

Date	Time	Type	Method	Summary	Response/Action	Status
1/05/2015	4:00:00 PM	Complaint	Phone	Complaint about road conditions.	Responded to complainant. Gravel used on public section of road to address the issue.	Closed
10/05/2015	10.44am	Enquiry	Email	Request for information about turbine locations. Potential purchase of property in the area.	Forwarded to WS and DS for response	Closed
12/05/2015	1.51pm	Enquiry	Email	Offer of fencing services.	Passed on to site managers.	Closed
12/05/2015	1.44pm	Enquiry	Email	Provision of information about Goulburn property to lease.	No action required.	Closed
2/06/2015	1.50pm	Enquiry	Email	Request for visual impact investigation and mitigation.	Responded to query with information about condition of consent.	Closed
10/06/2015	12.31am	Enquiry	Email	Request for information - commissioning date of the Taralga wind farm.	Response provided	Closed
10/06/2015	12.48am	Complaint	Email	Complaint about project impacts and request for sponsorship.	Phone and email response by CM made providing information about the project Community Enhancement Fund.	Closed
10/06/2015	12.48pm	Enquiry	Email	Seeking maintenance work at project	Passed information along.	Closed
17/06/2015		Enquiry	Email	Swarm UAV – product and services information.	Passed information along.	Closed
18/06/2015	1.48pm	Enquiry	Email	Request for project access for night-time photography.	Responded to by Communication Manager (CM) with information about access to the project and views of the project from public areas.	Closed
22/06/2015	10.19am	Complaint	Email	Query about visual impact and landscape mitigation, and complaints about the project.	Phone and email response from CM and Asset Manager.	Closed
25/06/2015	18.05	Complaint	Email	Follow up email about sponsorship proposal and landscape mitigation.	Follow up undertaken	Closed
30/06/2015		Enquiry	Phone	Request for project newsletter.	Newsletter sent.	Closed
2/07/2015		Enquiry	Phone	Request for update on TV re-transmitter.	Responded, update will be provided on receipt of a report.	
2/07/2015	2.53pm	Enquiry	Email	Request for project newsletter construction completion date.	Information provided by CM.	Closed
		Enquiry	Email	Offering services.	Passed information along.	Closed
5/07/2015		Complaint	Email	Complaint regarding a number of issues including mobile phone reception, noise and potential health impacts.	Meeting, letter and ongoing response being undertaken.	Closed
7/07/2015	3.30pm	Enquiry	Phone	Enquiry regarding re-transmitter, a mobile phone repeated and turbine noise.	Returned call and discussed issues raised. Caller was very satisfied with discussion.	Closed
15/07/2015	10.53am	Enquiry	Phone	Request for information regarding the project after Open Day attendance	Project information sent.	Closed
4/09/2015	12:34 PM	Enquiry	Phone	Enquiry about whether resident is eligible for VAST to improve TV reception	Residence is over 10km east of wind farm and not eligible for VAST system	Closed
24/09/2015	9:00 AM	Enquiry	Phone	Enquiry about noise compliance monitoring being undertaken	Caller informed about monitoring strategy and noise compliance report will be shared with the caller when this is available	Closed
24/09/2015	14:10	Enquiry	Phone	Caller enquired whether she will receive TV from the TV translator when it's built, even though she is over 20km away	TWF will send a technician to check callers TV reception after the translator is commissioned. Caller was satisfied with this.	Closed
28/09/2015	12:54	Enquiry	Phone	Enquiry about TV translator as per newsletter	TWF will send a technician to check callers TV reception after the translator is commissioned. Caller was satisfied with this.	Closed
29/09/2015	14:29	Enquiry	Phone	Enquiry about TV translator as per newsletter	TWF will send a technician to check callers TV reception after the translator is commissioned. Caller was satisfied with this.	Closed
5/10/2015	9:57	Enquiry	Phone	Enquiry about TV translator as per newsletter	TWF will send a technician to check callers TV reception after the translator is commissioned. Caller was satisfied with this.	Closed

9/10/2015	16:55	Enquiry	Phone	Enquiry about TV translator as per newsletter	TWF will send a technician to check callers TV reception after the translator is commissioned. Caller was satisfied with this.	Closed
16/10/2015	11:01	Enquiry	Phone	Caller asked about community enhancement fund, what it can be used for and how much is available	TWF told him about the Community Enhancement Fund and directed him to the ULSC website to access the CEF documents	Closed
20/10/2015	14:03	Enquiry	Phone	Enquiry about TV translator as per newsletter	TWF will send a technician to check callers TV reception after the translator is commissioned. Caller was satisfied with this.	Closed
2/11/2015	8:30	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
4/11/2015	9:56	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
5/11/2015	16:58	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
6/11/2015	11:05	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
6/11/2015	13:10	Enquiry	Phone	Caller asked about purchasing old VAST systems	TWF told caller we are happy to sell VAST systems that are no longer required	Closed
10/11/2015	11:00	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
12/11/2015	16:18	Enquiry	Phone	Caller was having trouble downloading latest newsletter off email	Sent caller another email with newsletter, and pointed her to the TWF website for older newsletters	Closed
30/11/2015	10:06	Complaint	Phone	Caller said that TV Translator didn't seem to be working	TWF checked Translator. Found MCB had tripped. Reset breaker and confirmed all equipment working OK	Closed
2/12/2015	12:30	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
2/12/2015	12:47	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
5/12/2015	12:22	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
7/12/2015	16:23	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
8/12/2015	10:48	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
11/12/2015	14:07	Enquiry	Phone	Caller offered his company's services finding/training staff	TWF took note, but services not currently required	Closed
15/12/2015	14:57	Enquiry	Phone	Caller offered his company's services for accessing turbines	TWF took note, but services not currently required	Closed
16/12/2015	8:54	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
21/12/2015	9:16	Complaint	Phone	Caller said that TV Translator didn't seem to be working	TWF checked Translator. Found MCB had tripped. Reset breaker and confirmed all equipment working OK	Closed
21/12/2015	9:40	Complaint	Phone	Caller said that TV Translator didn't seem to be working	TWF checked Translator. Found MCB had tripped. Reset breaker and confirmed all equipment working OK	Closed
21/12/2015	10:51	Complaint	Phone	Caller said that TV Translator didn't seem to be working	TWF checked Translator. Found MCB had tripped. Reset breaker and confirmed all equipment working OK	Closed
4/01/2016	16:39	Enquiry	Phone	Caller has had her TV antennae realigned for the TV Translator, but still experiencing problems. Has been unable to reach Greigs Electronics to fix fault.	TWF contacted Greigs Electronics when they reopened after the Christmas break and requested repair be completed ASAP	Closed

5/01/2016	10:33	Enquiry	Phone	Caller has had her TV antennae realigned for the TV Translator, but still experiencing problems. Has been unable to reach Greigs Electronics to fix fault.	TWF contacted Greigs Electronics when they reopened after the Christmas break and requested repair be completed ASAP	Closed
6/01/2016	16:25	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF contacted Greigs Electronics when they reopened after the Christmas break and requested repair be completed ASAP	Closed
11/01/2016	13:07	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF contacted Greigs Electronics when they reopened after the Christmas break and requested repair be completed ASAP	Closed
2/02/2016	12:35	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
3/02/2016	13:23	Enquiry	Phone	Caller has had her TV antennae realigned for the TV Translator, but still experiencing problems. Has been unable to reach Greigs Electronics to fix fault.	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
8/02/2016	9:46	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
9/02/2016	13:37	Enquiry	Phone	Caller is from AEMO and wanted to discuss some technical issues regarding TWF	Discussed the issues at hand	Closed
29/02/2016	10:59	Enquiry	Phone	Caller wanted to discuss the Community Enhancement Fund applications	TWF are not able to discuss the details of any applications, and not able to confirm successful applicants until they are officially announced by ULSC	Closed
11/03/2016	15:57	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
14/03/2016	8:20	Complaint	Phone	Caller reported that several channels (WIN network) from the TV Translator didn't appear to be working	Found that the receive signal from Wollongong is lower than normal for 7, 9 and 10. No problems found with the Translator, it appears that the problem is due to transmitter at Wollongong. Problem resolved several days after alerting Wollongong to the issue	Closed
14/03/2016	10:15	Complaint	Phone	Caller reported that several channels (WIN network) from the TV Translator didn't appear to be working	Found that the receive signal from Wollongong is lower than normal for 7, 9 and 10. No problems found with the Translator, it appears that the problem is due to transmitter at Wollongong. Problem resolved several days after alerting Wollongong to the issue	Closed
15/03/2016	11:27	Complaint	Phone	Caller reported that several channels (WIN network) from the TV Translator didn't appear to be working	Found that the receive signal from Wollongong is lower than normal for 7, 9 and 10. No problems found with the Translator, it appears that the problem is due to transmitter at Wollongong. Problem resolved several days after alerting Wollongong to the issue	Closed
16/03/2016	14:48	Enquiry	Phone	General enquiry about TWF operations	TWF told caller about general operations of wind farm	Closed
23/03/2016	15:09	Enquiry	Phone	General enquiry about TWF	TWF called back ABS on 1800 number, left message requesting call back	Closed
1/04/2016	9:59	Enquiry	Phone	Supplier requesting delivery details	TWF gave supplier delivery details	Closed
13/04/2016	12:56	Enquiry	Phone	Caller has had her TV antennae realigned for the TV Translator, but still experiencing problems. Has been unable to reach Greigs Electronics to fix fault.	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
28/04/2016	10:41	Enquiry	Phone	General enquiry about TWF	TWF called back, left message requesting call back	Closed
9/05/2016	8:43	Enquiry	Phone	General enquiry about TWF	TWF called back, left message requesting call back	Closed
11/05/2016	13:50	Enquiry	Phone	General enquiry about TWF	TWF called back, left message requesting call back	Closed

14/05/2016	9:33	Complaint	Phone	Caller reported that several channels (WIN network) from the TV Translator didn't appear to be working	Found that the receive signal from Wollongong is lower than normal for 7, 9 and 10. No problems found with the Translator, it appears that the problem is due to transmitter at Wollongong. Problem resolved within several hours.	Closed
4/05/2016	10:16	Complaint	Phone	Caller reported that several channels (WIN network) from the TV Translator didn't appear to be working	Found that the receive signal from Wollongong is lower than normal for 7, 9 and 10. No problems found with the Translator, it appears that the problem is due to transmitter at Wollongong. Problem resolved within several hours.	Closed
20/05/2016	8:59	Enquiry	Phone	Caller offered his company's services for accessing turbines	TWF took note, but services not currently required	Closed
22/05/2016	19:54	Enquiry	Phone	Caller asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
7/06/2016	10:02	Enquiry	Phone	Supplier wanting to know how to access wind farm	Told supplier howto access wind farm	Closed
7/06/2016	10:58	Enquiry	Phone	Caller enquiring about jobs at wind farm	Told caller no jobs available at the moment, but will keep his details incase anything comes up in the future	Closed
15/06/2016	14:12	Enquiry	Phone	Caller said she had lost TV reception from the translator	Signal appeared to come back on its own after short time.	Closed
22/06/2016	10:54	Enquiry	Phone	General enquiry about TWF	TWF called back, left message requesting call back	Closed
27/06/2016	18:21	Complaint	Phone	Caller said that TV signal from Translator had disappeared	TWF contacted neighbours and found there was a black out in the immediate area (~70 residents affected). Essential Energy dispatched faults team to investigate. Rectified fault about midnight and translator came back on line automatically	Closed
27/06/2016	20:00	Complaint	Phone	Caller said that TV signal from Translator had disappeared	TWF contacted neighbours and found there was a black out in the immediate area (~70 residents affected). Essential Energy dispatched faults team to investigate. Rectified fault about midnight and translator came back on line automatically	Closed
27/06/2016	21:41	Complaint	Phone	Caller said that TV signal from Translator had disappeared	TWF contacted neighbours and found there was a black out in the immediate area (~70 residents affected). Essential Energy dispatched faults team to investigate. Rectified fault about midnight and translator came back on line automatically	Closed
4/07/2016	12:05	Enquiry	Phone	Call from TWF neighbour, wanting to maintain fences	TWF agreed to neighbour working on fences	Closed
11/07/2016	15:34	Enquiry	Phone	Callerwas enquiring about purchasing LGCs from TWF	TWF told caller no LGCs available for sale	Closed
4/08/2016	10:08	Enquiry	Phone	Caller from a car magazine wants to do a photo shoot at TWF	TWF not currently in a position to allow photo shoots on site	Closed
15/08/2016	10:38	Enquiry	Phone	Caller recently moved to Taralga, asked about getting TV reception from new Translator	TWF called back and asked caller to contact Greigs Electronics to get TV antennae work carried out	Closed
18/08/2016	12:12	Complaint	Phone	Caller said that TV signal from Translator had disappeared	TWF investigated and found that there was a black out in the area. Essential Energy returned power soon after andTV translator came back on lineautomatically	Closed
18/08/2016	12:33	Complaint	Phone	Caller said that TV signal from Translator had disappeared	TWF investigated and found that there was a black out in the area. Essential Energy returned power soon after andTV translator came back on lineautomatically	Closed
24/08/2016	12:21	Enquiry	Email	Caller enquiring about jobs at wind farm	Told caller no jobs available at the moment, but will keep his details incase anything comes up in the future	Closed
31/08/2016	10:20	Enquiry	Phone	Caller is a supplier wanting details about a product	TWF supplied details	Closed
1/09/2016	12:33	Enquiry	Email	Caller requesting sponsorship for his son to attend a hockey tournament	TWF agreed to sponsor son to attend under 13 National Hockey Cahmpionships in Perth	Closed
15/09/2016	14:29	Enquiry	Phone	Caller is a supplier wanting details about a product	TWF supplied details	Closed