

Case Management service for reliable energy projects

The Case Management service will make it easier to invest in NSW by providing a central point of contact for businesses investing in large-scale energy infrastructure.

This document answers frequently asked question regarding the NSW Government's Case Management service.

What is the Case Management service?

The Case Management service aims to make it easier to invest in NSW by providing a central point of contact for businesses investing in large-scale energy infrastructure that improve the reliability of the NSW electricity system. It is one of ten actions set out in the NSW Electricity Strategy.

The service helps reliable energy projects progress through planning and approvals processes in a smooth and timely way, working with stakeholders to address any challenges that may arise. The service will help to get projects up and running faster by collaborating with all levels of government, energy market bodies, network service providers and other key stakeholders.

What does the service offer?

The Case Management team provides personalised support through a central point of contact and works closely with reliable energy projects to address challenges, as well as accelerate development and delivery. The team will draw on expertise and experience in transmission, renewables, storage and firming technologies to provide your project with an effective and tailored service.

The support provided by the Case Management service will cater to each project's unique circumstances. The Case Management team will bridge the gaps between decision makers, businesses and investors, as appropriate, to ensure issues can be properly addressed as early as possible.

The service is designed to large-scale energy infrastructure progress through the planning and approval processes in a smooth and timely way. However, any information, statements or opinions the service provides to you regarding your project will have no influence over decisions or recommendations relating to the project made by any NSW Government minister or agency when exercising their statutory obligations and regulatory functions under relevant legislation. Those functions and obligations will be carried out fully independent of the Case Management service.

What projects are eligible for the service?

For your project to be eligible it must deliver additional firm capacity of at least 50 megawatts in NSW and be under active development. This means your project has entered, or is close to entering, the NSW planning system and you have completed a financial plan. Further detail on the eligibility criteria is outlined on the [program website](#).

How do I apply for the service?

Review the [eligibility criteria](#) on the program website. Select the 'apply here' text to go to the online application form.

Once you have submitted your application, the team will assess your application and, if successful, organise a time to discuss your project. If your organisation is developing more than one project in NSW, you may apply for each project. The eligibility of each project will be assessed individually.

What information and documentation do I need to provide as part of my application?

In the application form, you need to provide your project's details (including generation and storage type, location and size) and an up-to-date project plan or prospectus.

You will also need to answer questions that determine your project's eligibility for the Case Management service and identify how the service can best support your project.

My project does not meet the eligibility criteria. What happens next?

If your project is ineligible for the service, the team will contact you, explain why your project does not meet the criteria and discuss alternative support options.

If you have any questions or require assistance, contact the Case Management team by email at casemanagement.energy@planning.nsw.gov.au

What happens after I am accepted into the service?

If your project is accepted into the Case Management service, we will arrange a kick-off meeting to understand your project and how the service can best help you.

The service team will proactively offer support. You can also contact the team at any time by emailing casemanagement.energy@planning.nsw.gov.au

The Case Management team should be your first point of contact. If you would like to escalate your concerns to a NSW Government stakeholder or the minister's office, the team will provide advice on the best way to do so.

How does the service support the NSW Electricity Infrastructure Roadmap?

The NSW Electricity Infrastructure Roadmap and supporting legislation (*Electricity Infrastructure Investment Act 2020*) set out the NSW Government's 20-year plan to deliver the generation, storage, firming and transmission infrastructure we need to power NSW into the future. The roadmap will support the private sector to bring 12 gigawatts of renewable energy and 2 gigawatts of storage, such as pumped hydro, online by 2030.

Projects that support implementation of the Electricity Infrastructure Roadmap, such as projects that are part of Renewable Energy Zones, Electricity Infrastructure Investment Safeguard or Pumped Hydro Recoverable Grants programs will be prioritised.

The Case Management service supports the Electricity Infrastructure Roadmap and will work with energy projects in navigating the planning and approvals processes.

I have participated in the registration of interest (ROI) for the Central-West Orana Renewable Energy Zone (CWO REZ). Should I still provide information to the service?

Thank you for participating in the ROI. The information you provided will help the government understand the scale, location and types of projects considering joining the CWO REZ. It will also support technical design, planning and further market engagement.

To be part of the Case Management service, you will need to apply separately so the team can assess your project's eligibility and understand how the service can best help you.

I am developing multiple smaller projects that add up to 50 megawatts. Am I eligible for the service?

The Case Management service is for large-scale energy projects. The NSW Government has a range of other programs to support distributed energy projects. These include the Solar for Low Income Households, Empowering Homes, and Regional Community Energy programs. Further information about these programs is available on the [Clean energy initiatives](#) page of the Energy NSW website.

Will the service provide funding or financial assistance?

While there is no funding available from the Case Management service, the NSW Government has funded the service to support businesses to overcome barriers and get better outcomes.

The service may also advise businesses on what programs they may be eligible for, such as those through the Australian Renewable Energy Agency, Clean Energy Finance Corporation or the Government's Investment Concierge and Emerging Energy Program.

Can I withdraw my project from the service once accepted?

Yes, you can withdraw your project from the service at any time.

Information that has been collected about your project will be archived and disposed of in accordance with the Department of Planning, Industry and Environment's policies, legislative requirements and guidelines based on the *NSW State Records Act 1998*.

How much does the service cost and how long does it run for?

The service is free and is an ongoing resource to deliver large-scale electricity infrastructure and a modern electricity system for NSW.

What is expected of proponents who participate in the service?

We expect proponents to behave honestly and with integrity, and to treat everyone with respect and courtesy, and without harassment. Proponents must also keep the Case Management team updated on key project milestones and agree to comply with the service's terms and conditions at all times.

What can I expect from the Case Management team?

The team will provide personalised support through a central point of contact and work with you to address project challenges and accelerate the project's development and delivery. The team will communicate information between decision makers, businesses and investors to ensure issues can be properly addressed as early as possible.

The Case Management team will:

- behave honestly and with integrity
- be transparent about who the service is for, what additional stakeholders they might engage with and the limits of their engagement
- treat proponents with respect and courtesy, and without harassment
- not intentionally provide false, outdated, or misleading resources to proponents about the planning process
- not be involved in corrupt practices, discrimination or similar improper behaviour
- maintain appropriate confidentiality about dealings with proponents and confidential projects. All commercially sensitive information provided will be treated confidentially by the department.

Is the information I provide confidential?

We acknowledge the application process requires you to submit commercially sensitive information. All commercially sensitive information you provide will be treated confidentially by the department and the NSW Government. Read the [privacy statement](#) on the Energy NSW website to find out more about how we store and use your information.

The Case Management team will use this information to assess the eligibility of your project, understand your barriers and opportunities, and provide tailored support to you. In order to effectively support your project, we may also share your project information within the department or to energy market bodies on a confidential basis.

The department may disclose appropriate commercial-in-confidence information provided by you to the following parties:

- the NSW Minister for Energy and Environment or minister's office
- the NSW Ombudsman, Audit Office of NSW or as may be otherwise required for auditing purposes or Parliamentary accountability
- directly relevant department staff, consultants and advisers
- energy market bodies including the Australian Energy Market Operator and network service providers
- other parties where authorised or required by law to be disclosed.

Where the department discloses this information to any of these parties, it will be under strict confidentiality requirements. Outside of this, the department will always obtain your consent before disclosing commercial-in-confidence information.

The department may publish or reference aggregated findings from the service in a way that does not expose commercially sensitive information.

More information and complaints

For more information, see the program website at www.energy.nsw.gov.au/government-and-regulation/case-management

For any questions or to make a formal complaint, please email us at casemanagement.energy@planning.nsw.gov.au

Complaints are managed in accordance with the department's Management of Complaints Policy. In order to maintain and improve the quality of the service, we are committed to addressing and resolving complaints promptly.

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