



Energy & Water  
Ombudsman NSW  
Free, fair and independent

# Renewable energy infrastructure



## What is renewable energy?

Renewable energy is generated from natural resources that can be continually replenished, like solar and wind. Australia aims to achieve net zero carbon emissions by 2050 and with three of NSW's four coal-fired power stations retiring in the next 10 years, the NSW Government is coordinating our electricity system to transition towards renewable energy.



To find out what is happening in your area, check EnergyCo's interactive map at [caportal.com.au/energyco/rez](https://caportal.com.au/energyco/rez)



## New energy infrastructure

To enable the energy transition, five Renewable Energy Zones (REZs) are being established across NSW. REZs combine new renewable energy generators (solar and wind), storage (batteries and pumped hydro) and high-voltage transmission lines and towers to deliver electricity to consumers. The electricity network will also be extended in other priority areas to support the energy transition.



# How were the locations decided?

In 2018, the NSW Government assessed locations for renewable energy infrastructure. It considered factors including locations with plenty of sun and wind, proximity to the existing electricity network, land uses and biodiversity. This is detailed in their 20-year Electricity Infrastructure Roadmap which sets out the government's plans to transform the electricity system.

EnergyCo, a new NSW Government entity, was appointed as the Infrastructure Planner responsible for coordinating the build of the new renewable energy infrastructure for each REZ. During the development of each REZ, EnergyCo provides opportunities for landholders, community members and stakeholders to provide feedback and ask questions. Refer to the EnergyCo website for upcoming consultation sessions.

## How EWON can help

**We offer a free and independent service – we’re not a consumer advocate, nor do we represent government or industry.**

EWON can take complaints or enquiries from landholders or community members who are directly impacted by renewable energy infrastructure projects. If you are dissatisfied with how your complaint has been handled by a renewable energy infrastructure developer, contact us. We also engage with community members and stakeholders to provide independent advice and assistance at community events and meetings.

Always contact the developer first. If you are not satisfied with how your complaint was handled, contact us. If we can’t help, we’ll connect you with the people who can. We work closely with government, community and industry organisations to make sure you can access the right service.



**EWON cannot stop or delay transmission or renewable energy projects. We work to ensure the correct processes have been followed and work with stakeholders to suggest and influence improvements in the sector.**

## How does EWON resolve complaints?

We will ask you to provide details of your complaint including:

- what contact you have had with the developer
- the developer’s response
- what resolution you are seeking.

We aim to achieve fair and reasonable outcomes for complaints based on laws, codes and regulations, good industry practice and by considering the individual circumstances of each complaint.

**For more information, refer to our website at [ewon.com.au/renewable-energy-infrastructure](http://ewon.com.au/renewable-energy-infrastructure)**

## Make a complaint or enquiry

<b>Freecall</b>	1800 246 545* Mon - Fri, 9am to 5pm
<b>Online</b>	<a href="http://ewon.com.au">ewon.com.au</a>
<b>Freepost</b>	Reply Paid 86550 Sydney South NSW 1234
<b>Interpreter</b>	131 450
<b>TTY/Voice</b>	133 677
<b>In person<sup>^</sup></b>	Level 11, 133 Castlereagh St, Sydney, NSW 2000

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

<sup>^</sup> Tuesdays, Wednesdays, and Thursdays, 10am to 4pm. Call 1800 246 545 to make an appointment. We cannot guarantee staff availability without an appointment.

