

North West Transmission Developments

Information Pack | August 2026

TasNetworks | Powering a Bright Future


DANGER

Tasmania's energy needs are changing

Tasmania is moving towards a more electric future. How we use electricity is changing, and that means our transmission network needs to change too. Projects like the North West Transmission Developments (NWTD) help make sure Tasmania has the infrastructure it needs to power homes, businesses and communities now and into the future.

About the North West Transmission Developments

The North West Transmission Developments is a major upgrade to Tasmania's electricity network. It will help keep the power system reliable and stable while creating more capacity for existing and future renewable energy projects in the region, including Marinus Link.

Stage 1 of the NWTD includes 3 km of new and 126 km of upgraded transmission lines. It also includes upgrades to the Sheffield, Palmerston and Burnie substations and a new switching station at Heybridge to support the Marinus Link converter station.

Why change now?

Growing demand for power

Electricity use in Tasmania is increasing. More households are using electric appliances, electric vehicles are becoming more common, and industries are shifting away from fossil fuels. To meet this growing demand and attract new industries, Tasmania needs a stronger transmission network and increased on island generation and storage capacity to deliver reliable, affordable and clean power where it is needed.

Extra renewables needed

Tasmania's hydro system has powered the state for decades, but changes to historical rainfall patterns can place pressure on water storages. Adding more wind and solar generation, supported by modern transmission infrastructure and energy storage such as pumped hydro, helps keep the lights on even when rainfall is low.

Boosting energy security

Building a stronger transmission network allows Tasmania to move electricity more efficiently around the state, manage different sources of generation, and import power when required. It also enables surplus clean energy to be exported to other parts of the National Electricity Market, generating revenue for Tasmania. This flexibility supports long term energy security and helps manage price pressures as demand grows.

Two-way energy flow

Project Marinus, which includes the NWTD and Marinus Link, will connect Tasmania and Victoria through new electricity and telecommunications infrastructure, creating a stronger, more flexible and reliable energy system.

It's time to expand the network

Most of the existing transmission infrastructure was built decades ago and was not designed to carry the level of electricity needed today. The NWTD upgrades and expands the network so electricity can be moved from where it is generated to where it is used reliably and efficiently, now and into the future.



POWERING TASMANIA'S FUTURE



POWER WHERE IT'S NEEDED, WHEN IT'S NEEDED

The NWTD will make the network more reliable and able to carry twice as much electricity.



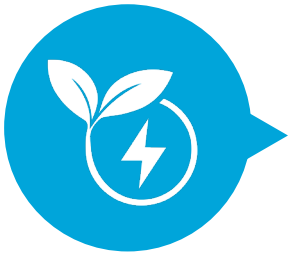
SUPPORTING LOCAL JOBS AND SKILLS

A large proportion of the construction workforce for the NWTD will be engaged through local Tasmanian subcontractors, creating jobs, supporting skills development, and delivering long-term economic benefits across the state.



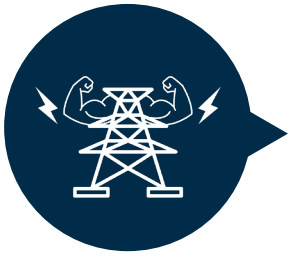
UNLOCKING INVESTMENT AND INDUSTRY GROWTH

Project Marinus will enable new investment in Tasmania in both renewable generation (wind, hydro and solar) and major industries such as biofuels, advanced manufacturing and data centres, supporting ongoing economic growth.



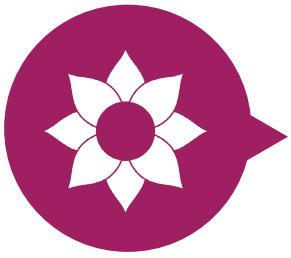
SUPPORTING A CLEAN ENERGY FUTURE

The NWTD supports Tasmania's contribution to the national transition to a renewable energy future, helping to reduce emissions while meeting growing electricity demand.



BUILDING FOR THE LONG TERM

Projects like the NWTD are about planning ahead; delivering long term energy security for Tasmania, supporting industry growth, and ensuring today's investments continue to benefit Tasmanians well into the future.



SHARING ADDITIONAL BENEFITS WITH LOCAL COMMUNITIES

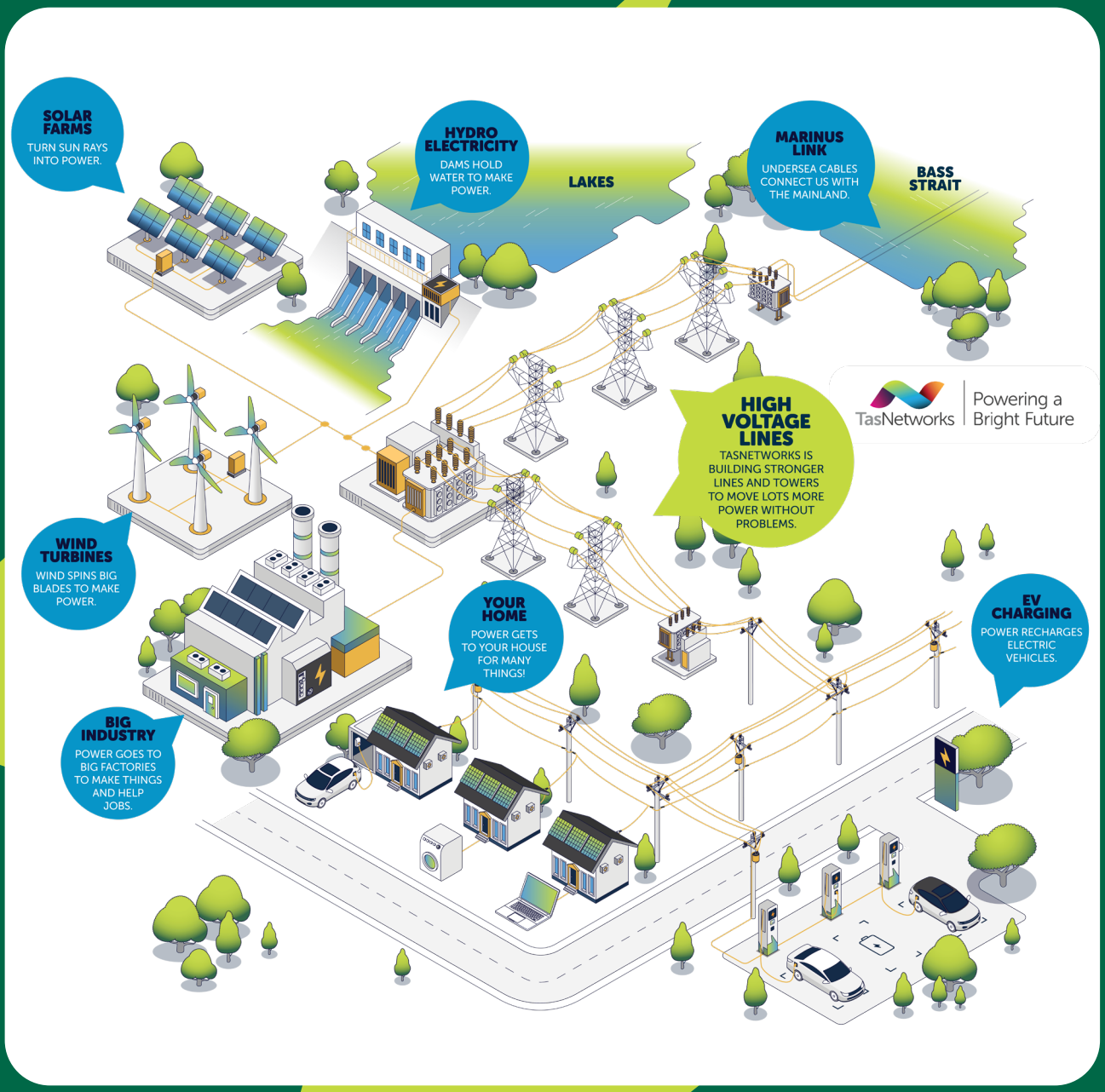
Project impacts can be felt by the local communities hosting transmission infrastructure. TasNetworks has committed $10 million through the Bright Futures Fund to support the equitable distribution of benefits across the region.

Our network in action

TasNetworks owns, operates and maintains the electricity transmission and distribution network in Tasmania, delivering safe, cost-effective and reliable electricity supply to more than 295,000 homes and businesses.

Tasmania will own 100% of the NWTD through TasNetworks, retaining ownership of the on-island electricity transmission infrastructure.

As Tasmania's electricity network planner, TasNetworks is working to ensure that the network will be capable and ready to support future renewable energy developments and Tasmania's increasing energy demands.





From planning to construction

Since 2019, TasNetworks has been developing all the necessary plans and technical designs and has gone through land-use planning and comprehensive approvals processes at local council, Tasmanian government and Australian government levels. The project has also completed a rigorous and regulated economic cost-benefit analysis.

In February 2026, the Australian Energy Regulator (AER) made its final decision on construction costs for Stage 1 of the NWTD, with the approval providing revenue certainty for TasNetworks.

After a detailed assessment, the Tasmanian Planning Commission (TPC) granted a planning permit for the project in March 2026, subject to conditions. Approval under the Environment Protection and Biodiversity Conservation (EPBC) Act was also granted from the Commonwealth in April 2026, subject to conditions.

TasNetworks reached financial close for the NWTD in early May 2026, marking the final major step before construction begins. Full construction for Stage 1 will start immediately upon the TPC planning permit (pending appeal) and EPBC approval taking effect.

The latest Integrated System Plan (ISP) released by the Australian Energy Market Operator (AEMO) in June 2026 maintains Project Marinus Stage 2 as actionable, signalling the NWTD project's ongoing role in supporting energy security and stability.

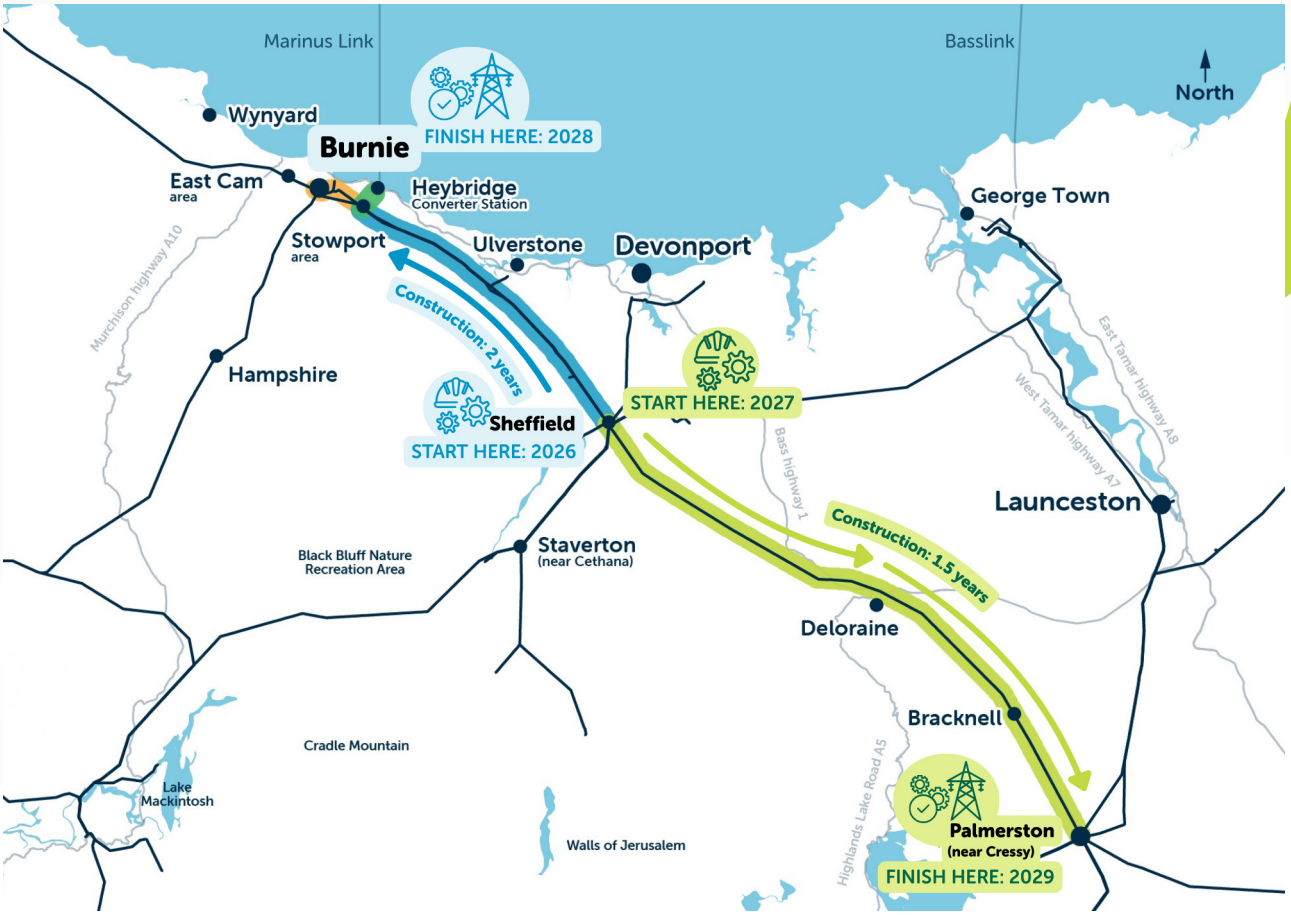
Our construction partner

TasNetworks has appointed GenusPlus Group Ltd (Genus) to deliver the construction works for Stage 1 of the project. Genus is experienced in electricity and communications infrastructure projects within Tasmania and nationally. This appointment followed an extensive procurement process to ensure the highest standard of probity, fairness and equal opportunity.

Genus is required to meet TasNetworks' strict safety, environmental and community engagement standards, and all work will be carried out in accordance with approved permits, management plans and land access agreements. TasNetworks will continue to oversee construction activities to ensure all project commitments are met.

Building NWTD

New and upgraded transmission infrastructure



North West Transmission Developments stage 1 construction

Palmerston to Sheffield
Length: ~80km - Reduction in towers: from 261 to 167

Stowport area to Heybridge Converter Station
Length: ~3.2km - New towers: 9

Sheffield to Stowport area
Length: ~44km - Reduction in towers: from 119 to 94 towers and 11 dual monopoles

Stowport area to Burnie
Length: ~5km - Reduction in towers: from 19 towers to 14 dual monopoles

NWTD transmission

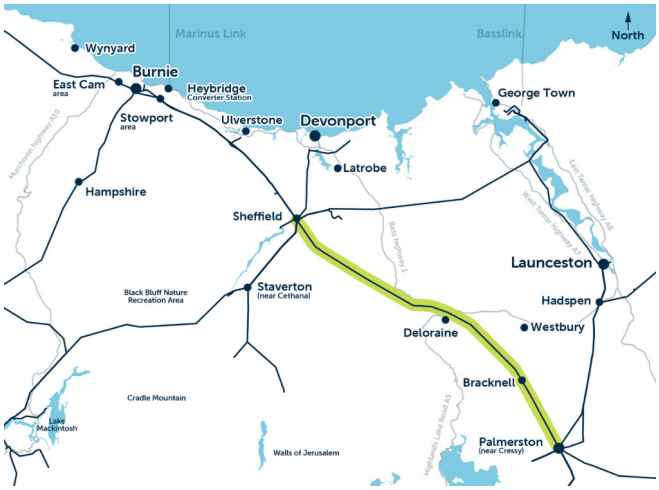
Existing transmission

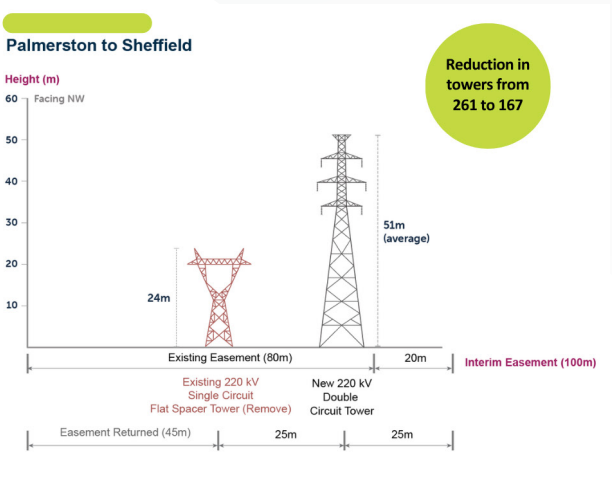
***Locations are approximate**
Total number of towers and poles: 295

Palmerston to Sheffield upgrade

Between Palmerston and Sheffield, a double circuit 220 kilovolt (kV) transmission line will be constructed alongside the existing transmission line on its north-eastern side. To accommodate the line, the existing easement will need to be widened by around 20 m during construction. TasNetworks has committed to returning any redundant easement to landholders once construction is complete.

The line is around 80 km long with 167 new towers at an average height of 51 m.





Poles or towers?

In most locations, new 220 kV double circuit towers will be installed to replace the shorter existing single circuit towers. In 25 locations, 220 kV double circuit dual monopoles will be used (pictured).

Whether towers or poles were chosen at each location considered many factors, including engineering requirements, environmental conditions, land use, constructability and network performance and reliability.



Sheffield to Stowport area upgrade

The section between Sheffield and the Stowport area is the most complex construction zone of the NWTD project. Upgrading critical transmission infrastructure in this highly constrained corridor while maintaining reliable power to customers requires significant planning, coordination and careful staging of works.

For this section, a double circuit 220 kV transmission line will be constructed mostly on the south-western side next to the existing single circuit 220 kV line which will then be removed (1). To make room for the line to be built on the south-western side, the easement will need to be widened by around 20 m.

In some locations, the upgraded line will be built in the same location as the existing line (2) or on the north-eastern side (3)(4).

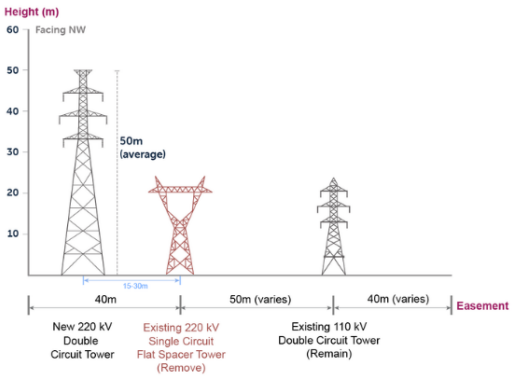
The line will be around 44 km long with 94 new towers at an average height of 51 m and 11 new dual monopoles at an average height of 28 m.



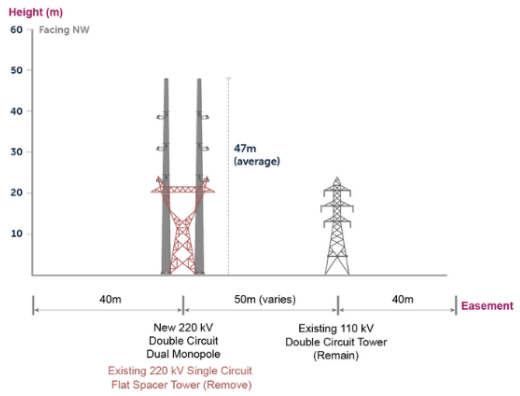
Sheffield to Stowport Area

Reduction from 119 towers to 94 towers & 11 dual monopoles

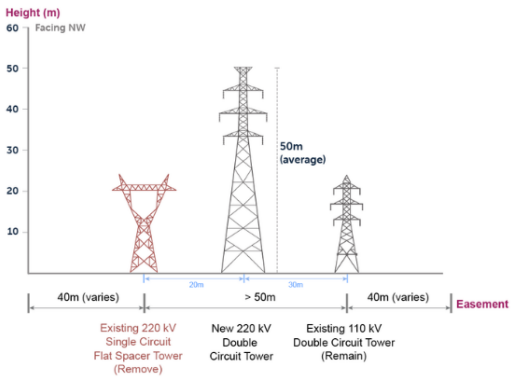
Construct to the south-western side (1)



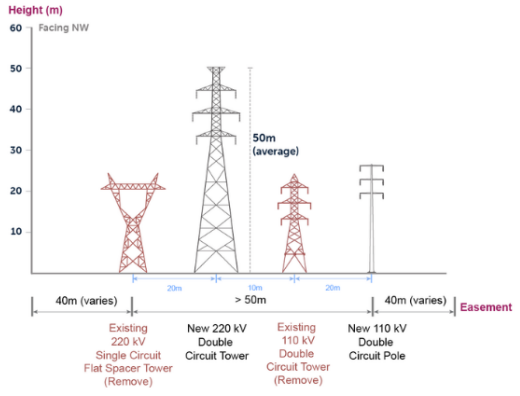
Construct in same location as existing line (2)



Construct to the north-eastern side between the existing transmission lines (3)



Construct 220 kV tower & 110 kV pole to north-eastern side (4)

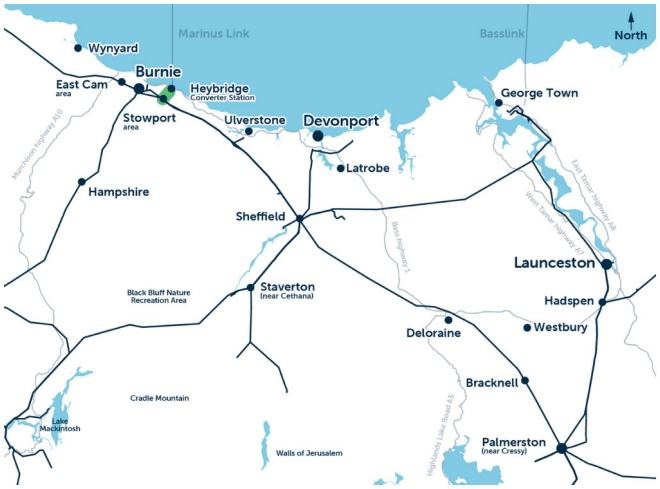


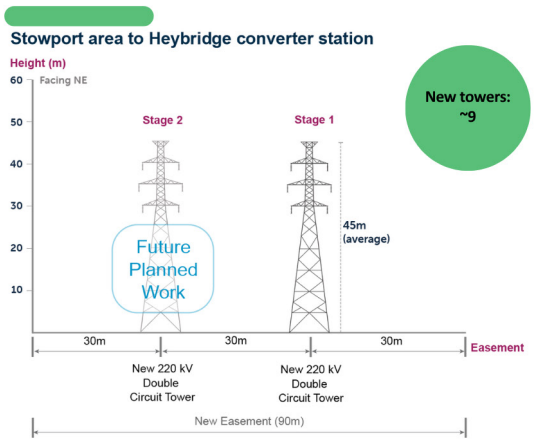
Stowport area to the Heybridge converter station

To connect Marinus Link, a new easement is needed along a 3.2 km section between Stowport and the Heybridge site that will host the Heybridge 220 kV switching station and Marinus Link converter station.

As part of Stage 1 of the project, one new 220 kV double circuit transmission line will be built. The line will sit within a 60 m wide easement with 9 new transmission towers.

This new line will carry electricity between Sheffield and the converter station, as well as to and from Burnie.

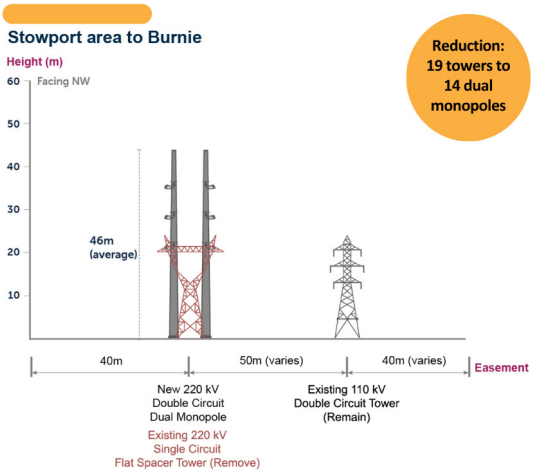




Stowport area to Burnie upgrade

From near Minna Road, the existing transmission infrastructure will be replaced with a double circuit 220 kV transmission line. This section will be approximately 5 km in length with 14 new dual monopoles in total.







New and upgraded substation infrastructure

Sheffield substation

The Sheffield substation is an important part of Tasmania's electricity network. It helps move electricity between the west coast, north-west Tasmania, and George Town. This supports major industries and the Basslink connection to the mainland. To connect Marinus Link and meet the growing demand for electricity in the region, the substation needs major upgrades to ensure it can continue to operate safely and reliably.

The site will be enlarged to make room for two 220 kV overhead transmission lines:

- Palmerston to Sheffield
- Sheffield to Heybridge and Burnie

New infrastructure will be installed alongside upgrades to existing protection and control systems.

Palmerston substation

The Palmerston substation helps move electricity between the north and south of the state and connects the Poatina hydroelectric power station to the network. New equipment will be installed to accommodate the 220 kV transmission line from Palmerston to Sheffield. Additionally, protection and control equipment within the substation will be enhanced and upgraded. The overall footprint will remain unchanged, with the upgrade using existing space within the substation.

Burnie substation

The Burnie substation is responsible for power flow between the north-west and far-north-west regions of Tasmania, including residential, major industrial customers, and wind energy generators. The Burnie substation will be upgraded to accommodate the 220 kV transmission line from Sheffield to Heybridge and Burnie. New electrical switching and control equipment will be installed to increase the performance and reliability of the north-west network. The upgrade will fit within the existing footprint of the substation.

New Heybridge switching station

The Heybridge switching station will be a new addition to the network. It will serve as the Tasmanian connection point for Marinus Link.

To minimise its physical footprint, the switching station will use gas-insulated switchgear (GIS) technology. It will be built next to the Marinus Link converter station, and both will be located at the site known locally as the old Tioxide factory. This was a significant industrial site that operated for several decades, primarily producing titanium dioxide.

The switching station will connect into Tasmania's electricity network via a new 3.2 km overhead transmission line branching from the Sheffield–Burnie 220 kV transmission line.

TRANSMISSION LINE CONSTRUCTION STEPS

STEP 1: CLEARING AND ACCESS

The first step of construction involves marking out the location of the towers and any areas of vegetation to be cleared to allow the transmission line to operate safely. Also, during this step, property access points are established and gravel tracks constructed to each tower site. Existing access points and tracks will be upgraded where possible to minimise impacts on properties. Where new access is required, the location of tracks is agreed with landholders before construction starts.

STEP 2: FOUNDATIONS

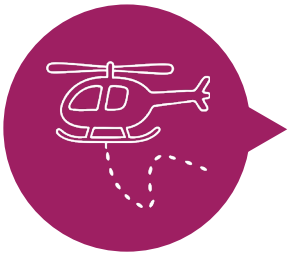
The ground is dug out using heavy machinery to prepare the foundations. In steep areas, the ground may need to be levelled out so the structure can be safely built.

STEP 3: TOWER ASSEMBLY

The steel parts for each transmission tower are manufactured, coated to protect them from corrosion, sorted and packaged at an off-site facility. They are then transported to the tower location, usually by semi-trailer truck.

Once on site, the parts are put together into sections.
A large mobile crane is then used to lift and position each section until the tower is fully erected.





STEP 4: CONDUCTOR STRINGING

Installing the powerlines on the transmission towers is called conductor stringing. This stage uses specialised equipment and typically involves a helicopter or drone.

During this process, crews install both the powerline conductors and the optical ground wire (OPGW). The OPGW helps provide reliable telecommunications and protects the transmission line from lightning strikes.

A drone or helicopter is used to pull a lightweight draw wire between towers. This draw wire is then used to pull the conductors into place. Winches and braking equipment are used to control the wires and keep the correct tension as they are installed between towers.



STEP 5: DECOMMISSIONING OLD STRUCTURES

With construction of the new transmission line complete, any old infrastructure is removed. Depending on landholder agreements, foundation structures may be removed or reduced below ground level and covered to allow the land to be rehabilitated.



STEP 6: SITE REHABILITATION

Once the powerlines have been installed, temporary work areas are rehabilitated and access tracks are removed, where agreed with the landholder. This rehabilitation work helps the land recover by encouraging vegetation to regrow and reducing the risk of soil erosion.



STEP 7: OPERATION AND MAINTENANCE

It is TasNetworks' role to energise, operate and maintain the transmission infrastructure once construction is complete and commissioned. For the operation and maintenance phase, the amount of activity onsite decreases dramatically.

TasNetworks' maintenance teams will conduct periodic inspections of the line, towers, easement vegetation and access tracks in accordance with standard schedules and procedures.

This is typically done once or twice per year using light vehicles and sometimes helicopters and drones.

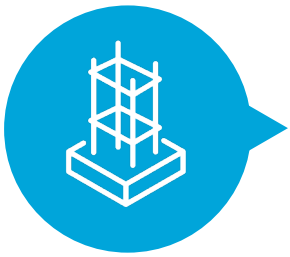
SUBSTATION CONSTRUCTION STEPS



STEP 1: SITE ESTABLISHMENT AND BULK CIVIL WORKS

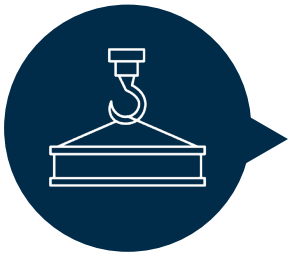
Before any electrical work begins, each site must be prepared. This stage is the most visible from outside the fence of the substation and involves the most vehicle movements. Work may include vegetation clearing or trimming, bulk earthworks to create stable building pads, site fencing and drainage works.

At Burnie, Sheffield and Palmerston, this work happens alongside the operating substations, so it is carefully planned to keep the power on while construction proceeds.



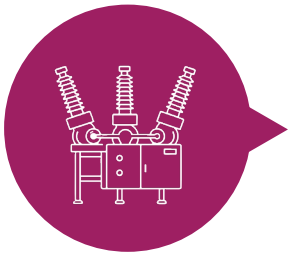
STEP 2: FOUNDATIONS AND UNDERGROUND SERVICES

With the ground prepared, work shifts below the surface. Concrete foundations are poured for buildings, steel structures and heavy electrical equipment, while trenches are excavated for underground services such as protection, communications and power. An earthing grid is installed to safely manage faults or lightning strikes and help protection systems detect issues quickly. Conduits and cable trenches are also laid to form the pathways for future cabling. During this stage, concrete trucks and excavators are common to see on-site.



STEP 3: STRUCTURES AND SUPPORTING STEELWORK

Steel structures are then erected on the completed foundations. These include the frameworks that support electrical equipment, overhead conductors and lightning protection. Cranes will be visible on site as steelwork and building elements are lifted into place.



STEP 4: INSTALLING THE PRIMARY SWITCHGEAR

This is when the substation works start to take shape as recognisable electrical infrastructure. The major high-voltage equipment, known as primary switchgear, is delivered and installed. Some of this equipment is large and arrives on oversized vehicles, so occasional traffic management may be in place around delivery days.

STEP 5: CONDUCTORS AND CABLING

With the equipment in place, everything is connected.
This involves two distinct systems:

- **Primary systems** are the large conductors and equipment that carry the electrical power used in our communities and industry. They are the visible overhead conductors and heavy connections between equipment.
- **Secondary systems** are the substation's view into how the primary system is operating and, if a fault occurs, provide the action to isolate it safely. This is the small wiring and cabling that runs protection, control, and remote monitoring that lets TasNetworks operators supervise the substation from the control centre. These systems constantly watch the network and automatically respond within fractions of a second if something goes wrong.

STEP 6: TESTING AND COMMISSIONING

Before any new equipment is connected to the live network, every system is thoroughly tested. Commissioning is the structured process of proving that each piece of equipment, and the substation in its entirety, works exactly as designed. This stage involves specialist technicians and can take several months, though it generates far less noise and traffic than earlier stages.

STEP 7: OPERATION AND MAINTENANCE

Once testing is complete, the substation is energised, connected to the transmission network and brought into service in a carefully controlled sequence. Finally, the site is tidied and reinstated.



Delivering responsibly

TasNetworks is committed to delivering the NWTD project safely and responsibly. During construction, we will work to protect people, property and the environment. This includes meeting all permit and approval requirements, preventing the spread of weeds and disease and keeping the community and our workers safe. Our approach reflects our broader commitment to sustainability and to reducing impacts on landholders and local communities wherever possible.

Planning and environmental approvals

The NWTD has been granted a permit with conditions, after detailed and robust assessment by the Tasmanian Planning Commission (TPC). It was assessed as a major infrastructure project under the *Major Infrastructure Development Approvals Act 1999* and in accordance with the Land Use Planning and Approvals Act 1993.

The project was also declared a controlled action under the *EPBC Act 1999 (Cwth)* in relation to Matters of National Environmental Significance and has been granted a permit with conditions under that legislation.

Permit conditions during construction

The conditions ensure the project is delivered safely, responsibly and in accordance with legislation, while minimising impacts on communities, landholders and the environment.

What permit conditions cover

- Environmental protection and site rehabilitation
- Vegetation clearing limits and controls
- Protection of waterways and erosion management
- Aboriginal and historic cultural heritage management
- Traffic, access and transport arrangements
- Noise, dust and working hours
- Workplace health and safety

All construction activities will also adhere to what has been agreed with landholders under individual property management plans.



Sustainability commitment

This project is designed not only to support Tasmania's renewable energy future but also to minimise its environmental footprint. TasNetworks' vision is to deliver a transmission network that supports Tasmania's energy future while creating lasting environmental, social, and economic value.

TasNetworks is stiving to achieve a 'Bronze' Design and As Built Rating for Stage 1 of the project under the Infrastructure Sustainability (IS) Rating Scheme. The scheme evaluates the sustainability performance of infrastructure developments across Australia and New Zealand.

Learn more about the Infrastructure Sustainability Council at www.iscouncil.org/is-rating/

As one of the very first Tasmanian projects to register and pursue an IS Rating, the NWTD presents an opportunity for TasNetworks to lead the way in sustainability practices in Tasmania.

Weeds and disease

Under Tasmanian biosecurity legislation, private landholders are responsible for removing or controlling declared weeds on their property. However, TasNetworks also has a duty to help manage declared weed species within or near powerline easements.

Strict biosecurity hygiene measures must be followed throughout construction, particularly where significant biosecurity risks are identified (e.g. working in areas with weeds and disease or areas that could be harmed if weeds, pests or disease are introduced).

After construction, disturbed areas will be restored and replanted to reduce the spread of invasive weeds.

Monitoring and management of weeds within existing powerline easements is managed via TasNetworks' Strategic Weed Management Program.

All ongoing maintenance and operations staff and contractors working on transmission easements must comply with Tasmanian biosecurity legislation and regulations, the Charter for Working on Private Farmland and TasNetworks Biosecurity Standard.

For further information please refer to the 'Managing weeds in powerline easements' fact sheet at www.tasnetworks.com.au/resources/



Safety

Safety is a top priority for TasNetworks during construction of the NWTD. Our focus is on keeping local communities, landholders, road users and workers safe at all times.

Worker safety

All workers must complete safety training, follow TasNetworks' safety standards and use appropriate protective equipment. Safety performance is monitored throughout construction.

When working on private property, teams will follow agreed access arrangements and manage risks to people, property and livestock.

Community health and safety

Construction will increase activity in the north-west region of Tasmania. To manage safety risks, TasNetworks and our contractors will:

- Use approved traffic management plans
- Install signage and speed controls near work sites
- Maintain safe access to properties and public roads
- Secure work areas to prevent unauthorised entry

We work with councils, road authorities and emergency services to reduce risks and disruption.

Electric and magnetic fields

Electric and magnetic fields (EMFs) are present wherever there is electricity, including in the home, office, work sites and around transmission lines, and people are exposed to them every day.

TasNetworks recognises that there is community interest regarding the potential health effects from exposure to EMFs and has adopted the Prudent Avoidance Approach outlined in the Energy Network Association's EMF Management Handbook.

Through this approach, the Tasmanian transmission network is operated within the EMF levels recommended by the Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) and the EMF general public exposure guideline limits recommended by the International Commission on Non-Ionizing Radiation Protection. The NWTD will operate within these guideline limits.

For further information please refer to the EMFs fact sheet at www.tasnetworks.com.au/resources/



Engaging with landholders and the community

Landholder engagement

There are over 280 private and public landholders across NWTD Stage 1, with a diverse range of land uses/ zoning, including:

- Rural residential
- Farming/agriculture
- Small rural lifestyle
- Urban residential
- Commercial forestry
- Public utilities

TasNetworks recognises the impacts the project may have on landholders and is committed to minimising them wherever possible. We have worked closely with landholders to understand their preferences and concerns, ensuring they feel heard, supported and informed throughout the process.

Property Management Plans have been developed in close consultation with landholders to ensure they reflect the unique needs of each property during the project construction period - whether it's restoring cropping land, managing seasonal work windows, or protecting livestock. They cover important details such as:

- Advance notice before any site works
- Preferred locations for access tracks
- Environmental management controls for biosecurity, topsoil handling, and rehabilitation
- Insurance requirements and safety considerations.

Charter for working on private farmland

TasNetworks is a signatory to the Charter for Working on Private Farmland 2025-30. Parties to the Charter are TasNetworks, TasFarmers, Aurora Energy, TasWater, Tasmanian Irrigation and the Tasmanian Government. The Charter establishes agreed standards for interaction, biosecurity, and safety on private property.

Rural Alive and Well

Transmission infrastructure projects can impact on the wellbeing, mental health and relationships of landholders and community members. Tasmanian rural communities and landholders may already be hosting infrastructure such as transmission towers, irrigation or gas pipeline prior to being notified of a new development. It is recognised that these cumulative impacts can have negative mental health outcomes.

TasNetworks has an established partnership with Rural Alive and Well, a Tasmanian not-for-profit organisation that provides free counselling, support services and community connection opportunities to people in rural and remote regions.

This partnership will continue throughout construction and provides an independent service for impacted people to seek support.

Reach out to RAW

Reaching out isn't always easy, but RAW has made it as easy as possible. Whether you want to call directly or request a call back, they're there to help. You can reach the RAW team at:

1800 729 827
ruralaliveandwell.com.au/callbackrequest





Community engagement

Involving stakeholders and the community in the development of projects ensures the best possible outcomes are achieved.

Since 2019, community feedback has helped to shape the direction of the NWTD and there will be community events and further opportunities to learn about and provide feedback on the project as it progresses through construction.

Stakeholder Liaison Group

The NWTD Stakeholder Liaison Group (SLG) is independently chaired with representation across key industry and peak bodies, education, skills and training sectors and state government organisations.

The SLG has been meeting between four and six times per year since 2021. The meetings provide an opportunity for TasNetworks to understand stakeholder perspectives and receive feedback on a range of matters related to the NWTD.

Ahead of construction, the SLG Terms of Reference were reviewed to ensure the group is best placed to support the NWTD project through delivery.

Based on member feedback, they were updated to refocus on two-way engagement during delivery and introduce ongoing evaluation processes to ensure effectiveness and continuous improvement.

Meeting minutes, agenda and presentation materials are available at www.tasnetworks.com.au/nwtd

Support for local communities



Bright Futures Fund

Major projects, like the NWTD, deliver broad benefits to communities across a region, state or country, however, project impacts can be felt by the local communities surrounding the project. Developing a community benefits sharing program, now called the Bright Futures Fund, is part of TasNetworks' commitment to ensuring an ongoing and sustainable positive legacy for communities in the NWTD project area.

Grant funding is available across different tiers to support community projects at all stages, from new concepts through to larger, established projects.

An independent community assessment panel reviews all applications and helps to decide where the funding goes. An independent chair oversees the panel to ensure fairness, integrity and effectiveness.

TasNetworks manages the administration and governance of the fund, ensuring it is delivered with transparency, accountability and strong community alignment.

The Bright Futures Fund will be available while the NWTD is in construction, so through until 2030, or until all the funding has been distributed.

Learn more at www.tasnetworks.com.au/brightfuturesfund



The Energy Charter

The Energy Charter is a unique coalition of like-minded energy organisations with a shared purpose to deliver better energy outcomes for customers and communities. TasNetworks is an active signatory to the Energy Charter, with a focus on publicly disclosing performance, lifting customer centric maturity, and collaborating across the Tasmanian energy sector.

As part of the Energy Charter, TasNetworks is involved in a range of initiatives, including:

Contributing to the Better Practice Social Licence Guideline

TasNetworks played a role in developing the Energy Charter's 2023 Better Practice Social Licence Guideline, helping shape national expectations for how transmission businesses work respectfully and transparently with agricultural landholders. Its contribution supported a deeper understanding of the impacts of transmission infrastructure and identified practical opportunities to improve coexistence, communication, and outcomes for farming communities. TasNetworks participates in an independent accountability review every 18 months alongside other transmission signatories.

Participating in national #BetterTogether collaborations

TasNetworks works with other energy organisations, community groups, and customer advocates to co-design solutions to shared challenges such as affordability, vulnerability support, and engagement during major infrastructure projects.

Strengthening our approach to engagement

Through annual disclosure reporting and maturity assessments, TasNetworks uses the Charter's framework to test its performance, identify gaps, and lift capability across areas such as customer engagement, communication during outages, and support for vulnerable customers.



How can I find out more about the NWTD?

You can contact us any time to ask questions, provide feedback or discuss the project.

You can also sign up for our monthly project e-newsletter on our website.



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Talk to us with an interpreter.

Phone TIS 131 450 and tell them your language.

Tell the interpreter your name and that you're calling TasNetworks: 1800 698 377

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