

Date	Time	Type	Issue	Method	Detail	Response/Action	Status
15/08/2016	09:00	Complaint	TV Retransmitter	Email-Incoming	Enquiry / Complaint About TV Reception	Directed to wind farm's TV reception contractor to request a home visit.	Closed
06/01/2017	13:10	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. TV retransmitter attended to and reset.	Closed
06/01/2017	13:10	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. TV retransmitter attended to and reset.	Closed
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06/01/2017	13:10	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. TV retransmitter attended to and reset.	Closed
30/01/2017	00:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was not broadcasting.	Ops team advised. TV retransmitter attended to. Error caused by overnight power outage.	Closed
30/01/2017	21:00	Feedback	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was not broadcasting.	Ops team advised. TV retransmitter attended to. Error caused by overnight power outage.	Closed
14/02/2017	12:00	Enquiry	Other	Email-Incoming	Science student requested permission to visit wind farm to take photographs.	Student advised of publicly accessible areas suitable for photography.	Closed
04/03/2017	18:05	Enquiry	Other	Email-Incoming	Project neighbour previously supplied with VAST set-top box and satellite dish made contact about quality of installation.	Aerial installation contractor dispatched to attend and repair.	Closed
15/03/2017	12:25	Complaint	TV Retransmitter	1800	Issue in Taralga with reception of ABC channels only. Checked with ABC - outage from 3-4am 15/3 may have impacted re-transmitter.	Wind Farm Ops Manager advised; techs attended retransmitter and reset.	Closed
16/03/2017	10:00	Enquiry	Removal of Vegetation	1800	Neighbour called to enquire about vegetation clearance around powerline easement on property.	Powerline responsibility of Essential Energy. Currently working with EE on undertaking vegetation management works required.	Open
16/03/2017	17:00	Complaint	TV Retransmitter	Email-Incoming	Issue in Taralga with reception of ABC channels only. Checked with ABC - outage from 3-4am 15/3 may have impacted re-transmitter.	Wind Farm Ops Manager advised; techs attended retransmitter and reset.	Closed
16/03/2017	17:00	Complaint	TV Retransmitter	1800	Issue in Taralga with reception of ABC channels only. Checked with ABC - outage from 3-4am 15/3 may have impacted re-transmitter.	Wind Farm Ops Manager advised; techs attended retransmitter and reset.	Closed
22/03/2017	16:00	Complaint	TV Retransmitter	1800	Issue in Taralga with reception of ABC channels only. Checked with ABC - outage from 3-4am 15/3 may have impacted re-transmitter.	Wind Farm Ops Manager advised; techs attended retransmitter and reset.	Closed
29/03/2017	15:45	Complaint	TV Retransmitter	Email-Incoming	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. TV retransmitter attended to and reset.	Closed
29/03/2017	16:40	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. TV retransmitter attended to and reset.	Closed
29/03/2017	16:45	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. TV retransmitter attended to and reset.	Closed

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29/03/2017	16:50	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. TV retransmitter attended to and reset.	Closed
29/03/2017	17:40	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. TV retransmitter attended to and reset.	Closed
07/05/2017	17:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. Fault was caused by Essential Energy supply fault to TV retransmitter. Restarted itself when power supply restored.	Closed
07/05/2017	17:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. Fault was caused by Essential Energy supply fault to TV retransmitter. Restarted itself when power supply restored.	Closed
07/05/2017	17:15	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. Fault was caused by Essential Energy supply fault to TV retransmitter. Restarted itself when power supply restored.	Closed
07/05/2017	18:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. Fault was caused by Essential Energy supply fault to TV retransmitter. Restarted itself when power supply restored.	Closed
07/05/2017	18:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Ops team advised. Fault was caused by Essential Energy supply fault to TV retransmitter. Restarted itself when power supply restored.	Closed
16/06/2017	14:30	Enquiry	Communications/Request for information	Email-Incoming	Request from community renewables organisation to interview contractor at wind farm for video	Forwarded to relevant manager for review and approval.	Closed
24/06/2017	12:05	Complaint	TV Retransmitter	1800	Resident advised they had returned to the township after an absence of some time, TV had stopped working.	Advised complainant that retransmitter had been commissioned, and that a re-scan would be the best first step. Followed up a few days later, no further issues or calls recorded.	Closed
24/07/2017	12:35	Enquiry	Sponsorship Request	Email-Incoming	Request for sponsorship	Sponsorship provided	Closed
20/08/2017	8:50	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Wind Farm Ops Manager advised equipment self-restored	Closed
20/08/2017	9:25	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Wind Farm Ops Manager advised equipment self-restored	Closed
21/08/2017	20:15	Enquiry	Communications/Request for information	Email-Incoming	Request for information about wind energy for school project	Response provided	Closed
29/11/2017	1:00	Complaint	TV Retransmitter	1800	Resident called to advise they had recently started to experience issues with TV signal. Provided standard troubleshooting instructions (re-scan) by phone, and asked for details about antenna configuration. Liaised with Ops team to understand if dwelling received a technician visit and reviewed register of antenna works provided by previous WF owner (no works undertaken at address supplied). Reviewed register and no previous contact from the supplied address.	Attempted to contact on details supplied without success on several dates through Dec 2017-Feb 2018. Case closed pending further contact.	Closed

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11/12/2017	14:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Wind Farm Ops Manager advised generator techs present undertaking maintenance, caused temporary outage, restored promptly	Closed
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24/12/2017	20:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, restored 25/12	Closed
24/12/2017	20:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, restored 25/12	Closed
24/12/2017	20:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, restored 25/12	Closed
24/12/2017	20:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, restored 25/12	Closed
25/12/2017	9:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, restored 25/12	Closed
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25/12/2017	9:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, restored 25/12	Closed
04/01/2018	12:00	Enquiry	Sponsorship Request	Email-Incoming	Community/Environment Group requested sponsorship	Assessed as per guidelines	Closed
30/01/2018	9:00	Enquiry	Sponsorship Request	Email-Incoming	Community/Environment Group requested sponsorship/partnership for greening/landcare program	Assessed as per guidelines and recommended to apply for Community Enhancement Fund	Closed
07/02/2018	11:51	Complaint	TV Retransmitter	1800	Resident in Taralga advised no WIN channels being received	Advised Wind Farm Ops Mgr who contacted service technicians. Fault rectified 7/2	Closed
13/02/2018	9:00	Enquiry	Communications/Request for information	Email-incoming	Received request from stakeholder for further information about activities during Taralga bushfires	Information provided	Closed
14/04/2018	15:30	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, Wind Farm Manager attended and restored c.20:00hrs	Closed
14/04/2018	18:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, Wind Farm Manager attended and restored c.20:00hrs	Closed
22/05/2018		Enquiry	Communications/Request for information	Email-Incoming	Request for information about diesel consumption	Response provided	Closed
25/05/2018	0:00	Enquiry	Community Fund	Email-Incoming	Request for information about community fund	Response provided	Closed
28/06/2018	14:00	Enquiry	Community Investment	1800	Request for information about community investment	Response provided, process ongoing	Open
29/06/2018	20:30	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	External fault - affected signal from Knight's Hill, Illawarra	Closed
29/06/2018	20:30	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	External fault - affected signal from Knight's Hill, Illawarra	Closed
02/07/2018	0:00	Complaint	TV Retransmitter	1800	Resident advised ongoing issues with television reception - watches free to air television through Foxtel IQ3 box and is located some distance from Taralga township	Ongoing evaluation. Have provided advice to resident to assist	Open
02/07/2018	0:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, restored same day	Closed

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02/07/2018	0:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was out of service	Advised ops, restored same day	Closed
16/07/2018	13:00	Complaint	Other	1800	Resident concerned about public accessing their private property to take photographs	Monitoring situation and working with neighbour to provide durable solution	Open
19/07/2018	16:00			1800	No details provided	Case unable to be responded to, closed as a result.	Closed
21/08/2018	16:00	Enquiry	State Government Enq	Email-Incoming	Government freedom of information clearance request	Response provided	Closed
30/08/2018	0:00	Enquiry	Sponsorship Request	Email-Incoming	Request for sponsorship	Request considered	Closed
02/09/2018	0:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
03/09/2018	0:00	Complaint	TV Retransmitter	1800	Resident in Taralga called to advise the TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
03/09/2018	0:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
03/09/2018	0:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
04/09/2018	0:00	Complaint	TV Retransmitter	Email-Incoming	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
04/09/2018	0:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed. No details left so unable to return call.	Closed
04/09/2018	0:00	Feedback	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
04/09/2018	16:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
04/09/2018	17:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Open
07/09/2018	0:00	Complaint	TV Retransmitter	Telephone-Incom	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed

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07/09/2018	14:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
08/09/2018	0:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
10/09/2018	0:00	Complaint	TV Retransmitter	Face to Face	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
11/09/2018	0:00	Complaint	TV Retransmitter	Face to Face	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
11/09/2018	0:00	Complaint	TV Retransmitter	Face to Face	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 and left a voicemail - service restored.	Closed
11/09/2018	0:00	Complaint	TV Retransmitter	Face to Face	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 - service restored.	Closed
11/09/2018	0:00	Complaint	TV Retransmitter	Face to Face	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 - service restored.	Closed
11/09/2018	0:00	Complaint	TV Retransmitter	Face to Face	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 - service restored.	Closed
21/09/2018	0:00	Enquiry	Media Enquiry	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed - service restored.	Closed
28/09/2018	0:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 - service restored.	Closed
04/10/2018	0:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 - service restored.	Closed
11/10/2018	0:00	Complaint	TV Retransmitter	1800	Resident experiencing issue with VAST installation	Requested assistance from contractor, awaiting works	Open
12/11/2018	0:00	Complaint	TV Retransmitter	Email-Incoming	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 - service restored.	Closed
19/11/2018	0:00	Complaint	TV Retransmitter	Email-Incoming	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 - service restored.	Closed
24/11/2018	0:00	Complaint	TV Retransmitter	Email-Incoming	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called 5/12 - service restored.	Closed
09/12/2018	0:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called to advise - service restored.	Closed

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09/12/2018	0:00	Feedback	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called to advise - service restored.	Closed
11/12/2018	0:00	Complaint	TV Retransmitter	Email-Incoming	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called to advise - service restored.	Closed
11/12/2018	0:00	Enquiry	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Contact from broadcast network. Confirmed issue was on TWF equipment.	Closed
12/12/2018	0:00	Complaint	TV Retransmitter	Email-Incoming	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called to advise - service restored Restored 12/12 6pm	Closed
12/12/2018	0:00	Complaint	TV Retransmitter	1800	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called to advise - service restored Restored 12/12 6pm	Closed
12/12/2018	0:00	Complaint	TV Retransmitter	Telephone-Incom	TV retransmitter was experiencing an issue on some channels	Ongoing issue that required specialised part. Contractors advised. Works completed, called to advise - service restored Restored 12/12 6pm	Closed
22/01/2019	0:00	Enquiry	TV Retransmitter	1800	New resident in Taralga, property did not have free to air antenna fitted.	Advised they would need to procure their own antenna, have it installed to access. Provided technical information on how to access TV retransmitter.	Closed
28/01/2019	0:00	Complaint	TV Retransmitter	Email-Incoming	Resident had antenna works conducted at property south of Taralga township. Unable to access retransmitter signal.	Provided technical details for accessing retransmitter signal. Waiting response from resident as to efficacy.	Open
30/01/2019	0:00	Complaint	TV Retransmitter	1800	Resident experiencing issue with VAST installation, request assistance to switch to retransmitter service	Gathered technical advice, working with resident and technician to action	Open