

SONI Landowner Charter

Our Commitment to You

SONI (System Operator for Northern Ireland) recognises that ownership, control and use of land are very important for all landowners.

We are committed to working constructively with landowners at all stages of our project development process.

It is our goal to balance the interests of electricity customers, who will benefit from the infrastructure, with the genuine concerns of landowners who agree to host it.

We will provide landowners with clear and regular information on the work that we are doing, and we will seek and consider feedback at every stage.

Most importantly, we promise to explain why a particular development is needed, and we will do this in the most timely, efficient and courteous manner possible.

Our Landowner Charter describes the level and quality of service that you can expect from us in a set of 8 clear promises...

We will:

1. Build a trusted working relationship with landowners and encourage a two-way flow of information.
2. Respect people and their property.
3. Act with integrity, honesty and fairness.
4. Minimise impacts to farms and farming operations
5. Fairly compensate landowners for costs and losses arising from our proposals.
6. Never compromise on safety.
7. Hire people who are best suited to do the job.
8. Consult meaningfully and regularly and be accountable for our actions by providing a Complaints Process.



The current. The future.



Complaints Process

We are committed to engaging with all stakeholders in a courteous, clear, fair, accessible and respectful way. If we fall short, tell us. We will then seek to resolve the issue as fairly and quickly as possible.

Should you wish to make a complaint, please do so by visiting www.soni.ltd.uk

Complaints are welcome, and will be handled confidentially.

Once we receive your complaint we will acknowledge receipt, investigate without hesitation and contact you directly to let you know how we propose to resolve the issue.

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