

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
10/02/2012	5.25pm	Enquiry	Email	Enquiry about public information day.	Response provided. Advised the open day was a drop-in style.	CLOSED 10.02.12	
10/02/2012		Enquiry	Phone	Enquiry about the CEMP.	Advised the questions would be referred to client for response.	CLOSED 13.02.12	Client's project director contacted caller 13.02.12
14/02/2012	approx 4pm	Response to invitation	Phone	Apologies – local member unable to attend community information day.	Added them to contact database. Discussed meeting with the Project Manager for a briefing.	CLOSED 14.02.12	
16/02/2012	5.04pm	Enquiry	Phone	Enquiry about turbine height and request for updates.	Provided response and added caller to contact database	CLOSED 16.02.12	
17/02/2012			Phone	Offer of accommodation in Taralga.	Passed information on to client.	N/A	N/A
17/02/2012	6.24am	Enquiry	Email	Offer of accommodation in Taralga.	Passed information on to client.	N/A	None
28/02/2012	3.20pm	Enquiry	Phone	Enquiry about availability of CEMP and start of construction.	Advised that CEMP was being posted to website. Undertook to confirm as soon as live. Passed on queries to project managers for urgent response.	CLOSED 01.03.12	N/A
1/03/2012		Enquiry	Email	Enquiry regarding availability of CEMP. Call made to hotline also.	Advised there is a copy of CEMP available at the Taralga post office, and will be uploaded soon to website. Confirmed that minor site works have commenced.	CLOSED 01.03.12	N/A
19/03/2012	2pm	Enquiry	Phone	Enquiry regarding a proposed easement across his property.	Text and email sent to client with details of call and request to contact caller. Call returned and informed that Client's representative would be in touch.	CLOSED 19.03.12	Project representative followed up with client and caller as to original agreement.
20/03/2012	10am	Enquiry	Phone	As above, provided more information regarding the property.	Emailed client with more information and request to call, along with phone number.	CLOSED 20.03.12	As above
22/03/2012	9.38am	Enquiry	Email	Query regarding CBD Energy involvement with the project.	CRM responded that reports were incorrect and CBD is the proponent for the project.	CLOSED 29.03.12	N/A
28/03/2012	2.58pm	Enquiry	Phone	Seeking contact details for project managers.	Message and contact details emailed to client's representative.	CLOSED 28/03/2012	N/A
19/03/2013		Complaint	Email	Complaint / enquiry from the DPE regarding: complaints management system, telephone number, email address, CIP, condition 28 & 30 and the new ER.	Full list of requests and issues discussed with project managers and ER and responded to.	CLOSED 5/4/13	CRM's contract renewed April 2013.
8/05/2013	12.57 pm	Enquiry		Query regarding scheduled operating date for the project and whether a turbine manufacturer has been chosen for the	Information provided by return email.	CLOSED 8/5/13	N/A

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				turbines since the project was sold to Banco Santander and CBD Energy.			
14/05/2013	8.02am	Enquiry		Query regarding start of construction and when the TV booster will be installed.	Information provided by return email.	CLOSED 14/05/13	N/A
17/01/2014	7.18pm	Complaint	Email	Complaint regarding speeding construction related vehicles from a Taralga resident. Incident occurred at 6.45am, and involved two construction related vehicles driving in excess of the speed limit and at an estimated 90km/hr.	Response sent to complainant by CRM indicating an investigation would be undertaken. 20/01/14 Project Manager raised issue with the site supervisor to ensure it is discussed at tool box talks and site meetings, to ensure all team members are aware of their responsibilities and to reiterate the importance of community safety awareness and adherence to all road rules.	CLOSED 20/1/14	Update provided to complainant following response from Project Manager.
31/01/2014	midday	Complaint	Phone	Complaint regarding diminished television reception over the last two months. Complainant was convinced this could be attributed to the erection of met masts at the project, and rejected the process of interference testing that was discussed.	Response from CRM that no other reports had been received about interference, outlined signal testing procedure that would be undertaken. CRM suggested an equipment check and if a professional advised there was interference caused by the met masts, he should contact us again. CRM also offered to add caller to the contact database for future project updates, but he doesn't have email, and declined to provide an address apart from C/- of the post office.	CLOSED 31/1/14	
10/02/2014	4.16pm	Enquiry	Email	Request for updates regarding project construction.	Added details to contact database.	Closed	N/A
14/02/2014		Enquiry	Letter	Enquiry regarding property acquisition	Referred to Project managers for management.	CLOSED	Client contacted caller direct.
28/02/2014	8.59am	Enquiry	Email	Several issues were raised in lengthy email - mainly about road use, maintenance and repairs.	Lengthy response provided to answer all enquiries.	CLOSED 17/3/14	Follow up email received appreciative for information provided.
28/02/2014	4pm	Enquiry	Phone	Enquiry regarding whether the project would have been affected TV reception since before Christmas.	Advised there should be no impact at this time. Caller said she would retune the TV as she had heard a radio announcement about it. She will advise is this doesn't resolve the issue.	CLOSED 28/2/14	N/A
11/03/2014	12.30 pm	Complaint	Phone/	Complaint regarding damage to fencing	CRM referred to Site supervisor for	CLOSED	N/A

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
			Email	and gate, photo provided (This complaint was not project related).	investigation. Investigation revealed damage had been caused by person outside the project and was not project related. Complainant was advised of these findings	11/3/14	
19/03/2014	8.30am	Complaint	Phone	Complaint regarding quality of work of fencing work. Request for contact details of project manager A complaint was also about transmission line works which was not TWF related (but was referred on).	CRM spoke to site supervisor - matter is related to transmission line works and outside TWF scope. Complaint is to be handled by Transmission works contractor. Advised complainant that transmission works contractor would be contact them regarding the works.	CLOSED 19/3/14	N/A
12/05/2014	7.09pm	Enquiry	Email	Caller requested information regarding start of construction and project progress.	CRM responded with an update and added stakeholder to the contact database.	CLOSED 12/5/14	N/A
13/05/2014	9.40am	Enquiry	Email	Query regarding which company would be undertaking the electrical work at the project.	CRM requested information from site supervisor and provided information to contact.	CLOSED 13/5/14	N/A
15/05/2014	10.09 am	Enquiry	Email	Request for supply of services to the project.	CRM forwarded to contractor.	CLOSED 15/5/14	N/A
1/06/2014	12.47 pm	Enquiry	Email	Query for update news about the project, given news on website was dated.	Provided information and advised website was currently being overhauled. Added stakeholder to contact database.	CLOSED 1/6/14	N/A
4/06/2014	1.16pm	Enquiry	Email	Further to phone call for supply of services – query regarding possible need for supply of equipment at the project.	Responded that email had been received and confirmed information had been forwarded to contractor.	CLOSED 4/6/14	N/A
19/06/2014	7.12am	Enquiry	Email	Query regarding construction completion including completion of completion of first concrete footing, first tower and first complete turbine.	CRM provided answers to questions and added stakeholder to the contact database.	CLOSED 19/6/14	Stakeholder's website details provided to client.
23/06/2014	11.14 am	General	Email	Affirmative response to request for permission to use a map.	CRM had requested use of a map in the component delivery information. Representative was added to contact database.	CLOSED 23/06/14	N/A
24/06/2014	5.57pm	Enquiry	Email	Same stakeholder (19/6). Further queries regarding capacity and number of turbines in the project.	CRM sought clarification from contractor and provided information by return.	CLOSED 24/06/14	N/A
26/06/2014	2.11pm	Enquiry	Email	Request to be kept informed of construction/component delivery progress for the project.	Added to stakeholder the contact database.	CLOSED 26/06/14	N/A

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
1/07/2014	4.39pm	Enquiry	Email	Query from a high school student for an extensive list of information about the project for a senior geography project. Student requested a site visit to take photos.	Directed student to the website. Forwarded email to client and contractor.	CLOSED 1/07/12	N/A
17/08/2014	5.10pm	Enquiry	Email	Query regarding purchase of a property east of Taralga and location of the project in relation to the property.	CRM provided overview map from contractor by return and directed stakeholder to the website.	CLOSED 17/08/14	N/A
28/08/2014	4.59pm	Enquiry	Email	Query regarding use of police escort for over-size component haulage.	Provided information about transport support services and provided links to NSW Police website with schedule fees and charges.	CLOSED 28/08/14	N/A
8/09/2014	5.00pm	Enquiry	Phone/ Email	Request for information about turbine layout.	Provided overview map from contractor and directed stakeholder to the website. Added stakeholder to contact list.	CLOSED 8/09/14	N/A
14/09/2014	10.02 am	Comment	Email	Complaint regarding disregard for safe and reasonable use of a public road. Intention to contact all relevant authorities and stating same case.	No response provided as stakeholder requested same. Stakeholder's comments are noted, but noted also that his enquiry had been answered following his first contact on 28 August.	CLOSED 14/09/14	N/A
24/09/2014	10.21 am	Enquiry	Email	Enquiry questioned statements on the project website about energy yield against cost of construction. Letter was attached as a jpg file and is saved.	Forwarded to client for comment. ER provided additional response.	Closed 24/09/14	N/A
10/10/2014	10.30 am	Complaint	Phone	Stakeholder called again (previously in January) to complain about project impacts on Taralga TV reception, convinced that the problem is related to the project. Caller complained about complaint management. Caller stated episodes of dropped signal in his and neighbour's home.	CRM advised that no complaint call had been received from caller's neighbour. CRM reiterated signal testing procedure. CRM again offered to add caller to the contact database for updates, but he again declined.	Closed	N/A
29/10/2014	4.45pm	Comment	Email	Comment regarding view of project from property at Tallong. Enjoyed being able to see them, appreciate the information about the project.	Email was address to ER, so forwarded for response. Stakeholder advised of project progress and added to stakeholder database for updates.	Closed 29/10/14	N/A
30/10/2014	Not noted	Complaint	Phone	Caller claims his television reception is deteriorating as the towers are constructed. He claims this started on the	Stakeholder reiterated his earlier complaint (10/10/14).	Closed	CRM noted and advised client.

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				long weekend in October.			
16/11/2014	3.59pm	Complaint	Email	Complaint regarding TV reception interference for the project. Caller took part the TV reception study, and reception was fine. Since turbine erection reception has deteriorated to almost no reception. Further email - 19/11/2014 - 1.21pm Prepared to wait until the turbines are operational before requesting action, subject to further reception deterioration.	CRM responded with advice from the technician that until the turbines are commissioned they cannot be the cause of any change to the reception in Taralga. To date, no turbines have been commissioned. Stated relevant condition of approval.	Closed	Stakeholder had VAST installed himself, TWF reimbursed cost on receipt of invoice.
16/11/2014	6.30pm	Complaint	Phone	Complaint about neighbour's TV reception and project's inaction about same.	Advised caller that action was being taken and his neighbour was in direct contact with our team.	Closed	CRM noted and advised client.
17/11/2014	12.15 am	Complaint	Phone	As above - but also complained about his own TV reception.	Caller terminated the call while CRM was explaining investigations.	Closed	CRM noted and advised client.
17/11/2014	12.55 am	Complaint	Phone	As above - Caller became abusive.	Caller terminated the call while CRM was speaking.	Closed	CRM reported these last two calls to client as the caller was quite hostile.
19/11/2014	1.24pm	Complaint	Email	TV reception interference complaint. Over the past two months reception has either been very poor or nonexistent. Same being experienced around Taralga. Request to look into this matter, as it was not happening prior to the turbine construction, it seems logical that there must be a connection.	CRM responded: Testing currently being carried out in Taralga, and preliminary advice suggests turbines are not the cause of the problem. The project is committed to assisting the community as much as possible, and we will advise further when we have a full report on the cause of the service disruption and possible solutions.	Closed	Caller updated and VAST provided
20/11/2014	3.34pm	Complaint	Phone	Caller advised she had lost reception of ABC in the past week.	CRM advised that there were investigations underway as to the cause, and caller would be updated when we have the results of those investigations.	Closed	Caller updated and VAST provided.
22/11/2014 to 23/11/2014	8.45pm to 2.45am	Complaint	Phone	Caller left fifteen voice mail messages between 8.45pm and 9.55pm and a sixteenth message at 2.45am regarding TV reception.	CRM filed all voice mail messages and forwarded to client due to the harassing and personal nature of the messages.	Closed	CRM reported to Client and ER.
24/11/2014	4.29pm	Complaint	Email	Traffic complaint. A Vestas truck carrying a tower section went through a school zone on Taralga Road (in Goulburn) very fast. It was 9:20am, still during the school zone	CRM contacted the transport contractor to investigate. GPS tracking attached to the truck showed the vehicle had been travelling within the 40kph speed limit, and the 60kph	Closed	N/A

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				hours.	limit in other areas through Goulburn. This information was relayed to the complainant by return email.		
24/11/2014	1.47pm	Enquiry and advice	Email	Comment regarding non-project related truck not obeying advice of haulage pilot vehicles on Old Showground Road. This was reported to police.	CRM thanked stakeholder for her comment and assistance in reporting the offending vehicle.	Closed	Information forwarded to transport contractor and client.
24/11/2014	2pm	Complaint	Phone	Caller (a tenant) reported deterioration in his TV reception over the past two weeks. Property has asbestos, so no installation completed. Tenant advised he is vacating property.	CRM advised of investigations being carried out, an update would be provided.	Closed	VAST provided
24/11/2014		Complaint	Phone	Stakeholder reported deterioration in TV reception. Also noted a second VAST box was installed, and refund requested.	VAST provided, reimbursed for second system.	Closed	
5/12/2014	11am	Complaint	Phone	A follow up call regarding TV reception interference.	CRM advised that investigations were being undertaken, and caller would be updated with results.	Closed	VAST provided
15/12/2014	10.15 am	Enquiry	Email	Caller enquired about project statistics and when turbines would be operational.	CRM passed enquiry to Project director for response and followed up.	Closed	
16/12/2014	1.38pm	Complaint	Email	Complaint regarding TV reception.	Advised that CRM would discuss with the project team and respond.	Closed	VAST provided
18/12/2014	9.30am	Complaint	Phone	Report deterioration in TV reception. Caller is hearing impaired, currently uses Teletext to provide subtitles when watching TV.	Advised that CRM would discuss with the project team and respond.	Closed	VAST provided
20/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
23/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
23/12/2014		Complaint	Email/ Phone	Reports numerous complaints regarding TV reception received at the post office.	Provided with the 1800 number to pass on to complainants.	Closed	
24/12/2014		Complaint	Email/ Phone	Tenant has reported issues with reception.	VAST provided	Closed	
24/12/2014		Complaint	Email/ Phone	Report deterioration in TV reception.	VAST provided	Closed	
24/12/2014		Complaint	Email	Appreciate installation of one VAST, but complaint regarding no additional set top boxes for multiple TVs.	VAST provided	Closed	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
24/12/2014		Complaint	Email	Contacted us on behalf of two residents who don't have access to email regarding deterioration in TV reception.	Both residents contacted and were provided VAST.	Closed	
24/12/2014		Complaint	Email/ Phone	Report deterioration in TV reception.	VAST provided	Closed	
24/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
24/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
26/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
29/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
29/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
29/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
29/12/2014		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Email	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Email	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Email	Stakeholder reported deterioration in TV reception Complaint lodged via ER	VAST provided	Closed	
5/01/2015		Complaint	Email (via ER)	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Email/ Phone	Report deterioration in TV reception. Additional set top boxes requested.	VAST provided in 4 properties	Closed	
5/01/2015		Complaint	Email/ phone	Request for reimbursement for additional set top box.	Caller reimbursed	Closed	
5/01/2015		Complaint	Email	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Email/ phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Report deterioration in TV reception. Distortion more noticeable when it's still.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	Residence identified as being outside interference zone, and as such, not eligible for a VAST installation.	Closed	N/A
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Elderly resident reported deterioration in	VAST provided	Closed	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				TV reception.			
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
5/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
6/01/2015		Complaint	Phone	Report deterioration in TV reception. Request for an additional set top box.	VAST provided	Closed	
6/01/2015		Complaint	Email/ Phone	Report deterioration in TV reception.	VAST provided	Closed	
6/01/2015		Complaint	Email	Report deterioration in TV reception. Frustrated that only one VAST was installed.	VAST provided. On 25/02/2015 - 7 boxes were requested and installed following that.	Closed	
6/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
6/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
6/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
6/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
7/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
7/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
7/01/2015		Complaint	Email/ Phone	Complaint about deterioration in TV reception lodged with ER.	VAST provided	Closed	
7/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
7/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
8/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
8/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
8/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
8/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
8/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
8/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
9/01/2015		Enquiry	Phone/ Email	Query regarding TV signal deterioration.	Provided information and passed details on the project managers.	Closed	
9/01/2015		Complaint	Phone	Report deterioration in TV reception. Plus 2 additional televisions that require set top boxes.	VAST provided	Closed	
9/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
9/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
9/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
12/01/2015	1.30PM	Enquiry	Phone	Stakeholder was enquiring about the appearance of a bright light on the wind	The matter was investigated and could possibly have been a security light left on	Closed	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				farm site.	overnight. Stakeholder has since reported that light is no longer appearing.		
12/01/2015		Complaint		Report deterioration in TV reception.	VAST provided	Closed	
12/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
12/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
12/01/2015		Comment Spoke to EMR	Phone	Report deterioration in TV reception in the past few weeks for the area. They asked for progress update and problem rectification as soon as possible.	Comments taken on board. ER advises no further action required.	Closed	
19/01/2015		Complaint	Email	Report deterioration in TV reception.	VAST provided	Closed	
21/01/2015		Enquiry	Phone	Request for reimbursement for set top box.	Residence identified as being outside interference zone, and as such, not eligible for reimbursement.	Closed	
22/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
22/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided, other issues resolved.	Closed	
27/01/2015		Complaint	Post	Report deterioration in TV reception.	VAST provided	Closed	
27/01/2015		Complaint		Report deterioration in TV reception.	VAST provided	Closed	
27/01/2015		Complaint	Post	Report deterioration in TV reception.	VAST provided	Closed	
27/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
27/01/2015		Complaint	Phone	Report deterioration in TV reception.	VAST provided	Closed	
27/01/2015		Complaint	Phone	Some deterioration in TV reception since box installed.	Box reset advised and resolved problem.	Closed	
27/01/2015		Complaint	Email	Report deterioration in TV reception.	VAST provided	Closed	
27/01/2015		Complaint	Post	Report deterioration in TV reception.	VAST provided	Closed	
01/02/2015		Enquiry	Email	Request for information about landscape mitigation condition of consent.	Phone and email response outlining the condition of consent; confirmed that address provided is not eligible for a landscape mitigation assessment based on location.	Closed	
05/02/2015	5.20pm	Enquiry	Email	Complaint regarding difficulties with VAST installed.	VAST system investigated, appears that the TV, and not the VAST was causing the problem. Issue rectified with complainant.	Closed	
09/02/2015	6.15pm	Enquiry	Email	Request for information about visual impact and landscape mitigation.	Phone and email response outlining the condition of consent; confirmed that address provided is not eligible for a landscape mitigation assessment based on location.	Closed	
12/02/2015	5.17pm	Enquiry		Follow up request for information about visual impact and landscape mitigation.	As per email received 1/2/15.	Closed	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				Understand lives within 2km.			
15/02/2015	11.13 am	Enquiry		Request for information about visual impact and landscape mitigation.	Phone and email response outlining the condition of consent; confirmed that address provided is not eligible for a landscape mitigation assessment based on location.	Closed	
19/02/2015	8.25pm	Complaint	Email	Follow up on deterioration of TV reception.	VAST provided	Closed	
09/03/2015	11.56 am	Complaint		Request for additional set top box and complaint about turbine noise.	Information provided to Project Director and EMR for consideration and response.	Closed	Ongoing response the complaint.
01/05/2015	4.00 pm	Complaint	Phone	Complaint about road conditions.	Technical Manager (TM) Responded to complainant. Gravel used on public section of road to address the issue.	Closed	N/A
10/5/2015	10.44 am	Enquiry	Email	Request for information about turbine locations. Potential purchase of property in the area.	Forwarded to TM and project owner for a response.	Closed	N/A
12/5/2015	1.51pm	Enquiry	Email	Offer of fencing services.	Passed on to site managers.	Closed	N/A
12/5/2015	1.44pm	Enquiry	Email	Provision of information about Goulburn property to lease.	No action required.	Closed	N/A
2/6/2015	1.50pm	Enquiry	Email	Follow up request for visual impact investigation and mitigation.	Responded to query with information about condition of consent. Further contact to be undertaken.	Closed	N/A
10/6/2015	12.31am	Enquiry	Email	Request for information about project commissioning.	Response provided.	Closed	N/A
10/6/2015	12am	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	N/A
10/6/2015	12.48pm	Enquiry	Email	Seeking maintenance work at project.	Passed information along.	Closed	N/A
17/6/2015		Enquiry	Email	Offering services.	Passed information along.	Closed	N/A
18/6/2015	1.48pm	Enquiry	Email	Request for project access for night-time photography.	Responded to by CM with information about access to the project and views of the project from public areas.	Closed	N/A

Taralga Wind Farm Complaints and Enquiries Register – UPDATED AUGUST 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
22/6/2015	10am	Complaint	Email	Query about visual impact and landscape mitigation, and complaints about the project.	Phone and email response from CM and Asset Manager.	Closed	Ongoing discussions.
25/6/2015	18.05	Complaint	Email	Follow up email about sponsorship proposal and landscape mitigation.	Follow up undertaken.	Closed	Ongoing discussions.
30/06/2015		Enquiry	Phone	Request for project newsletter.	Newsletter sent.	Closed	N/A
2/7/2015		Enquiry	Phone	Request for update on TV re-transmitter.	Responded, update will be provided on receipt of a report.	Closed	Letter provided.
2/7/2015	2.53pm	Enquiry	Email	Request for project newsletter construction completion date.	Information provided by CM.	Closed	N/A
5/7/2015	3.15pm	Complaint	Email	Complaint regarding a number of issues including mobile phone reception, noise and potential health impacts.	Meeting, letter and ongoing response being undertaken.	Open	Ongoing contact
7/7/2015	3.30pm	Enquiry	Phone	Enquiry regarding re-transmitter, a mobile phone repeater and turbine noise.	Returned call and discussed issues raised. Caller was very satisfied with discussion.	Closed	N/A
13/7/2015	9.38am	Enquiry	Email	VAST requested.	Residence identified as being outside interference zone and therefore not eligible for a VAST installation.	Closed	N/A
9/7/2015	7.53am	Enquiry	Email	VAST requested.	VAST provided.	Closed	N/A
15/7/2015	10.53am	Enquiry	Phone	Request for information regarding the project after Open Day attendance.	Project information sent out.	Closed	N/A
21/7/2015	3.48pm	Enquiry	Email	VAST requested.	Residence identified as being outside interference zone and therefore not eligible for a VAST installation.	Closed	N/A
24/7/2015		Enquiry	Email	VAST requested.	VAST provided.	Closed	N/A