

# Who can I talk to about renewable energy infrastructure?

## Where can I find info about a renewable energy project near me?

EnergyCo's interactive map shows details of projects in the Renewable Energy Zones (REZs). EnergyCo is the government agency leading the delivery of NSW's REZs.

Visit NSW Planning Portal for information about projects that have started the planning approval process.

Australia and New Zealand Infrastructure Pipeline (ANZIP) has details, maps and supporting documents for major infrastructure projects.

## I'm unhappy with the actions of an infrastructure entity. Who can I talk to?

Contact the entity first, clearly state your issue and follow up if necessary. Be clear about what has or hasn't happened, how it has impacted you and what you expected. Keep detailed records of your communications.

If you are not satisfied with the response, contact us. We can provide you with advice, including helping you understand the relevant guidelines.

For complaints about EWON members, we can investigate. If we can't investigate, we will refer you to other sources of independent information and support, such as the Australian Energy Infrastructure Commissioner (AEIC).

## A developer wants to build a large-scale solar, wind or battery project on my property. What do I need to know?

Record the name of the company and person you spoke with. Look up the developer's website; in the early stages of planning, there may not be much information available.

The developer may ask you to enter a private agreement. Make sure you seek legal, financial and taxation advice from qualified professionals before you start negotiations.

See NSW Farmers' NSW Renewable Energy and Transmission Landholder Guide for more information.

## Energy & Water Ombudsman NSW (EWON)

EWON is a free and independent service for landholders and community members seeking assistance with renewable energy infrastructure concerns.

We provide independent advice and information. If you are dissatisfied with your interactions with an infrastructure entity, we can investigate and resolve your complaint.

## Contact us

**Freecall**

**Online**

**Freepost**

1800 246 545\* Mon - Fri, 9am to 5pm

ewon.com.au

Reply Paid 86550

Sydney South NSW 1234

\*If you are calling from a mobile phone, let us know and we will call you back.

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## The proposed transmission route is on my property. Who should I talk to?

Speak to the entity who approached you first – EnergyCo or the transmission developer. Infrastructure entities are required to consult with the community during the preparation of the Environmental Impact Statement (EIS).

Once the EIS is released, you have 28 days to make a submission in the **NSW Planning Portal**.



Scan for more information

## Who can I talk to about land acquisition?

Private property can be acquired for transmission infrastructure. There are laws, rules and regulations that govern the process.

When negotiating acquisition, make sure you seek legal, financial and taxation advice from qualified professionals before signing an agreement.

Find a solicitor with experience in land acquisition who can advocate for your best interests. If your property is acquired, you are entitled to compensation for reasonably incurred legal and valuation costs.

Visit the **Centre for Property Acquisition** for resources and support services.



## I'm a neighbour to a renewable energy development. What do I need to know?

Infrastructure entities should consult with neighbours and keep them updated during the planning approval and construction stages. If you haven't been consulted, contact the entity.

Developers may enter Non-Disclosure Agreements with landholders; this means your neighbour may not be able to discuss the project.

Some developers offer compensation or other measures to minimise impacts. Make sure you seek legal, financial and taxation advice from qualified professionals before signing any agreement.

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## Useful resources

**EnergyCo:** [Information for Landowners](#)

**NSW Farmers:** [NSW Renewable Energy and Transmission Landholder Guide](#)

**Centre for Property Acquisition:**

- [A guide to property acquisition in NSW](#)
- [Property acquisition support](#)

**Department of Planning, Housing and Infrastructure Guidelines:**

- [Undertaking Engagement Guidelines for State Significant Projects](#)
- [Renewable Energy Planning Framework & Guidelines](#)
- [Transmission Guideline](#)
- [Private Agreement Guideline](#)
- [Benefit-Sharing Guideline](#)