

Taralga Wind Farm Complaints and Enquiries Register – UPDATED JUNE 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 whether the public information day was an event that had been previously mentioned to him to be held at the hotel.	Advised the Info Day was a separate event	CLOSED 10.02.12	Advised the open day was a drop-in style and the hotel would more likely be used for smaller events.
10/02/2012		Enquiry	Phone	Caller had several questions about the CEMP	Advised the questions would be referred to client for response 10.02.12	CLOSED 13.02.12	Client's project director contacted caller 13.02.12
14/02/2012	approx 4pm	Response to invitation	Phone	Conveying local member's apology that he could not attend the community information day but wished to convey his appreciation of the invitation.	Asked if Local member would like to receive project updates via email and / or meet the Project Manager for a briefing.	CLOSED 14.02.12	Local member's office to come back and advise is member would like to continue to receive information about the project and/or meet with the Project Manager for a briefing.
16/02/2012	5.04pm	Enquiry	Phone	Enquiry about the height of the turbines and request to be kept informed of works activities	Advised the turbines would be 85 metres and the blades 45 metres	CLOSED 16.02.12	Added caller to the Stakeholder database for updates
17/02/2012			Phone	Offer of accommodation in Taralga	Responded with thanks, passed on information to client	N/A	N/A
17/02/2012	6.24am	Enquiry	Email	Offer of accommodation in Taralga	Responded with thanks, passed on information to client	N/A	None
28/02/2012	3.20pm	Enquiry	Phone	Three questions: availability of CEMP on website; in hard copy with council and in post office; whether construction had started yet.	Advised that CEMP was being posted to website - size of documents may be causing delay (sent to webmaster on Friday 24/02). Undertook to find out and confirm as soon as live. Re other questions - undertook to confirm status with CBD staff in Taralga and respond ASAP. Emails sent to respective CBD people to obtain information for response.	CLOSED 01.03.12	N/A
1/03/2012		Enquiry	Email	Please advise when the Construction Environmental Management Plan will be available on your website, at your "site office" and at the Taralga Post Office and Crookwell Library. I have already made a call to your hotline regarding this matter and	Apologised for the delay in providing answers. Noted there have been technical difficulties posting the CEMP document to the Taralga Wind Farm website, due to the file size. Advised there is a copy	CLOSED 01.03.12	N/A

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				was told that I would be advised shortly. That was two days ago.	available to view at the Taralga post office and confirmed that minor site works have commenced.		
19/03/2012	2pm	Enquiry	Phone	Called re 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 following up with client and caller as to original agreement.
20/03/2012	10am	Enquiry	Phone	As above - provided more information - house has been sold and he must vacate by 16 April. Needs to sort out easement for new owner.	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	Enquiring whether media reports that CBD Energy were no longer involved in the Wind farm were correct	CRM Responded that reports were incorrect and CBD is the proponent for the Taralga Wind Farm	CLOSED 29.03.12	N/A
28/03/2012	2.58pm	Enquiry	Phone	Met client's representative at Taralga Community Information Day. Would like to make contact with client's representative (personal matter).	Message and contact details emailed to client's representative.	CLOSED 28/03/2012	N/A
19/03/2013		Complaint	Email	As discussed, the Department has received a complaint from a community member about the Taralga Wind Farm, as set out below: The Conditions of Consent, 27. Complaints Management System require that the Applicant must ensure that there is a telephone number on which complaints can be registered for the life of the development. It is also required that an email address to which electronic complaints may be transmitted be available. The advertised toll free number is no longer connected to anything to do with the Taralga Wind farm. The former website no longer exists. The applicant apparently started construction more than a year ago and yet nothing has occurred. I have not been able to obtain a copy of the CIP which should have been prepared prior to construction commencing. (condition 29)	1. EMR Personnel - CBD Energy will be sending you a letter advising of Richard's departure. It is my understanding that they need not do anything more than that as the other two members of the EMR team (myself and Andrew Schofield) continue to be available and provide adequate coverage given the current hiatus in the construction. 2. Telephone number – CBD expects the contract for the renewal of that service by KJA to be formalised next week. 3. Website – this was always OK, you had been given the incorrect address – it is www.taralga-windfarm.com – I have informed CBD that in regard to the information on the website they will need to replace Richard's name with	CLOSED 5/4/13	CRM's contract renewed April 2013.

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				Can you please advise what is occurring with this development and whether the Department of Planning is going to require the Applicant to abide by the conditions of consent. I think the complainant may actually mean conditions 28&30. You will be aware that construction technically commenced some time ago, so the applicant should be complying with these conditions. Also, from our discussion, I understand that Richard Mason is no longer employed by Molino Stewart and, as such, is no longer performing the ER role. I don't recall the applicant advising the Department of this change. Can you please advise whether the applicant is complying, require them to comply if necessary, and ask them to clarify the ER status.	mine, his email address with mine and our Company's street address with the one below – they expect access to the website for these changes to be made will be available next week. 4. Email – this should be resolved with the ownership/access to the website being resolved 5. Finally, in regards to the CIP, this is Appendix 9 of the CEMP which is accessible from the website at http://www.taralga-windfarm.com/media/20534/TWF%20CEMP%2017%20Feb%202012.pdf . I will be following up with CBD Energy next week and will give you an update.		
8/05/2013	12.57 pm	Enquiry		Hi there, Do you know when is the scheduled operating date for the Taralga wind farm? Also, has a turbine manufacturer been chosen for the 2-3MW turbines since the project was sold to Banco Santander and CBD Energy?	Information provided by return email	CLOSED 8/5/13	N/A
14/05/2013	8.02am	Enquiry		Was wondering when construction will start and when will the TV booster be installed?	Information provided by return email	CLOSED 14/05/13	N/A
17/01/2014	7.18pm	Complaint	Email	I am a resident of the village of Taralga, and live on the southern edge of the village, within the 50km/hr zone. This morning at 6.45am I was riding my horse on the grassy verge alongside Taralga Road from my home to the village, and had the misfortune to encounter two vehicles working on the wind farm drive past me in excess of the speed limit and at what I estimate to be around 90km/hr. I knew that these vehicles were part of the wind farm operations/construction, as I then saw them parked outside the Taralga Memorial Hall as	CRM sent a response to complainant that this would be investigated. 20/01/14 Forwarded email to Project manager. PM forwarded to the site supervisor to discuss 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 PM.

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				<p>is the normal practice for the wind farm workers. In addition they had an orange flag attached to their aerals. The 50 zone commences some 200m prior to my driveway, and extends all the way through the village. The blatant disregard of the road laws is quite frankly abhorrent and downright dangerous. I would expect that all workers, employees, contractors etc working on this project would be inducted on the very basic premise that the law must be upheld. I am sure that the conditions of your consent require this. I will leave you to deal with this as you see fit, however should it re-occur I can only make a complaint to the consent authority.</p>			
31/01/2014	midday	Complaint	Phone	<p>Caller phoned to complain that his television reception has diminished in the last two months. He was certain this could be attributed to the erection of met masts at Taralga Wind Farm.</p>	<p>CRM explained that there had been no other reports about interference. CRM also advised that the tv reception in Taralga would be assessed in a defined area, both before and after construction of the wind turbines, and if there was any attributable impact, then this would be addressed at that time. Caller vehemently disagreed with this process. He said CRM was naive if she believed there would be no interference and said CRM was "just spouting corporate rhetoric". CRM asked whether caller had had his antenna/connection tested by a professional and he said he had not. CRM suggested that in the absence of any other complaints (in spite of other met masts having been constructed) that caller have his equipment checked and if a professional advised there was</p>	CLOSED 31/1/14	

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					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.		
10/02/2014	4.16pm	Enquiry	Email	Request for updates regarding Wind Farm construction	Added details to contact database		
14/02/2014		Enquiry	Letter	Enquiry regarding property acquisition	Referred to Client for management	CLOSED	Client contacted caller direct.
28/02/2014	8.59am	Enquiry	Email	Several issues 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: (edited) Thank you for facilitating the prompt and courteous response from your Project manager to the issues I raised. We will now closely examine the information provided and consider what, if any, action may be required in the interests of the Taralga and surrounding community. The information provided certainly gives us a firm starting point to monitor the action by the authorities mentioned and to hold all concerned accountable should public safety be further impacted or the actual road works fall short of the obligations, commitments and undertakings given.
28/02/2014	4pm	Enquiry	Phone	Enquiring whether her tv reception would have been affected by the wind farm 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	CLOSED 28/2/14	N/A

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					will advise is this doesn't resolve the issue.		
11/03/2014	12.30 pm	Complaint	Phone/ Email	Complaint re damage to fencing and gate, photo provided (Not project related)	CRM referred to Site supervisor for investigation. Investigation revealed damage had been caused by person outside the project and was not project related. Complainant advised of these findings	CLOSED 11/3/14	N/A
19/03/2014	8.30am	Complaint	Phone	You are currently on our property and have been doing a lot of fencing work as you have been putting in new gates etc. Unfortunately we are very unhappy with a lot of the work and how the fencing has been done. We would like to talk to someone about it but we are not sure who to contact. Would it be possible for you to give me the best persons contact details? Complaint about transmission line works (Not project related)	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 in touch with them regarding the works.	CLOSED 19/3/14	N/A
12/05/2014	7.09pm	Enquiry	Email	Caller requested information on how Taralga wind farm is progressing. Has construction started?	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	Just wondering who the company is that will be undertaking the electrical work at the Taralga wind farm?	CRM requested information from site supervisor and provided information by to stakeholder by return	CLOSED 13/5/14	N/A
15/05/2014	10.09 am	Enquiry	Email	Request for supply of services to TWF	CRM thanked the emailer for the information and forwarded to contractor	CLOSED 15/5/14	N/A
1/06/2014	12.47 pm	Enquiry	Email	Hi, last update available under your 'news' heading was for December 2103. Please provide a recent update to keep us informed of what is happening.	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 - Email: (edited) Thank you for your time this morning and the information you provided. Could you please pass on my details to TWF to see if they will have any needs for our equipment. I have attached a copy of our	Responded that email had been received and confirmed information had been forwarded to contractor	CLOSED 4/6/14	N/A

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				product brochure for convenience			
19/06/2014	7.12am	Enquiry	Email	Can you tell me when the wind farm is due for completion please? Also, can you give any probable dates for: Completion of first concrete footing; Completion of first tower; Completion of first complete wind 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	Thanks for this information and for seeking approval prior to using our map. I have no issues with your application of the map and the credit you have provided. All the best with the project.	This email was in response for a request by CRM to use a Council map in the component delivery information. Council's representative was added to contact database.	CLOSED 23/06/14	N/A
24/06/2014	5.57pm	Enquiry	Email	Same stakeholder (19/6) Another question please. Your Net site states "Each turbine will have a generating capacity of approximately 2-3MW, providing approximately 124 - 186MW in total." At this stage I would think that you must know the exact capacity of each turbine and the total. Can you tell me please? And can you confirm that there will be 61 turbines; I have heard other numbers stated?	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 Taralga Wind Farm.	Added to stakeholder the contact database	CLOSED 26/06/14	N/A
1/07/2014	4.39pm	Enquiry	Email	I am currently a senior at Yanco Agricultural High School. However I live at Bannaby/Taralga. I am having to do my senior geography project and have been asked to write it on an environmental/geographical issue/s in my local community. Due to the windmills being in this category I would like to be able to put forward your positive views on the windmills, this inclusive of the structural and the final outcomes of this project (windmills). An example of some questions that I would like are:	Directed student to the website. Forwarded email to client and contractor	CLOSED 1/07/12	N/A

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				<ul style="list-style-type: none"> • How many windmills on completion • Cost approximation • Area this is occurring on • Different skilled labourers needed • Types of machinery • Contractors • time frame for completion • What was needed for approval by council • Timeframe to go through council • Any other information that you think would be helpful <p>Because of the importance of this assignment, there is an enormous need for primary information, this includes pictures. If available I would like to take pictures of the windmills/sites. Because of my job I can only do this on the 4th or 11th, 9-11 am. or 7th , 8th, 9-10:30am or 12th, 9-12am. If any of these days are suitable I would be much obliged if you could please contact me with the date and time that would be suitable for you. I would very much appreciate any of your help in this matter.</p>			
17/08/2014	5.10pm	Enquiry	Email	Hi there, am thinking of purchasing a property east of Taralga and just wanted to know where the wind farm was in relation to the property. Can't see on satellite map and was wondering if you could get back to me asap.	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	I see that when you intend to disrupt the traffic on Taralga Road that you will have Police escorts. Can you please let me know who is paying for the Police? Strangely I thought their job was to uphold the laws of NSW so I will be extremely interested in your response.	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	CLOSED 8/09/14	N/A

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				"Nice talking to you. I am looking forward to seeing the wind farm up and running".	to the website. Added stakeholder to contact list.		
14/09/2014	10.02 am	Comment	Email	I have given the whole wind farm situation some considerable thought. I have no patience nor consideration in regard to your blatant disregard for my safe a reasonable use of a road that my taxes pay for. Your only concern is for the delivery of your components and not for my use of Taralga Road. Of course I shall be contacting all the relevant authorities and stating my case. I still cannot believe that you have the ability to buy the police. Why would one need police escorts for legal road use? There is something not quite right about the whole situation. Please save your thanks. No doubt you would welcome delays, road damage and stress caused by oversized trucks out the front of your home. I don't. I remain a very concerned and outraged.	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 Taralga Wind Farm about energy yield against cost of construction. Letter was attached as a jpg file and is saved in TWF files.	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 impacts on the Taralga TV reception, convinced that the problem is related to TWF. Caller stated that he has a satellite dish that was previously installed when he subscribed to Austar. He no longer subscribes, but he had a technician work on the satellite dish so he could watch free-to-air tv. He was quite aggressive in stating his opinion about the Wind Farm, large corporations riding rough shod over small communities and the way in which complaints are managed. CRM pointed out that there have been no	CRM advised that no complaint call had been received from caller's neighbour. Caller said he didn't believe that all complaints were recorded - but when CRM offered to share the complaints database with him, he declined. Caller claims to be concerned about the welfare of older people in Taralga who rely on television - even though CRM again pointed out that NO complaints had been received in the past three months. CRM also reiterated that the Taralga TV signal had been	N/A	N/A

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				complaints about TV reception recorded in the past three months or so. Caller stated said his neighbour had guests at his home for the football grand final on Sunday 5/10 and that the signal was lost half way through the game, although he couldn't say with certainty whether his neighbour felt that this was due to the construction of the wind farm.	tested pre-construction and would be tested again afterwards for comparison and that at that time, remediation/mitigation would be considered, if required. CRM again offered to add caller to the contact database for updates, but he again declined.		
29/10/2014	4.45pm	Comment	Email	I just wanted to let you know that I can see the structures from my place at Tallong. My husband and I went looking for them but could not see them from anywhere else we went. Would we see them from any road between Tallong and Taralga? If not it looks like a trip to Taralga some time. Thanks for your time. Further email: 24/11 Went for a drive out to Taralga on the weekend and got to the gate of the wind farm. They are massive. Still looking forward to seeing the blades move from home. Thanks for keeping me informed. It's appreciated.	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 long weekend in October.	Stakeholder reiterated his earlier complaint (10/10/14).	N/A	CRM noted and advised client.
16/11/2014	3.59pm	Complaint	Email	Hi There - A little while back, prior to the erection of your wind turbines, we took part in your TV reception programme and our reception was found to be perfect. You should have theses result on file. Since the erection of your wind turbines our reception has deteriorated to such a degree that we have almost no reception at all. Please advise what course of action you intend to take to remedy this problem. Further email - 19/11/2014 - 1.21pm Thanks for your reply. As our reception has	CRM responded: Apologies for the delay in responding to your email. As you noted, the TV reception was checked at your property and many others in the Taralga area and the results recorded, prior to commencement of construction. Our advice from the technician is that until the turbines are commissioned into operation, they cannot be the cause of any change to the reception in Taralga. To date,	CLOSED	Stakeholder had VAST installed himself, TWF to reimburse costs on presentation of invoice.

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				deteriorated since the erection of the metal towers it seems logical that these structures may be the cause of the problem. However, we are prepared to wait until the turbines are activated before requesting any action on your part, subject to our reception not deteriorating any further in the interim.	none of the wind farm turbines have been commissioned. Taralga Wind Farm's commitment, and a condition of our project's consent, is to reassess the TV reception in the area once the wind farm is operational and should it be necessary, implement the necessary measures to address any change.		
16/11/2014	6.30pm	Complaint	Phone	Caller phoned to complain about his neighbour's TV reception and our inaction about same.	Advised caller that action was being taken and his neighbour was in direct contact with our team. Caller thanked CRM for response.	N/A	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	N/A	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.	N/A	CRM reported these last two calls to client as the caller was quite hostile.
19/11/2014	1.24pm	Complaint	Email	I am writing to inform the Taralga Wind Farm that since they have started construction on the Turbines there has been a noticeable deterioration in Television reception quality. Over the past two months reception has either been very poor or nonexistent in many of the channels, especially ABC, Ten and Nine. To start it was only a few days a week mostly mornings, now it has extended to most days and any time I seem to be checking - early mornings before work and evenings. I have also tried taping programs from 9am to 11am and 9pm to 11pm to see if is any better, it is not. I know I am not the only person in town experiencing reception difficulties as I have spoken to others who are having the same issues. Could you please 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: Thank you for your email and apologies for the delay in responding. We are currently having testing carried out on the television reception in Taralga and we have received preliminary advice that there is little chance the structures could be causing the problem. That said, Taralga Wind Farm 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	VAST PROVIDED

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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	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. Calls were abusive and a personal attack on CRM	CRM filed all voice mail messages and forwarded to client due to the harassing and personal nature of the messages	OPEN	CRM reported to Client and ER. Further action pending.
24/11/2014	4.29pm	Complaint	Email	Not sure if you are the correct person to past this info onto? Yesterday a big Vespas truck with the big tower section went through the last school zone on Taralga Road (in Goulburn) very fast. It was 9:20am and still during the school zone hours. I understand that we need to share the road and be informed and up to date with the schedule, but they need to be aware of the school zone times for the safety of our children. Thank you for passing this on.	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 limit in other areas through Goulburn. This information was relayed to the complainant by return email. Stakeholder thanked CRM and transport company for carrying out the investigation and reporting the truck had complied with speed limits.	CLOSED	
24/11/2014	1.47pm	Enquiry and advice	Email	Have you had any complaints from the delivery trucks regarding vehicles not pulling over on direction from the leading pilot cars ? I was stopped at Old Showground Road one day last week with the pilot vehicle stopped across in front of me when a truck carrying a tractor on its tray just went around both of us and continued up the Taralga Road - next thing the blasting of the horn from the wind farm truck. Absolute idiot - I did get his number plate and have reported him to the 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	Stakeholder reported deterioration in his TV reception over the past two weeks, particularly in the evening. Caller is a tenant - Property has asbestos, so no installation	CRM advised that there were investigations being carried out to find the cause, and he would be updated when we have the results	CLOSED	VAST PROVIDED

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				completed. Tenant advised he is vacating property.	of these investigations		
24/11/2014		Complaint	Phone	Stakeholder reported deterioration in TV reception We paid to have a second box installed so if you are offering a refund we would be happy to take that.	VAST PROVIDED	CLOSED	
5/12/2014	11am	Complaint	Phone	Stakeholder phoned again to reiterate that she had lost reception of ABC	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	VAST PROVIDED
15/12/2014	10.15 am	Enquiry	Email	Stakeholder enquired about statistics for the wind farm and commencement date for the turbines to be operational.	CRM passed enquiry to Project director for response	CLOSED	
16/12/2014	1.38pm	Complaint	Email	I would like to talk to someone about the TV reception in Taralga since the start of the wind farm buildings. I had no problem until then and now I am lucky to ever get any trouble free reception day or night. I am not against wind farms but just want to know what to do about my tv.	Advised that CRM would discuss with the project team and advise	CLOSED	VAST PROVIDED
18/12/2014	9.30am	Complaint	Phone	Had been advised to call us to request a satellite dish. TV reception has deteriorated and Stakeholder is hearing impaired. She currently uses Teletext to provide subtitles when watching TV	Advised that CRM would discuss with the project team and advise	CLOSED	VAST PROVIDED
20/12/2014		Complaint	Phone	Stakeholder reported disruption to TV reception.	VAST PROVIDED	CLOSED	
23/12/2014		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
23/12/2014		Complaint	Email/ Phone	Caller reports numerous complaints at the post office. She has been provided with the 1800 number to pass on to complainants.		CLOSED	
23/12/2014		Complaint	Phone	She said she called but didn't get an answer. Possible mix up on her phone number?		CLOSED	
24/12/2014		Complaint	Email/	Tenant has reported issues with reception	VAST PROVIDED	CLOSED	

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			Phone				
24/12/2014		Complaint	Email/ Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
24/12/2014		Complaint	Email	We have had VAST installed at our house, with a satellite and one set top box. When we spoke with the technicians, we became aware that the wind farm was only paying for hook up to one of our TVs and that the cost for two additional boxes and cabling for around \$660. We appreciate that the wind farm has paid for the installation of the satellite and one box, which means we are able to watch TV from one of our TVs, however the other two remain, useless because of the poor reception (one is quite a new TV too). As a family, we have more than one TV and live in a new 5 bedroom home, built 2 years ago. I think it is very uncommon for families to have just one TV these days, and given the fact that we had near perfect reception on all TVs until late last year, we would like the wind farm to pay for cabling to and set top boxes to the other TVs in our home. We work hard as a family to stay within our budget. We do not have pay TV and see that TV reception to free to air TV is a pretty basic thing to expect to be restored in an area which is 35mins drive from a major regional centre. We look forward to hearing from you soon,	VAST PROVIDED	CLOSED	
24/12/2014		Complaint	Email	Contacted us on behalf of the next two residents who don't have access to email			
24/12/2014		Complaint	Email/ Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
24/12/2014		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
24/12/2014		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED JUNE 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
26/12/2014		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
29/12/2014		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
29/12/2014		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
29/12/2014		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
29/12/2014		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Email	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Email	Stakeholder reported a 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)	Stakeholder reported a deterioration in TV reception		OPEN	VAST under consideration
5/01/2015		Complaint	Email/ Phone	Stakeholder reported a deterioration in TV reception Additional set top boxes requested	VAST PROVIDED – 4 properties	CLOSED	
5/01/2015		Complaint	Email/ phone	I purchased an additional set top box the day my freebie was installed can I be reimbursed for it, I have the receipt	Reimbursed	CLOSED	
5/01/2015		Complaint	Email	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Email/ phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	distortion more noticeable when it's still	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception		OPEN	VAST under consideration
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV	VAST PROVIDED	CLOSED	

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Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				reception			
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception Elderly - relies on TV a lot	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
5/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
6/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception We will be needing a second box in our home as per your email.	VAST PROVIDED	CLOSED	
6/01/2015		Complaint	Email/ Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
6/01/2015		Complaint	Email	Stakeholder reported a deterioration in TV reception	VAST PROVIDED - Not happy with initial response, has emailed three times 25/02/2015 - 7 Boxes plz I understand these will be returned after re transmitter in place and have definitely have no problem with that.	OPEN	
6/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
6/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
6/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
6/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
7/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
7/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
7/01/2015		Complaint	Email/ Phone	Stakeholder reported deterioration in TV reception Complaint lodged via ER	VAST PROVIDED	CLOSED	
7/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV	VAST PROVIDED	CLOSED	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED JUNE 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				reception			
7/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
8/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
8/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
8/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
8/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
8/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
8/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
9/01/2015		Complaint	Phone/ Email	Caller phoned about landscape mitigation but reported signal deterioration as well.			
9/01/2015		Complaint	Phone	Stakeholder reported deterioration in TV reception I still have 2 televisions that require set top boxes.	VAST PROVIDED	CLOSED	
9/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
9/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
9/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
9/01/2015		Complaint	Phone	Stakeholder reported a 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 farm site.	The matter was investigated and could possibly have been a security left on overnight. Stakeholder has since reported that light is no longer appearing.	CLOSED	
12/01/2015		Complaint		Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
12/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED JUNE 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
12/01/2015		Complaint		Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
12/01/2015		Comment - Spoke to EMR	Phone	They raised the matter of the reception and said there had been a significant deterioration in service in the past few weeks for the area. They asked about what was being done (which was explained) and requested that all efforts be made to have the situation rectified as soon as possible as the village was quite desperate.	Comments taken on board. ER advises no further action need for them personally.	CLOSED	
19/01/2015		Complaint	Email	Stakeholder reported a deterioration in TV reception, Lived here for the last fourteen years without this problem.	VAST PROVIDED	CLOSED	
21/01/2015		Enquiry	Phone	Caller had heard locally that she could be reimbursed for the cost of installing VAST herself.	Advised that the issue was being considered and caller would be advised asap as to the outcome	OPEN	Under consideration
22/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
22/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception			
27/01/2015		Complaint	Post	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
27/01/2015		Complaint		Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
27/01/2015		Complaint	Post	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
27/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
27/01/2015		Complaint	Phone	Stakeholder reported a deterioration in TV reception		OPEN	Under consideration
27/01/2015		Complaint	Phone	Some deterioration in TV reception but is ok when box is reset.		CLOSED	
27/01/2015		Complaint	Email	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
27/01/2015		Complaint	Post	Stakeholder reported a deterioration in TV reception	VAST PROVIDED	CLOSED	
19/02/2015	8.25pm	Complaint	Email	I am still waiting on someone to contact me	New antenna system will be	OPEN	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED JUNE 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
				re getting my TVs fixed we have one in our granny flat and one in house. We have spent a fortune on videos over the last few months, could someone please contact me.	supplied		
05/02/2015	5.20pm	Enquiry	Email	Have you been able to find out anything more re the subtitles ??? Today, one of the DVD's we got from the Library, were the same size, but the letters were thicker and the colour was more intense, so, to give you a clue. The ABC TV had the best closed captions with a black band and white letters. Cheers and hope you can help..... by the way are you eventually going to put the tower up as well, or ... is the black box the only way for us to see TV ... in a few months we were thinking of getting another one for the bedroom and were awaiting results from the wind farm.	VAST system investigated, appears settings causing smaller text are related to the new TV, not the VAST system.		
09/02/2015	6.15pm	Enquiry	Email	Just wondering about the landscaping/visual impact grant? Can you send me some info please? We can see so many of the wind towers and there was mention of trees many years ago, but no action was taken.	Information provided to Project Director for assessment	OPEN	
12/02./2015	5.17pm	Enquiry		Regarding the landscaping conditions. I believe we live with two kilometres of the wind farm. Can we apply for landscape mitigation? I sit here now watching two spinning from my lounge room window.	Information provided to Project Director for assessment	OPEN	
15/02/2015	11.13 am	Enquiry		We have been advised of a landscaping grant provided by the Taralga Wind Farm. Could you please provide some further information and assess our eligibility for this grant?	Information provided to Project Director for assessment	OPEN	

Taralga Wind Farm Complaints and Enquiries Register – UPDATED JUNE 2015

Date	Time	Enquiry / Complaint	Method of contact	Summary of Complaint/Enquiry	Response	Open / Closed	Further Action Required/completed
09/03/2015	11.56 am	Complaint		<p>We have received one dish and box which has given us TV back (but we would still like to have our region's news and ads but our daughter cannot watch her programs as she could prior to the towers being imposed upon us. We are asking for a vast box to be set up in her room as she had a free to air connection and it is no longer of use. We are also hearing the towers which is quite irritating and if a southerly or easterly wind is blowing we are having trouble sleeping due to this new noise. We are the 5th closest house which does not receive any financial benefit from the towers. We want you to look into the noise and give us answers as to what you propose to do about the noise.</p>	<p>Information provided to Project Director and EMR for consideration and response.</p>	OPEN	
01/05/2015	4.00 pm	Complaint	Phone	<p>Caller rang to complain about the condition of a local road following site crews working there and using the end of the road as a parking area while they access host properties. Caller indicated this has impacted a private road used for access. Caller said the road had been made impassable, and after discussions with the site manager it had been made somewhat better, however the end of the road is now a 'bog'. Caller also said there had been rubbish left on the ground following lunch breaks. Caller considered it unacceptable that she wasn't advised/consulted about the roadwork.</p>	<p>WS to contact complainant direct</p>	OPEN	