



Community Engagement Plan Yuri Phase 0 – Green Hydrogen



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Contents

Purpose	3
Project Overview	4
Timeline	4
Objectives	5
Engagement requirements and guidelines	6
Statutory requirements	6
Community stakeholder analysis	7
Potential risks / issues / concerns	8
Key messages	10
Engagement and communication approach	11
Overarching approach	11
Engagement tools and techniques	11
Action Plan	13
Governance	15
Monitoring and evaluation	16
Monitoring.....	16
Appendices	17
Appendix 1: Best Practice Charter for Renewable Energy Developments	17
Appendix 2: ENGIE Stakeholder Feedback Framework	18

Purpose

This Community Engagement Plan outlines how ENGIE will engage with the community and stakeholders with regards to the proposed Yuri Hydrogen project.

The Plan outlines the communication and engagement approach to support constructive relationships with stakeholders and the community, mitigate project risks, build ENGIE's reputation within the community and foster an aligned approach to genuine engagement.

For the purposes of this Plan, community is broadly defined as the people and groups that are interested in or affected by ENGIE's proposed Yuri Hydrogen project. This includes:

- Local and State Government representatives
- Aboriginal and Torres Strait Islander communities
- Community groups
- Industry groups
- Neighbouring landowners
- Project partners

In addition to these broad stakeholder groups, key community representatives such as members of Parliament and local councillors, have also been included.

This *live* document will be updated in response to stakeholder feedback, project requirements and as key milestones are met.

Project Overview

The Project is to design, develop, build and operate a plant consisting of a 10 MW Electrolysis + 18 MWp PV + 8 MW / 5 MWh Battery Energy Storage System (BESS) within the existing lease boundaries of the YARA Pilbara ammonia plant (0.8 mtpa-NH₃ capacity, operation since 2006) on the Burrup peninsula, 15 km from the city of Karratha in the Pilbara region of Western Australia.

Karratha is an isolated city located 1,500 km north of WA capital city Perth. It was established to accommodate iron ore mining workforce since 1960s and the LNG workforce since the 1980s. With an urban population of 17,000, supported by the big companies operating in the region, Karratha has very well-developed urban living infrastructures: an airport, hotels, shopping centres, restaurants & bars, a cinema, an art & exhibition centre, schools and hospitals.

The Project will produce electricity and hydrogen, and supply to the next-door YARA's existing ammonia plant. YARA is the ammonia international market leader (excl. Chinese) with 8.5 MTPA (million tons per annum) ammonia production, with plants across the world.

Timeline

The following timeline reflects the key milestones of the project.

Milestone	Date
EPA Ministerial Approval	August 2022
Development Approval	September 2022
Works Approval	September 2022
Construction to commence	November 2022
Operations to commence	May 2024

Objectives

The objectives that will guide the engagement activities include:

- **Effectively engage** with stakeholders on things that they can influence based on policy, the project and planning process
- **Integrate feedback** and engagement outcomes into project decision-making
- **Build constructive relationships** to position ENGIE as a leader in stakeholder engagement.

This Plan aligns with ENGIE's overarching approach to stakeholder engagement, which is based on the guiding principles of:

- **We communicate** decisions that will affect stakeholders as early as possible, in the clearest possible fashion, and through channels they can access
- **We listen** to feedback and are clear with stakeholders where they can influence outcomes / co-create / participate in the decision-making process, or where they are being advised / informed
- **We incorporate stakeholder feedback** wherever possible and follow through where there has been a commitment made
- **We give confidence** to regulators, governments, decision makers and other stakeholder representatives by demonstrating our engagement approach.

Engagement requirements and guidelines

Statutory requirements

Consultation and engagement with community members and stakeholders will form part of the Development Application (DA) process and this Plan, including:

- Identification of stakeholders including councils, government agencies and affected communities
- The approach to engagement, when, how and what information has been provided
- Opportunities stakeholders will be given to participate in the process
- Outcomes and findings of the engagement activities, including what was heard, what has or hasn't changed and why.

In accordance with Section 107(3) of the *Planning, Development and Infrastructure Act 2016* (PDI Act), ENGIE is required to publish a notice on the relevant land advising the public that a DA will be placed on public exhibition.

The relevant authority is responsible for giving notice to an owner or occupier of adjacent land.

International Association for Public Participation (IAP2) Quality Assurance Standard

The Quality Assurance Standard was endorsed by the IAP2 Federation in May 2015 and is recognised as the International Standard for Public Participation practice.

Designed to respond to market requirements for evidence that effective community and stakeholder engagement has been delivered, the standard supports delivery of the IAP2 spectrum of public participation which aims to move engagement from one of inform, consult, or involve to more actively collaborating and empowering stakeholders and local communities.

The standard provides:

- A set of principles to ensure consistency in quality of consultation and engagement
- An outline of the important elements of any engagement process and what each stage of a community and stakeholder engagement process should entail
- A quality process by which engagement projects can be assessed, and
- Certainty for both practitioners and clients that the community and stakeholder engagement practice has been delivered to these standards.

Clean Energy Council Best Practice Charter for Renewable Energy Development

The *Best Practice Charter for Renewable Energy Developments* (Energy Charter) is a voluntary set of commitments for Clean Energy Council (CEC) members designed to clearly communicate the standards that the signatories will uphold in the development of current and new clean energy projects.

As a member of the CEC, ENGIE has committed to engage respectfully with the communities in which they plan and operate projects, to be sensitive to environmental and cultural values and to make a positive contribution to the regions in which they operate.

We have developed this Plan to support the ten commitments outlined by the Energy Charter, included as Appendix 1.

Community stakeholder analysis

The table below identifies stakeholder groups to be engaged throughout the project. This table will be modified in response to feedback and as additional stakeholders are identified.

Note that broader engagement with State Government departments and agencies may be managed outside the scope of this Plan.

Stakeholder group	Stakeholders
Federal Government representatives	<ul style="list-style-type: none"> Minister for the Environment and Water, Tanya Plibersek Australian Energy Infrastructure Commissioner, Andrew Dyer
State Government representatives	<ul style="list-style-type: none"> Minister for Environment and Climate Action, Hon Reece Whitby Minister for Regional Development, Agriculture and Food, Hydrogen Industry, Hon Alannah MacTiernan Member for Pilbara, Kevin Michel MP WA Department of Water and Environmental Regulation
City of Karratha	<ul style="list-style-type: none"> Cr Peter Long, Mayor Cr Kelly Nunn, Deputy Mayor Cr Gillian Furlong Cr Margaret Bertling Cr Daiva Gillam Cr Geoff Harris Cr Travis McNaught Cr Pablo Miller Cr Daniel Scott Cr Joanne Muller Cr Garry Bailey
Traditional Owners and other Aboriginal Groups	<ul style="list-style-type: none"> Murujuga Aboriginal Corporation, CEO Peter Jeffries
Indirectly impacted stakeholders	<ul style="list-style-type: none"> Dampier Community Association
Businesses, suppliers and economic groups	<ul style="list-style-type: none"> Karratha and Districts Chamber of Commerce and Industry (KDCCI) Local suppliers and businesses
Industry and interest groups	<ul style="list-style-type: none"> Clean Energy Council
Project partners	<ul style="list-style-type: none"> Arena WA Renewable Hydrogen Unit

Stakeholder group	Stakeholders
Media	<ul style="list-style-type: none"> • Ngaarda Media • North West Telegraph • Pilbara Echo • The West Australian • Hit106.5 Karratha • ABC Dampier Peninsula
General public	General members of the public who may take an interest in the project

Potential risks / issues / concerns

A summary of the key risks and proposed management strategies or messaging is set out below.

Subject	Risk / Issue / Concern	Potential management strategy / project response
Mistrust in consultation process	Stakeholder concerns that the consultation process is 'merely for show' and is not genuine	<ul style="list-style-type: none"> • Clear messaging on how stakeholder feedback has and will continue to be used going forward (transparency) • All team members to show genuine interest in stakeholder feedback and always capture feedback irrespective of sentiment.
Active 'anti' campaign commenced against ENGIE and / or the project proposal	Engagement and communications focuses on vocal minority (including anti-renewable groups) taking focus away from broader engagement process	<ul style="list-style-type: none"> • Structured and transparent early engagement • Consistent approach to engagement and communications • Promotion of consultation with broad stakeholder groups, with varied interests • Structured and responsive (rather than reactive) issues management • Positive media strategy.

Subject	Risk / Issue / Concern	Potential management strategy / project response
	Unsupportive community and / or the activation of community / landholder protest groups	<ul style="list-style-type: none"> • Structured and transparent early engagement • Consistent approach to engagement and communications, including project benefits targeted for the local community • Development of a local procurement strategy • Structured and responsive (rather than reactive) issues management.
Negative media interest	Media takes negative interest in the project and launches active campaign with negative focus	<ul style="list-style-type: none"> • Structured media strategy to address media issues • Clear media protocols for management of media enquiries • Transparent, open, ongoing communications to external stakeholders • Ongoing appropriate issues management.
Project impact concerns	Cultural heritage	<ul style="list-style-type: none"> • Ongoing engagement and collaboration with key stakeholders, including Aboriginal groups and other heritage knowledge holders • Develop clear messaging on how cultural heritage assessments are conducted and what happens if an artefact or place of significance is identified and confirmed.
	Construction impact	<ul style="list-style-type: none"> • Consulting with the local community to include construction impacts. • Development of a construction impact management and mitigation strategy addressing potential construction impact including traffic, noise, vibration, air quality. • Development of an emergency response plan.
	Environment, flora and fauna	<ul style="list-style-type: none"> • Ongoing engagement and community involvement in identifying key areas of flora or fauna importance • Develop clear messaging on how ecology surveys are conducted and what happens if specific flora or fauna are identified and confirmed.

Key messages

About ENGIE

- ENGIE is a global business that has been driving innovation for more than 180 years.
- ENGIE is driven by an ethos of environmental responsibility and is proud to be leading the energy transition and safeguarding the welfare of the environment. In Australia and the Asia Pacific region, ENGIE have closed or divested all emission intensive power generation facilities.
- ENGIE is proud to be setting the standard in Australia and New Zealand in lower carbon energy generation, renewables, energy efficiency and technology-based solutions.

About the project

- ENGIE has partnered with Yara, a world-leading producer of ammonia and crop nutrition programs, to construct one of the world's first industrial-scale renewable green hydrogen facilities.
- Located within the existing Yara Pilbara ammonia plant, it will produce up to 625 tons of renewable hydrogen and 3,700 tons of 'green' ammonia per year.
- The Yara plant is located within Burrup Strategic Industrial Area on the Burrup peninsula, 15 km from the city of Karratha in the Pilbara region of Western Australia.
- Scheduled for completion in 2023, the first phase of the project will see the construction of a 10 MW electrolyser, on-site photovoltaic panels and a battery storage system that will allow the plant to operate without being connected to the main electrical grid.
- Extensive surveying and management plans have been developed on heritage, bio-diversity and emissions, working with the local aboriginal community, local and state government agencies and the Environmental Protection Agency.
- Led by Yara, the Project continues to work closely with Murujuga Aboriginal Corporation (MAC) representing the indigenous community, city council of Karratha and the commission of Pilbara region.
- The project has been funded through a \$47.5 million Federal Government grant, through the Australian Renewable Energy Agency (ARENA) and \$2 million from the WA Government.

Renewable hydrogen

- Renewable hydrogen, a precursor to the production of ammonia, is seen as one of the most promising fuels for decarbonising emissions associated with power generation and shipping.
- Renewable hydrogen is produced using hydrogen obtained through the electrolysis of water and nitrogen obtained from the air using renewable energy sources.
- In turn, this hydrogen can be used in the manufacture of 'green' ammonia, an intermediary chemical used in the production of urea, nitrogen-phosphorus-potassium (NPK) compound fertilisers and explosives.
- More than 180 million tonnes of ammonia are produced globally every year, with the vast majority of this used in agriculture as fertiliser.

Engagement and communication approach

Overarching approach

The approach detailed in this Plan outlines a process to enable consistent, targeted and meaningful engagement and will focus on the following guiding principles:

- **Engage early** to establish and build relationships with key stakeholders including local council and occupiers of neighbouring land to identify any risks and concerns.
- **Genuine engagement** by providing clear and concise information about the project, including impacts and benefits, providing opportunities for consultation relevant to the level of impact and interest to the project and in collaboration with potentially affected landholders and community members.
- **Local focus** to proactively develop two-way communication channels tailored to the needs and interest of the local community.

Face to face engagement is the preferred approach where possible, to encourage engagement and establish relationships.

Engagement tools and techniques

The table below summarises potential engagement and communications tools to enable participation by stakeholders and community members. Engagement and communications will be structured around key project milestones and events. Details on when these tools will be used are outlined in the Action Plan.

Tools	Purpose
Stakeholder and feedback database	ENGIE maintains a stakeholder and feedback database using Consultation Manager. This system captures stakeholder information and specific engagement details, and ensures stakeholder feedback, concerns and enquiries are recorded and responded to. The system will be used to record Q&As and issues raised at community meetings, and assign actions to relevant staff to ensure these are followed up in a timely manner.
Project webpage	A project webpage has been established and will be used as a key interface with stakeholders and the wider community. Hosted on ENGIE's website, it will include general project information, contact information, including an online feedback form, factsheets and project updates. It will be updated regularly to reflect the latest project information.
Community enquiry number	ENGIE will promote its tollfree community feedback phone number in all communications.
Email address	A project email address will be established and available to stakeholders and the community during the life of the project.
FAQs	Frequently Asked Questions (FAQs) to enable consistent responses to common questions across the project team and stakeholders.

Tools	Purpose
Letters	Letters will be used for formal engagement with directly affected stakeholders. Letters will include relevant updates on the project and key details such as project and construction milestones.
Media releases	Media releases will be issued to communicate key messages, milestones and announcements. Copies will be provided to relevant media outlets, as required. Major project milestones to be formally announced through a media event.
In-person meetings	<p>Face to face meetings are the preferred engagement method and can take a variety of forms including scheduled meetings and site visits. Meetings are aimed at providing information on the project as well as establishing / maintaining lines of communication and a relationship should there be any future concerns / queries about the project. Meetings are to have an agenda, with minutes recording key decisions and all meeting participants.</p> <p>Community members will be notified of upcoming meetings via direct emails and follow up phone calls where they are direct invitees, and via media advertising when the meetings are open to the wider community.</p>
Surveys and questionnaires	Should stakeholder feedback on the proposal and engagement activities be required, online surveys and physical handout questionnaires will be utilised.
Virtual consultation tools	If necessary, remote consultation activities will be implemented, including video conferencing to conduct stakeholder briefings or as an alternative to in-person meetings.
Factsheets	A relevant factsheet to be prepared for distribution at community engagement activities, to provide project information on various topics. Factsheets will also be published on the project website.
Advertisements	Community focussed consultation information will be included in local media advertising to promote awareness, provide updates and advise of key community meeting and consultation events.
Facilitated meetings	Facilitated meetings between key stakeholders and the project team to provide transparency, access to technical experts and ultimately build a constructive relationship between ENGIE and the community.
Information events	Where required, local information sessions to support understanding of project by broader community members and stakeholders. These may be hosted by ENGIE and Yara, or may include attendance at local regional events.

Action Plan

Activity	Objective / Detail	Stakeholder/s	Responsibility	Timing
Develop / update communication and engagement materials	Supporting materials to be confirmed and then developed. Materials may include: <ul style="list-style-type: none"> Letter advising project update Project website Project site signage Community enquiry number Project email address FAQs (ongoing) Project factsheet 	All including: <ul style="list-style-type: none"> Local Councils Landholders and occupiers Community members 	ENGIE / Yara	From July 2022
Engagement with local Council	<ul style="list-style-type: none"> Provide project update, key construction dates. Work with Council officers on road management plans, community benefit programs 	<ul style="list-style-type: none"> Local Council Any other identified stakeholders 	ENGIE / Yara	Ongoing
Engagement with traditional owners	<ul style="list-style-type: none"> Regular meetings to continue with Murujuga Aboriginal Corporation on cultural heritage considerations and opportunities for collaboration 	Traditional owner groups and representatives	ENGIE / Yara	Ongoing
Construction announcement and media opportunity	<ul style="list-style-type: none"> Media release and press opportunity providing update on project, construction start date, project significance 	All	ENGIE / Yara	September 2022
Advertisement and promotional activities	Advertisements with local newspapers and community newsletters to promote: <ul style="list-style-type: none"> Awareness of the project 	All	ENGIE	Ongoing

Activity	Objective / Detail	Stakeholder/s	Responsibility	Timing
	<ul style="list-style-type: none"> Ways to obtain more information and provide feedback, including upcoming community meetings and drop-in sessions 			
Community drop-in session(s)	Informal information session providing opportunity for community members to ask questions and receive answers from project team members.	All	ENGIE	When required
Attendance at community events	Develop schedule of community events and attend where applicable to give project overview to local community.	Internal	ENGIE	Ongoing

Governance

The following processes and protocols will be used for the proactive management of information sharing throughout the life of the project.

Project requirement	Responsibility
Written communications protocol	<ul style="list-style-type: none"> All material for public distribution will be approved by ENGIE and Yara prior to distribution.
Emails, community enquiries and complaint letters	<ul style="list-style-type: none"> Written responses will be approved by the project team prior to distribution Enquiries, along with responses, will be recorded in the stakeholder and issues database with the appropriate thematic 'tags' identified Stakeholder details to be managed according to the requirements of the Privacy Act 1988 Response times to stakeholder feedback, queries or complaints are detailed in Appendix 2.
Phone or in-person enquiries	<ul style="list-style-type: none"> The details of calls or enquiries will be recorded in the stakeholder and issues database Response times to stakeholder feedback, queries or complaints are detailed in Appendix 2.
Media and political enquiries	<ul style="list-style-type: none"> Media enquiries will be referred to ENGIE as soon as practicable. Enquiries from political representatives and their offices will be referred to ENGIE as soon as practicable.

A list of the key contacts for community and stakeholder engagement is noted in the table below.

Role	Name	Organisation
Project manager	Philip Harford	ENGIE
Onsite contact	Mark Bradley	Yara
Stakeholder and Community Engagement Manager	Jacqui Niemand	ENGIE

Monitoring and evaluation

Monitoring

Engagement and communication processes will be monitored and reviewed to:

- Ensure the techniques being used are effective
- Identify new stakeholders
- Respond to any new issues
- Ensure staff / subcontractors are complying with community protocols
- Inform ongoing updates to the Yuri Hydrogen Community Engagement Plan.

This will be achieved by:

- Reviewing enquiries and complaints data to identify unresolved or recurring issues and emerging trends
- Informal discussions with stakeholders and the community
- Informal discussions with members of the project team
- Media monitoring.

A quarterly report on all stakeholder engagement activities, including feedback, complaints and questions will be developed. This report will be distributed to Yuri and ENGIE management and other key groups, as required by ARENA. The quarterly report will also be supplied to ARENA as evidence of community consultation for the Project.

Appendices

Appendix 1: Best Practice Charter for Renewable Energy Developments

1. We will engage respectfully with the local community, including Traditional Owners of the land, to seek their views and input before finalising the design of the project and submitting a development application.
2. We will provide timely information, and be accessible and responsive in addressing the local community's feedback and concerns throughout the lifetime of the development.
3. We will be sensitive to areas of high biodiversity, cultural and landscape value in the design and operation of projects.
4. We will minimise the impacts on highly productive agricultural land where feasible, and explore opportunities to integrate continued agricultural production into the project.
5. We will consult the community on the potential visual, noise, traffic and other impacts of the development, and on the mitigation options where relevant.
6. We will support the local economy by providing local employment and procurement opportunities wherever possible.
7. We will offer communities the opportunity to share in the benefits of the development, and consult them on the options available, including the relevant governance arrangements.
8. We commit to using the development to support educational and tourism opportunities where appropriate.
9. We will demonstrate responsible land stewardship over the life of the development and welcome opportunities to enhance the ecological and cultural value of the land.
10. At the end of the project's design or permitted life we will engage with the community on plans for the responsible decommissioning, or refurbishment/repowering of the site.

Appendix 2: ENGIE Stakeholder Feedback Framework

We value feedback from our community and stakeholders, and we aim to engage in a meaningful and helpful way. This framework sets out ENGIE’s approach to managing community and stakeholder feedback in the relation to our operational assets and our asset development projects.

If your experience with ENGIE has been positive, please let us know so we can recognise our team and keep doing what we’re doing. If your experience with us hasn’t met your expectations, we would also like to hear from you so that we can learn and improve.

If your feedback is related to other ENGIE activities, including our retail and residential energy solutions, please visit: [Dispute resolution complaints and compliments | Simply Energy](#).

Any feedback received in accordance with our Whistleblower Policy (available [here](#)), will be managed in accordance with the Whistleblower Policy.

Our approach to feedback

We define feedback as any communication we receive from you. This broad definition ensures that matters of concern to stakeholders are highlighted and brought to the attention of our team members. Types of feedback include:



Comments which can be either positive or negative but do not require further action.



Enquiries which are neither positive nor negative but require further action.



Complaints which are negative and typically require a response or resolution.

ENGIE has adopted the definition of a complaint from the *Australian Standard AS 10002:2022 Guidelines for complaint management in organisations* (**Australian Standard**).

“A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.”

Guiding principles

This framework is built on five guiding principles:

- **Fairness:** You will be treated fairly. If your feedback is negative and handled as a complaint, our actions and decisions will be respectful, impartial, and evidence-based.
- **Transparency:** Information about how to provide feedback is published on our website, with open and honest feedback sought.
- **Accountability:** We treat all feedback as an opportunity for continuous improvement.
- **Accessibility:** Feedback can be provided verbally over the phone or in person; or in writing by letter, email or online form.
- **Responsiveness:** If a response is required, we will reply courteously and within our stated timeframes, and we will keep you informed about the progress of a complaint.

These principles are consistent with those in the Commonwealth Ombudsman's *Better Practice Complaint Handling Guide* and align with the four principles set out in the *Australian Standard AS 10002:2022 Guidelines for complaint management in organisations*. The principles also reflect the Clean Energy Council's *Best Practice Charter*, to which ENGIE is committed, and the Complaint Handling and Emergency Procedures recommendations of the *Australian Energy Infrastructure Commissioner*.

How to provide feedback

You can provide feedback by:

1. completing our online form available on the ENGIE website
2. sending an email to assetdevelopment.au@engie.com
3. calling our dedicated projects phone line on 1800 845 067 Monday to Friday, 9am to 5pm
4. talking to us in person
5. sending us a letter to:
Level 23, Freshwater Place

2 Southbank Boulevard

Southbank, Victoria, 3006

If you are deaf or have a hearing or speech impairment, you can use the [National Relay Service](#) to provide your feedback. If English is not your first language, you may use the [National Translating and Interpreting Service](#). **We accept feedback from other people on your behalf.**

If you are emailing or writing, please include:

1. your full name, address and contact phone number(s)
2. a description of your feedback
3. any additional documentation or information that may support your feedback, and
4. if you are making a complaint, how you would like it to be resolved.

Our response

If your feedback is a complaint and requires a response, we will do our best to resolve the matter when you first contact us.

At times this may not be possible, and we will need to look into things further. In these cases, we will acknowledge that we have received your complaint within three business days (if in writing) and try to resolve it within 10 business days. If we can't, we will regularly update you on our progress.

If you believe your complaint isn't adequately resolved, you can ask us to escalate the matter to a staff member at a higher level within our organisation who will work with you to investigate further and find a solution.

If the complaint still isn't resolved to your satisfaction, we suggest you contact the [Australian Energy Infrastructure Commissioner](#) or your local Ombudsman.

[NSW Ombudsman](#) | Phone: 1800 451 524

[Queensland Ombudsman](#) | Phone: 1800 068 908

[Victorian Ombudsman](#) | Phone: 1800 806 314

[South Australian Ombudsman](#) | Phone: 1800 182 150

[West Australian Ombudsman](#) | Phone: 1800 117 000

Framework review

We are committed to continuous improvement and will update this framework from time to time, based on feedback received and its overall effectiveness. A formal review of the framework and the supporting response process and procedure will also occur every two years. The formal review will consider the Framework's alignment with the Australian Standard, the Complaint Handling and Emergency Procedures recommendations of the Australian Energy Infrastructure Commissioner and the Clean Energy Council's Best Practice Charter. We will also review it for consistency with the Commonwealth Ombudsman's Better Practice Complaint Handling Guide.