolve your complaint within 28 days of your original telephone call or receiving your letter. During this time, if we need further information from you, we'll contact you and you can always call us for an update on how we're going with the resolution.

How to raise your concerns.

By phone.

Please call us on these numbers to discuss any concern you have about AGL's service or products.

Residential customers	131 245
Small and medium business customers	133 835
Industrial and commercial business customers	1300 785 739

By letter.

If you prefer, write to us at the following address with the details of your complaint and we will aim to provide an initial response within two business days of receiving your letter.

AGL Energy
Customer Services
Locked Bag 14120 MCMC
Melbourne VIC 8001

Taking your concern to a higher level.

If you're not happy at any stage with the way we are investigating your concern, you may have your complaint handled at a higher level by the relevant manager. You may request this at any time by calling or writing to us.

Taking your concern to the Ombudsman.

We are a member of the relevant Ombudsman Scheme in the States in which we sell gas or electricity. After attempting to resolve your complaint with us, if you're not satisfied with our efforts you may contact the relevant State Ombudsman to review your complaint and our attempted resolution.

A complaint is an expression of dissatisfaction made to us whereby a resolution or response is expected (either explicitly or implicitly). It may be related to our products, services, policies, procedures or the complaints-handling process.

How to get in touch with your Ombudsman.

ACT

ACT Civil and Administrative Tribunal

Mail: DX5691, GPO Box 370, Canberra ACT 2601

Phone: (02) 6207 7740

Fax: (02) 6205 4855

Email: ACATenergycomplaints@act.gov.au

Web: www.acat.act.gov.au

NSW

Energy and Water Ombudsman NSW

Mail: Replied Paid 86550, Sydney South NSW 1234

Phone: 1800 246 545

Fax: 1800 812 291

Email: omb@ewon.com.au

Web: www.ewon.com.au

Queensland

Energy and Water Ombudsman Queensland

Mail: PO 3640, South Brisbane BC, QLD 4101

Phone: 1800 662 837

Fax: (07) 3087 9477

Email: complaints@ewoq.com.au or info@ewoq.com.au

Web: www.ewoq.com.au

South Australia

Energy Industry Ombudsman SA

Mail: GPO Box 2947, Adelaide SA 5001

Phone: 1800 665 565

Fax: 1800 665 165

Email: contact@ewosa.com.au

Web: www.ewosa.com.au

Victoria

Energy and Water Ombudsman Victoria

Mail: Reply Paid 469, Melbourne VIC 8060

Phone: 1800 500 509

Fax: 1800 500 549

Email: ewovinfo@ewov.com.au

Web: www.ewov.com.au

15.7. Notice of Pruning



NOTICE OF PRUNING OR CLEARING

Electricity Safety (Electric Line Clearance) Regulations (2020)

Dear Sir/Madam

AGLA Generation is aware of the importance of a fire safe Victoria to the public, farmers, and industry.

To meet these needs and ensure a fire safe environment, AGLA Generation conducts a Bushfire Mitigation Program. Part of this program is to complete an inspection of our powerlines on public and private lands to identify unsuitable vegetation.

Vegetation has been identified on or near your property that is unsuitable to remain in the vicinity of electric lines

We give you notice that a tree/s* on/near* your property require pruning/clearing* to meet the necessary clearance space for the electric line.

Pruning will result in cutting back parts of the tree/s from the clearance space to allow for minimum clearance distance of...metres plus an allowance for regrowth over the next...years.

If you do not contact us within FOURTEEN DAYS from the date of this notice, we will proceed with the necessary pruning works to ensure clearances are maintained during this regrowth period

These pruning works are programmed to be carried out by our contractors or by us on .../.../... or within 5 days before or after this date.

If the clearing or pruning of any tree is to be undertaken using a methodology which differs from established practices, then we will consult and negotiate with you before works start.

Except for extreme cases, it is the policy of AGLA Generation to consult with customers where vegetation maintenance is to be conducted on private property.

Please contact our Responsible Representative... on 03... to make an appointment.

When making an appointment, please quote the following details:

Feeder Name Spur Name.....

Pole Number Negotiation Number.....



NOTICE OF ELECTRICAL ASSET INSPECTIONS

Electricity Safety (Bushfire) Regulations (2022)

Dear Sir/Madam

AGL Energy is aware of the importance of a fire safe Victoria to the public, farmers, and industry.

To meet these needs and ensure a fire safe environment, AGL Hydro conducts a Bushfire Mitigation Program. Part of this program is to complete an inspection of our powerlines on public and private lands to inspect the electric line and associated hardware.

ELECTRIC LINES AND ASSOCIATED HARDWARE HAS BEEN IDENTIFIED ON OR NEAR YOUR PROPERTY AND IS REQUIRED TO BE INSPECTED AND MAINTAINED

This work is programmed to be conducted by our contractor, _____, on behalf of AGL Energy. The contractor is certified in accordance with the Electrical Safety Act to conduct this work.

These works are programmed to be carried out between ___/___/___ and ___/___/___

If you would like further information in regard to the above work, please contact our Responsible Officer on (03) _____ to make an appointment with your area representative, _____

When making an appointment, please quote the following details.

Electric Line Name: _____

Spur Name: _____

Pole Number: _____