**BIALA WIND FARM Complaints Register:**
**Updated 31st August 2026**

BIALA WIND FARM

| ID | Method of Contact | Complaint Date | Complaint Time | Nature of Complaint | Team Member Receiving Complaint | Details of Complaint | Action taken by Biala Wind Farm | Is Complaint considered closed |
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| BJEI-91 | Web Feedback Form IN | 30/7/2023<br>02/08/2023 | 4.30am<br>11.10pm | Noise | Elizabeth Picker | Complainant referred to excessive noise from Biala wind turbines | 1. Complaint acknowledged and details passed to Asset Mangement team for investigation.<br>2. Wind speed and direction assessed, operating turbines identified and turbine data reviewed to check for any events or faults that could contribute to unusual noise.<br>3. Complainant advised of wind speed and direction. The investigation showed that there were no abnormal events or faults identified with the wind turbines closest to the complainant's residence.<br>4. Complainant informed about the above outcomes and reminded of noise monitoring has been conducted and we are awaiting the independent report.<br>5. Contact details provided to complainant for EPA, NSW Government and Australian Energy Infrastructure Commissioner to enable escalation, if required. | Yes |
| BJCE-90 | Web Feedback Form IN | 24/7/2023 | 1pm | Noise | Elizabeth Picker | Complainant referred to excessive noise from Biala wind turbines | 1. Complaint acknowledged and details passed to Asset Mangement team for investigation.<br>2. Wind speed and direction assessed, operating turbines identified and turbine data reviewed to check for any events or faults that could contribute to unusual noise.<br>3. Complainant advised of wind speed and direction. The investigation showed that there were no abnormal events or faults identified with the wind turbines closest to the complainant's residence.<br>4. Complainant informed about the above outcomes and reminded of noise monitoring has been conducted and we are awaiting the independent report.<br>5. Contact details provided to complainant for EPA, NSW Government and Australian Energy Infrastructure Commissioner to enable escalation, if required. | Yes |
| BJCE-89 | Web Feedback Form IN | 16/5/2023 | 8:45am | Noise | Elizabeth Picker | Complainant referred to excessive noise from Biala wind turbines | 1. Complaint acknowledged and details passed to Asset Mangement team for investigation.<br>2. Wind speed and direction assessed, operating turbines identified and turbine data reviewed to check for any events or faults that could contribute to unusual noise.<br>3. Complainant advised of wind speed and direction. The investigation showed that there were no abnormal events or faults identified with the wind turbines closest to the complainant's residence.<br>4. Complainant informed about the above outcomes and reminded of noise monitoring has been conducted and we are awaiting the independent report.<br>5. Contact details provided to complainant for EPA, NSW Government and Australian Energy Infrastructure Commissioner to enable escalation, if required. | Yes |
| BJCE-88 | Web Feedback Form IN | 7/05/2023<br>23/05/2023<br>26/05/2023 | 10.30pm<br>11pm<br>3am | Noise | Elizabeth Picker | Complainant referred to excessive noise from Biala wind turbines | 1. Complaint acknowledged and details passed to Asset Mangement team for investigation.<br>2. Wind speed and direction assessed, operating turbines identified and turbine data reviewed to check for any events or faults that could contribute to unusual noise.<br>3. Complainant advised of wind speed and direction. The investigation showed that there were no abnormal events or faults identified with the wind turbines closest to the complainant's residence.<br>4. Complainant informed about the above outcomes and reminded of noise monitoring has been conducted and we are awaiting the independent report.<br>5. Contact details provided to complainant for EPA, NSW Government and Australian Energy Infrastructure Commissioner to enable escalation, if required. | Yes |

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| BJCE-87 | Web Feedback Form IN | 4/05/2023<br>16/05/2023 | 12.33am<br>12.20am | Noise | Elizabeth Picker | Complainant referred to excessive noise from Biala wind turbines | "1. Complaint acknowledged and details passed to Asset Mangement team for investigation.<br>2. Wind speed and direction assessed, operating turbines identified and turbine data reviewed to check for any events or faults that could contribute to unusual noise.<br>3. Complainant advised of wind speed and direction. The investigation showed that there were no abnormal events or faults identified with the wind turbines closest to the complainant's residence.<br>4. Complainant informed about the above outcomes and reminded of noise monitoring has been conducted and we are awaiting the independent report.<br>5. Contact details provided to complainant for EPA, NSW Government and Australian Energy Infrastructure Commissioner to enable escalation, if required." | Yes |
| BJCE-85 | Web Feedback Form IN | 28/10/2022 | 8:19 am | Noise | Elizabeth Picker | Complainant referred to excessive noise from Biala wind turbines | 1. Complaint acknowledged and details passed to Asset Mangement team for investigation.<br>2. Wind speed and direction assessed, operating turbines identified and turbine data reviewed to check for any events or faults that could contribute to unusual noise.<br>3. Complainant advised of wind speed and direction. The investigation showed that there were no abnormal events or faults identified with the wind turbines closest to the complainant's residence.<br>4. Complainant informed about the above outcomes and reminded of noise monitoring to be conducted when the wind turbines are in full operation.<br>5. Contact details provided to complainant for EPA, NSW Government and Australian Energy Infrastructure Commissioner to enable escalation, if required. | Yes |
| BJCE-82 | Web Feedback Form IN | 21/9/2021 | 8.48am | Noise | Ian Lawrence | Complainant referred to excessive noise from turbines | 1. complaint acknowledged and details passed to Assets team for investigation<br>2. wind speed and direction assessed, operating turbines identified and turbine data reviewed to check for any events or faults that could contribute to unusual noise<br>3. Investigation showed that no abnormal events detected, complainant's property not downwind of turbines and closest turbines to property not in operation<br>4. complainant advised of above and reminded of noise monitoring to be conducted following commissioning<br>5. Contact details provided for EPA, NSW Government and Australian Energy Infrastructure Commissioner to enable escalation if required | yes |
| BJCE-81 | Phone call in | 20/9/2021 | 10.43 | Noise | Ian Lawrence | Complainant referred to excessive noise from turbines | 1. complaint acknowledged and details passed to Assets team for investigation<br>2. wind speed and direction assessed, turbines operating on the evening in question identified and turbine data reviewed to check for any events or faults that could contribute to unusual noise<br>3. no abnormal events detected, complainant's property not downwind of turbines and closest turbines to complainant's location not in operation<br>4. complainant advised of above and reminded of noise monitoring to be conducted following commissioning<br>5. Contact details provided for EPA, NSW Government and Australian Energy Infrastructure Commissioner to enable escalation if required | yes |
| BJCE-80 | Phone call in | 11/8/2021 | 12.12pm | Noise | Ian Lawrence | Complainant referred to noise from Biala turbines from 2am | 1. complaint acknowledgedand details passed to asset management team for investigation<br>2. Following investigation and assessment of data from turbines, complainant advised that property was not downwind of turbines, no events were recorded that could have contributed to noise. Post-construction noise monitoring procedure explained and complainant informed that no further action would be taken. | yes |

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| BJCE-79 | Phone call in | 6/8/2021 | 9.44am | Noise | Ian Lawrence | Complainant referred to noise from Biala turbines on the previous evening | 1. Complaint acknowledged<br>2. Details passed to asset mangement team for investigation<br>3. Complainant advised of wind speed/direction and informed that no faults detected during the period and that additional informal monitoring undertaken on site and in Grabben Gullen found any unusual noise. Informed that as no excessive noise could be detected, property not downwind of turbines, complaint would be closed without further action. Contact details included for escalation if required. | yes |
| BJCE-76 | Phone call in | 20/6/2021 | 9.52am | Noise | Ian Lawrence | Complainant referred to noise from Biala wind turbines on the previous evening | 1. request made for additional detail<br>2. details passed to asset management team for investigation<br>3. Complainant advised re wind speed, wind directon and number of turbines in operation<br>4 no abnormal events detected so complainant advises that operator confident that wind farm in compliance with condition. Monitoring regime explained. Further info sought.<br>5. Complainant provided with contact details of Australian Energy Infrastructure Commissioner, NSW Government and EPA | yes |
| BJCE-75 | Phone call in | 28/5/2021 | 12.10am | Noise | Ian Lawrence | Complainant referred to noise from Biala turbines | 1. Call made to complainant to acknowledge receipt and ascertain details of complaint<br>2. Details passed to asset mangement team for investigation<br>3. Complainant advised: - 10 turbines in operation and property not downwind<br>- On the basis of the noise modelling undertaken during the design of the wind farm, BWF very confidentconditions would not result in noise levels above approval limit<br>- Technicians conducted listening checks at different locations around Grabben Gullen and reported no abnormal events in turbine data at the time of complaint nor during their listening checks.<br>- explained operational noise monitoring process and that record of conditions at time of complaint would be kept. | yes |
| BJCE-78 | Email IN | 13/5/2021 | 14:13 | Landscape Program | Elizabeth Picker | Complainant seeking to understand why not eligible for landscape payment | Complainant advised that eligibility critera for landscaping mirrors definition of local residence given in conditions of consent. As property received a DA after the wind farm's DA, was therefore ineligible under the terms of the consent. Further advised that all feedback received about the program will be taken into account when the program is reviewed | Yes |
| BJCE- 73 | Email IN | 6/5/2021 | 2:27 pm | Construction Complaints - Aviation Lights | Ian Lawrence | Complainant is concerned about the aviation lights and asked if the visual impact of the lights can be reduced. | - The Biala Wind Farm team would keep the complainant updated on their progress regarding the aviation lights. The complainant was subsequently notified when the lights were switched off on 4 June | yes |

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| BJCE-72 | Web Feedback Form IN | 22/4/2021 | 9:15 pm | Construction Complaints - noise | Elizabeth Picker | Complainant concerned about the wind farm causing excessive noise at 9.11pm, which could be heard in Grabben Gullen | - The complainant was asked to provide more details about the noise, including what it sounded like, its duration and the weather conditions at the complainant's residence at the time the noise was heard.<br>- Details of the complaint were passed to the technical team for investigation. The team reviewed the wind conditions at the times provided by the complainant. The complainant was informed the technical team found no evidence that the wind turbines were noisier than normal and no faults were reported with any of the wind turbines that would cause excessive noise.<br>- Explained to the complainant the process that will be completed for Operational Noise Compliance Testing, when the wind farm becomes operational.<br>-The complainant was advised that the Biala Wind Farm team would keep a note of the wind conditions at the time of the complainant's report.<br>-The complainant was provided with details of the Office of the National Wind Farm Commissioner, the NSW Department of Planning, Industry and Environment, and the Environmental Protection Authority. | Yes |
| BJCE-70 | Phone Call OUT | 1/3/2021 | 4:07 pm | Construction Complaints - aviation lights | Isabel Nelson | Complainant concerned about the visual impact of the wind turbines' aviation lights and asked whether they can be turned off. The complainant asked why the aviation lights were switched on when other nearby wind farms did not have them turned on at night. | - Provided the complainant with information about the aviation lights, including a map of the aviation lights, which is available on the website. Explained that the purpose of these lights are so aircraft can see the turbines. The project's Development Consent requires lighting in accordance with CASA (Civil Aviation Safety Authority) requirements. In turn, CASA required the Project to consult with the Australian Department of Defence (DoD), Royal Australian Airforce and Air services Australia regarding their lighting requirements, as well as consider CASA's own requirements. The DoD required that 18 wind turbines have aviation lights switched on from dusk to 11pm Eastern Standard Time, or midnight Daylight Saving Time.<br>-The complainant was informed that the team has approached the Department of Planning, Industry and Environment (DPIE) and the DoD regarding whether the lights could be turned off or less turbines lit. DoD re-iterated their request for the turbines to be lit as per their previous advice. The team are also consulting with the National Wind Farm Commissioner's Office for assistance regarding the lights.<br>- The complainant was advised the Community Consultative Committee (CCC) has requested that Upper Lachlan Shire Council (ULSC) supports the community's request to have the lights turned off. In response, a motion was passed by ULSC to instruct the ULSC General Manager to raise the matter with both state and federal members with a view to approaching the relevant section of the DoD. The team would keep the complainant updated on their progress regarding the lights.<br>Complainant notified re cessation of lighting on June 4 | Yes |

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| BJCE-68 | Phone Call IN | 1/2/2021 | 3:17 pm | Construction Complaints - aviation lights | Elizabeth Picker | Complainant concerned about the visual impact of the wind turbines' aviation lights and asked if they can be turned off.<br><br>Complainant reported that they had not received information about the aviation lights during the development phase of the Project. | -The team provided information to the complainant about the wind farm's community activities, including the monthly newsletter subscription and text message service.<br>- Provided the complainant with information about the aviation lights, including a map of the aviation lights, which is available on the website. Some of the information below was provided via a Community Consultative Committee (CCC) meeting.<br>- Explained that the purpose of these lights are so aircraft can see the turbines. The project's Development Consent requires lighting in accordance with CASA (Civil Aviation Safety Authority) requirements. In turn, CASA required the Project to consult with the Australian Department of Defence (DoD), Royal Australian Airforce and Air services Australia regarding their lighting requirements, as well as consider CASA's own requirements. The DoD required that 18 wind turbines have aviation lights switched on from dusk to 11pm Eastern Standard Time, or midnight Daylight Saving Time. Each of the 18 turbines has two lights and the team is looking into the feasibility of partial shielding of the lights or other impact reduction measures.<br>-The complainant was informed that the team has approached the Department of Planning, Industry and Environment (DPIE) and the DoD regarding whether the lights could be turned off or less turbines lit. DoD re-iterated their request for the turbines to be lit as per their previous advice.<br>- The complainant was advised the CCC has requested that Upper Lachlan Shire Council (ULSC) supports the community's request to have the lights turned off. In response, a motion was passed by ULSC to instruct the ULSC General Manager to raise the matter with both state and federal members with a view to approaching the relevant section of the DoD.<br>- The complainant was informed that the lights were not turning off at the correct time and the team were working on resolving the issue. On 10/03/2021, the complainant was advised the issue was fixed and the lights were turning off at the correct time.<br>- Explained to the complainant the team are consulting with the National Wind Farm Commissioner's Office for assistance regarding the lights. The team would keep the complainant updated on their progress regarding the aviation lights. | Yes |
| BJCE-67 | Text IN | 30/11/2020 | 2:50 pm | Construction Complaints - Traffic | Derek Powell | Complainant concerned about vehicle (white ute) driving too fast on Range Road and overtaking on a double white line. | - Complainant was contacted to obtain further information, including the date and time when the vehicle/s were observed and any features that could identify the ute as a wind farm vehicle.<br>- The team contacted the onsite team about the complaint and it was established the vehicle belonged to the civil construction contractor. The contractor was requested to review onboard tracking data from the vehicle. Tracking data from the vehicle was examined by the civil contractor which confirmed the vehicle was not speeding. The driver of the vehicle was advised of the complaint and the importance of driving safely and courteously at all times.<br>- A 'toolbox talk' was given the next day to all on-site personnel about the importance of road safety and driving to the road conditions and speed limits. The driving safety message was reinforced in a subsequent toolbox talk on another day, which again involved all the personnel on-site, and specifically addressed light vehicles travelling on Range Road.<br>-The complainant was encouraged to contact us again if they observe similar behaviour and encouraged to record the time, place and any details of the vehicle.<br>- Complainant was advised of above outcomes. | Yes |

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| BJCE-66 | Web Feedback Form IN | 25/11/2020 | 8:41 am | Construction Complaints - Mobile phone and internet reception disruption and visual impacts | Isabel Nelson | Complainant concerned about the visual impact of the wind turbines' aviation lights. Complainant asked how many lights there were per turbine and if the lights had shielding installed around them. Asked why the lights are on after midnight. Reported the lights appeared to flash/strobe when the blade moved in front of them.<br><br>Complainant reported problems with mobile phone and internet reception (connected via mobile broadband). Complainant asked if the wind turbines are affecting their mobile broadband reception. | - Provided the complainant with information about the aviation lights. Explained that the purpose of these lights are so aircraft can see the turbines. The project's Development Consent requires lighting in accordance with CASA (Civil Aviation Safety Authority) requirements. In turn, CASA required the Project to consult with the Australian Department of Defence (DoD), Royal Australian Airforce and Air services Australia regarding their lighting requirements, as well as consider CASA's own requirements. The DoD required that 18 wind turbines have aviation lights switched on from dusk to 11pm Eastern Standard Time, or midnight Daylight Saving Time. Each of the 18 turbines has two lights and the team is looking into the feasibility of partial shielding of the lights or other impact reduction measures.<br>- Confirmed that the lights were not turning off at the correct time and the team were working on resolving the issue. On 10/03/2021, the complainant was advised the issue had been resolved and the lights were turning off at the correct time.<br>-The complainant was informed that the team has approached the Department of Planning, Industry and Environment (DPIE) and the DoD regarding whether the lights could be turned off or less turbines lit. DoD re-iterated their request for the turbines to be lit as per their previous advice. The complainant was advised the team are consulting with the National Wind Farm Commissioner's Office (NWFC) regarding (1) assistance with requesting whether the lights are required and (2) the complainant's concerns that the lights appear to flash/strobe when the blades move in front of them. In response to the complainant's concerns, the NWFC recommended the complainant contact their office.<br>- The complainant was advised the Community Consultative Committee (CCC) has requested that Upper Lachlan Shire Council (ULSC) supports the community's request to have the lights turned off. In response, a motion was recently passed by ULSC to instruct the ULSC General Manager to raise the matter with both state and federal members with a view to approaching the relevant section of the DoD. The team will keep the complainant updated on their progress regarding the aviation lights.<br>- Explained that the complainant's telecommunications provider was contacted by the Project prior to construction about any possible effects. Their provider's rayline analysis investigation predicted that there is no potential for undue interference from the proposed wind farm on or around their communication tower. Recommended the complainant contact their telecommunications providers about their mobile phone and internet reception problems.<br>Complainant notified re cessation of lighting on June 4 | yes |

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| BJCE-65 | Email IN | 29/10/2020 | 16:51 PM | Construction Complaints - Mobile phone and internet reception disruption and visual impacts | Isabel Nelson | Complainant concerned about the visual impact of the wind turbines (including aviation lights).<br><br>Complainant reported problems with mobile phone and internet (via satellite) reception. Complainant asked if the wind turbines are affecting their reception. | - Mapped the complainant's dwellings in relation to the wind turbines and provided the distances to the nearest turbines. The complainant was informed that their dwellings were not eligible for the visual mitigation landscaping program, as they were more than 4km from the wind farm.<br>- Provided the complainant with information about the aviation lights, including a map showing which turbines will have aviation lighting installed (map also on website). Explained that the purpose of these lights are so aircraft can see the turbines. The project's Development Consent requires lighting in accordance with CASA (Civil Aviation Safety Authority) requirements. In turn, CASA required the Project to consult with the Australian Department of Defence (DoD), Royal Australian Airforce and Air services Australia regarding their lighting requirements, as well as consider CASA's own requirements. The DoD required that 18 wind turbines have aviation lights switched on from dusk to 11pm Eastern Standard Time, or midnight Daylight Saving Time. In February, the complainant was informed that the lights were not turning off at the correct time and the team was working on resolving the issue. On 10/03/2021, the complainant was advised the issue has been fixed and the lights were turning off at the correct time.<br>-Complainant was informed that the team has approached the Department of Planning, Industry and Environment (DPIE) and the DoD regarding whether the lights could be turned off or less turbines lit. DoD re-iterated their request for the turbines to be lit as per their previous advice. Advised complainant that the team are consulting with the National Wind Farm Commissioner's Office for assistance on this issue. The project is continuing to investigate options for reducing the impact of the lighting.<br>- The complainant was advised the Community Consultative Committee (CCC) has requested that Upper Lachlan Shire Council (ULSC) supports the community's request to have the lights turned off. In response, a motion was recently passed by ULSC to instruct the ULSC General Manager to raise the matter with both state and federal members with a view to approaching the relevant section of the DoD.<br>- Team advised that in general satellite TV and internet are not affected by wind turbines and it is highly unlikely Biala Wind Farm affects line of sight from the satellite to their dwellings. Explained that the complainant's telecommunications provider (mobile phone) was contacted by the Project prior to construction about any possible effects. Their provider's rayline analysis investigation predicted that there is no potential for undue interference from the proposed wind farm on or around their communication tower. Recommended the complainant contact their telecommunications providers about their mobile phone and internet reception problems.<br>Complainant notified re cessation of lighting on June 4 | yes |
| BJCE-64 | Phone Call OUT | 15/10/2020 | 12:13 pm | Construction Complaints - Traffic | Elizabeth Picker | Complainant concerned about vehicles (utes) driving too fast on Range Road and veering on to the wrong side of the road. | - Complainant was contacted to obtain further information, including the date and time when the vehicle/s were observed and any features that could identify the utes as wind farm vehicles.<br>- The team promptly contacted the onsite team about the complaint. Although it could not be confirmed that the utes described in the complaint were wind farm vehicles (as many other utes travel on Range Road every day), a 'toolbox talk' was given the next day to all on-site personnel about the importance of road safety and driving to the road conditions and speed limits. The driving safety message was reinforced in a subsequent toolbox talk on another day, which again involved all the personnel on-site.<br>-The complainant was encouraged to contact us again if they observe similar behaviour and encouraged to record the time, place and any details of the vehicle.<br>- Complainant was advised of above outcomes. | Yes |

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| 17 | Phone Call IN | 14/8/2020 | 5:46 pm | Construction Complaints - aviation lights and project information | Elizabeth Picker | Complainant concerned about the visual impact of the wind turbine aviation lights and that there was not enough information about the aviation lights provided on the project website. The complainant asked why the aviation lights were switched on when other nearby wind farms did not have them turned on at night. Asked if a monitoring, reporting and maintenance program for the lights had been established.<br><br>Complainant concerned that they had not received information about the project during the development phase, including the community newsletters. | - The team provided information to the complainant about the wind farm's community activities, grants , CCC, complaints register and information channels, including the monthly newsletter subscription and text message service.<br>- The complainant was given information about the aviation lights. Explained that the purpose of these lights are so aircraft can see the turbines. The project's Development Consent required lighting in accordance with CASA (Civil Aviation Safety Authority) requirements. In turn, CASA required the Project to consult with the Australian Department of Defence, Royal Australian Airforce and Air services Australia regarding their lighting requirements, as well as consider CASA's own requirements. The Department of Defence (DoD) required that 18 wind turbines had aviation lights switched on from dusk to 11pm Eastern Standard Time, or midnight Daylight Saving Time.<br>- The team ensured aviation light updates were provided on the website, in the monthly newsletters and given to the Community Consultative Committee (CCC), including a map showing which turbines will have aviation lighting installed.<br>-The complainant was informed that the team has approached the Department of Planning, Industry and Environment (DPIE) and the DoD regarding whether the lights could be turned off or less turbines lit. DoD re-iterated their request for the turbines to be lit as per their previous advice. The project is continuing to investigate options for reducing the impact of the lighting.<br>- The complainant was advised the Community Consultative Committee (CCC) has requested that Upper Lachlan Shire Council (ULSC) supports the community's request to have the lights turned off. In response, a motion was passed by ULSC to instruct the ULSC General Manager to raise the matter with both state and federal members with a view to approaching the relevant section of the DoD.<br>- The complainant was informed that the lights were not turning off at the correct time and the team was working on resolving the issue. On 12/03, the complainant was advised the aviation lights were now turning off at the correct time and a monitoring, reporting and maintenance program for the aviation lights is in place. Informed the complainant that the team is consulting with the National Wind Farm Commissioner's Office for assistance regarding the aviation lights. The complainant was advised the team is waiting for a response from DPIE to clarify the basis for the DoD's request for Aviation Safety lighting. The complainant would be updated on the team's progress.<br>Complainant notified re cessation of lighting on June 4 | Yes |
| 16 | Web Feedback Form IN | 1/9/2020 | 7:10 pm | Construction Complaints - poor TV reception/ interference | Elizabeth Picker | Complainant reported problems with TV reception over the previous two months | - Complainant was contacted to obtain further information.<br>- The team arranged for a TV consultant to attend the house to investigate the cause of the TV reception problem.<br>- The TV consultant determined that the complainant's house has poor TV reception, however, the cause of the TV reception is unclear. The complainant's house is inside an area that could be affected by the Biala Wind Farm turbines, however, the Project's baseline testing of the TV reception prior to the installation of wind turbines showed that the existing TV reception near their house was poor.<br>- The team offered to install a VAST box satellite TV system in order that the complainant could watch free-to-air TV. The complainant has decided to wait until the wind farm is fully constructed before making a decision about the VAST box solution.<br>- Complainant was advised of above outcomes. | Yes |

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| 15 | Web Feedback Form IN | 15/6/2020 | 1:45 pm | Construction Complaints - consultation about proposed works, noise & light | Elizabeth Picker | Complainant concerned, after receiving a letter regarding commencement of turbine erection works outside of standard hours, that there had not been enough consultation and notice given prior to commencing those works. Concerned about noise and light from works outside of standard hours and the potential financial impacts on their farming operations from such works. | - Complainant could not be contacted by phone.<br>- Complainant was contacted by email to clarify that works occurring outside of standard hours had only occurred on 11/06/2020 from 6pm to 9:15pm.<br>- Complainant was subsequently provided with forecasts of upcoming construction activities occurring close to their property, including that no works were planned outside of 5am - 8pm and no works outside of normal hours specified in the development consent unless inaudible at their property.<br>- Complainant has subsequently communicated their concerns about the Project via their lawyer. The concerns have been responded to by the Project company's lawyers and are consistent with the actions above. | No |

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| 14 | Web Feedback Form IN | 11/6/2020 | 8:01 pm | Construction Complaints - wind turbine deliveries, noise, light & consultation about proposed works | Elizabeth Picker | Complainant reported noise and light coming from the wind farm after standard working hours on the evening of 11/06/2020 and at 4.30am on 12/06/2020. Concerned there had not been enough consultation and notice given about works outside of standard hours.<br><br>Complainant considered the oversize turbine delivery trucks turning into the wind farm's main entrance a hazard, especially as there was thick fog at the time. Difficult to see the stationary truck waiting for the oversize component to turn into site. | - Complainant was contacted to obtain further information.<br>- It was confirmed some turbine installation works were being undertaken on the project when the initial complaint was lodged on 11/06, with work concluding by 9.15pm. No work was undertaken on the project outside of standard working hours on 12/06.<br>- Complainant was subsequently provided with forecasts of upcoming construction activities occurring close to their property, including that no works were planned outside of 5am - 8pm and no works outside of normal hours specified in the development consent unless inaudible at their property.<br>- Complainant has subsequently communicated their concerns via their lawyer. The concerns have been responded to by the Project company's lawyers and are consistent with the actions above.<br><br>- Site team investigated the oversize truck hazard and confirmed all escorts were in place in accordance with the approved vehicle transport permits.<br>- Site team discussed this hazard at a toolbox meeting the next morning to raise awareness.<br>- As a further precaution, site team amended their transport procedures to introduce additional local escorts during days with increased fog conditions.<br><br>- Complainant was advised of above outcomes. | No |

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| 13 | Web Feedback Form IN | 11/6/2020 | 8:06 pm | Construction Complaints - noise & consultation about proposed works | Elizabeth Picker | Complainant reported noise coming from the wind farm after standard working hours. Concerned about noise impacting pregnant ewes.<br><br>Complainant concerned after receiving a letter regarding commencement of turbine erection works outside of standard hours, that there had not been enough consultation and notice prior to commencing those works. | - Complaint was acknowledged on evening it was reported.<br>- It was confirmed some turbine installation works were being undertaken on the project at the time of the complaint, with work concluding by 9.15pm.<br>- Complainant was subsequently provided with forecasts of upcoming construction activities occurring close to their property, including that no works were planned outside of 5am - 8pm and no works outside of normal hours specified in the development consent unless inaudible at their property.<br>- Complainant was advised of above outcomes.<br>- Complainant has subsequently communicated their concerns via their lawyer. The concerns have been responded to by the Project company's lawyers and are consistent with the actions above. | No |
| 12 | Web Feedback Form IN | 11/6/2020 | 9:11 am | Construction Complaints - escort vehicle parking for turbine deliveries, noise & consultation about proposed works | Elizabeth Picker | Complainant reported that project vehicles were temporarily parking in their driveway in the morning during component deliveries.<br><br>Complainant reported noise coming from the wind farm after standard working hours. Complainant concerned that there was not enough notice given about works outside of standard hours and that noise was impacting their farm animals. | - Site team investigated and determined that turbine delivery escort drivers were temporarily stopping in the complainant's driveway.<br>- Escort drivers were asked not to stop in the complainant's driveway.<br>- This was discussed at the project tool box meetings with project staff.<br>- Complainant was advised of above outcomes.<br>-Complainant was contacted in mid July to check whether any further instances of escort vehicles parking in their driveway had occurred. No further concerns were raised.<br><br>- Regarding the noise reported by the complainant, some turbine installation works were being undertaken on the project on 11/06, with work concluding by 9.15pm.<br>- Complainant was subsequently provided with forecasts of upcoming construction activities occurring close to their property, including that no works were planned outside of 5am - 8pm and no works outside of normal hours specified in the development consent unless inaudible at their property.<br>- Complainant has subsequently communicated their concerns via their lawyer. The concerns have been responded to by the Project company's lawyers and are consistent with the actions above. | No |

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| 11 | Web Feedback Form IN | 13/5/2020 | 7:33 am | Construction Complaints - Trucks impacting grass | Elizabeth Picker | Complainant reported that turbine delivery trucks were damaging the grass on the road verge near their house. | - Site team investigated the location and agreed there was minor damage to the grass at the edge of the road, caused by the delivery vehicles.<br>-The damage was discussed with the delivery vehicle drivers, in order that further damage could be minimised.<br>- The project agreed to tidy up the road verge, after turbine deliveries are completed.<br>- Road verge work was subsequently undertaken after turbine deliveries had been completed.<br>- Complainant was advised of above outcomes. | Yes |
| 10 | Web Feedback Form IN | 3/5/2020 | 10:30 pm | Construction Complaints - Noise, sediment runoff & dust | Elizabeth Picker | Complainant reported noise coming from the wind farm after standard working hours that was disturbing their sleep.<br><br>In subsequent communications, the complainant said they were concerned about water pollution from sediment runoff and dust. | - Site team confirmed that no personnel were on site that evening performing construction work.<br>- More information was sought from the Complainant who described the noise as a "humming" sound that had been going on and off for a number of months and could be heard in their bedroom.<br>- It was investigated whether a diesel generator located on-site could have been causing the noise.<br>- Due to the distance from the generator to the complainants residence, it was considered unlikely that the generator would be the source of the noise. Noise monitoring was undertaken to verify this.<br>- As a precaution, additional noise barriers were installed around the generator to further reduce the possibility of impact.<br>- The project offered to install noise logging equipment at the complainants residence to assist with the investigation, noting it is possible that the noise being reported is not from the project.<br>- These outcomes were discussed with the complainant at a meeting onsite. Complainant was requested to notify project if the noise persisted so it could be further investigated.<br><br>-Regarding the sediment runoff and dust, the site team investigated the drainage design and the erosion and sediment controls onsite. All controls were in order.<br>- These outcomes were discussed with the complainant at a meeting onsite. At that meeting, the project agreed to install some further erosion and sediment controls in a drainage line between the construction works and Wattle Creek. These measures were subsequently installed by the project.<br>- Complainant has subsequently communicated their concerns via their lawyer. The concerns have been responded to by the Project company's lawyers and are consistent with the actions above. | No |

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| 9 | Web Feedback Form IN | 4/5/2020 | 8:30 am | Construction Complaints - Noise, lights and sediment runoff | Tim Mead | Complainant reported noise and light coming from the wind farm after standard working hours. They thought they had seen workers performing works at the turbine locations.<br><br>Complainant concerned dust & sediment from the construction site may be washing into Wattle Creek during rainfall events. | -Site team confirmed that no personnel were on site that evening performing construction work.<br>- The project offered to install noise logging equipment at the complainant's house to further investigate their noise concerns, noting it is possible that the noise is not from the project.<br>- Due to the distance from the generator to the complainants residence, it was considered unlikely that the generator would be the source of the noise. Noise monitoring was undertaken to verify this.<br>- As a precaution, additional noise barriers were installed around the generator to further reduce the possibility of impact.<br><br>-Site team investigated the drainage design and the erosion and sediment controls onsite. All controls were in order.<br>- These outcomes were discussed with the complainant at a meeting onsite. At that meeting, the project agreed to install some further erosion and sediment controls in a drainage line between the construction works and Wattle Creek. These measures were subsequently installed by the project.<br>-Complainant was emailed with a summary of actions relating to drainage. Complainant does not consider complaint closed.<br>- Complainant has subsequently communicated their concerns via their lawyer. The concerns have been responded to by the Project company's lawyers and are consistent with the actions above. | No |
| 8 | Phone Call IN | 14/2/2020 | 4:54 pm | Construction Complaints - Sediment runoff | Tim Mead | Complainant concerned that sand and sediment had washed from transmission line works on to their land. | - Site team arranged meeting with complainant to inspect the location on their land.<br>- Some soil and sand had washed across boundary fence.<br>- Site team cleaned this up to the complainants satisfaction.<br>- Erosion and sediment controls were reinforced in that location to avoid a reoccurrence.<br>- Complainant was advised of the above outcomes. | Yes |

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| 7 | Email IN | 10/2/2020 | 12:15 pm | Construction Complaints - Sediment runoff | Robbie Williamson | Complainant concerned that sand and sediment had washed from transmission line works on to their land. | - Site team inspected the location along the transmission line works. It was evident that the existing erosion and sediment controls had collected silt, and that some silt had been carried on to the complainant's land. These erosion and sediment controls were cleaned out.<br>- Contacted complainant to discuss further details of the incident. Discussed the incident with the complainant a number of times during the month and arranged a site inspection.<br>-Council was notified about the incident.<br>- Arranged for project Environmental Consultant to inspect the area and report on findings. Subsequently provided the consultants report to the complainant for information. The report suggested that further erosion and sediment measures could be implemented to help prevent a future incident.<br>- Installed further erosion and sediment control measures as suggested by the Environmental Consultant in March.<br>- Held follow up meeting with complainant in March. Complainant expressed residual concerns regarding the silt that had been carried on to their land.<br>- Following this meeting, installed further erosion and sediment control measures.<br>- Arranged for project Environmental Consultant to inspect the area again and report on findings.<br>- Complainant was contacted and advised of these further implemented measures and inspection findings.<br>- Erosion and sediment controls remain in place and will be inspected frequently until adequate revegetation has established in the area.<br>- Complainant was advised of the above outcomes. | Yes |
| 6 | Phone Call IN | 1/2/2020 | 2:39 pm | Construction Complaints - Dust and machinery operations on total fire ban day | Elizabeth Picker | Complainant concerned that a bulldozer was working on a total fire ban day, and that dust was blowing out of the project boundary and there was no effort from the project to contain the dust. | - Topsoil stripping on total fire ban days is not allowed on-site due to the risk of creating sparks. Investigated use of bulldozer and confirmed it was not stripping topsoil on the total fire ban day.<br>-Machinery was being cleaned using compressed air close to the south-east project boundary on the day of the complaint in accordance with project biosecurity measures - this activity may have generated some dust.<br>- The wind farm track being constructed in this area did not have gravel on it at the time, which causes a higher level of dust when vehicles use it.<br>- Water trucks were in use across the site, but it was not clear whether one was being used on this piece of track at the time of the incident.<br>- Conditions were very hot, dry and windy at the time.<br>- The following dust suppression measures were reinforced and introduced across the site: extra water cart availability on higher risk dry-hot-windy days, gravel placement was expedited on the southern entrance road where the first complaint was located close to project boundary, gravel was delivered wet to site (to limit the dust when tipping) and machinery clean down near project boundaries was avoided.<br>- The DPIE visited site to further inspect dust mitigation measures.<br>- Informed complainant that works which could generate dust, being civil construction of roads and foundations, were completed in April 2020, as has the majority of heavy vehicle movements which also have the potential to generate dust.<br>- Complainant was contacted and advised of these outcomes. | Yes |

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| 5 | Email IN | 18/1/2020 | 5:52 pm | Construction Complaints - Litter | Robbie Williamson | Complainant concerned that plastic tape from the transmission line works had been blown on to their land. | - Length of transmission line works was inspected for litter.<br>- Contractor reinforced message on waste management and litter control at the next pre-start meeting.<br>- Updated complainant on the actions taken.<br>- Followed up with the complainant one week later to confirm that no further action was required.<br>- Complaint closed in accordance with the complaints handling procedure. | Yes |
| 4 | Phone Call IN | 5/12/2019 | 11:13 am | Construction Complaints - Dust | Elizabeth Picker | Complainant concerned about dust from construction works. During subsequent discussions also concerned about noise and damage to one of their fences. | - Site was inspected for dust generation. Two water carts were in operation. Although some dust was being generated, no dust was observed leaving the project boundary.<br>- Complainant was contacted to collect further information about the complaint. Advised complainant that onsite staff had undertaken an inspection in response to the complaint and shared their observations.<br>- Offered to meet the complainant to further discuss concerns.<br>- Met with the complainant to further discuss the complaint. Provided more information following investigation into the concerns, and described mitigation measures being implemented onsite. No further information was requested by the complainant. | Yes |
| 3 | Email IN | 24/11/2019 | 9:30 am | Construction Complaints - Work hours | Robbie Williamson | - Complainant reported the works on installing the underground transmission line between Biala Wind Farm and Gullen Range Wind Farm substation had been undertaken out of hours specified in the relevant conditions of consent.<br>- Large machinery was being used on neighbours land on Saturday after 1pm and on Sunday. | - Responded by email to explain that Council had agreed that extended working hours could be utilised by the contractors provided certain conditions were in place - including that neighbours who may be impacted were consulted beforehand.<br>- Investigated whether adequate consultation had been undertaken, in conjunction with input from the complainant.<br>- Committed that BWF electrical contractor would communicate directly with complainant to advise of out of hours work on the transmission line.<br>- BWF electrical contractor's Project Manager spoke directly with complainant on the phone to discuss how consultation could be undertaken going forwards.<br>- BWF discussed the complaint and the remedial actions taken with Council.<br>- Consultation with the complainant remains ongoing throughout construction.<br>- Complainant was advised of the above outcomes. | Yes |

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| 2 | Phone Call IN | 27/9/2019 | 3:15 pm | Construction Complaints - Range Road roadworks | Elizabeth Picker | The complainant reported that a bitumen truck was dumping excess bitumen by the roadside of Wheeo Road. | - Investigated whether the truck was from Range Road roadworks. It was confirmed that it was. Contacted complainant and confirmed this was the case.<br>- Requested Contractor provide an incident report and liaise with Council regarding the incident.<br>- Operator was cleaning the bitumen sprays which is a standard practice. Quantity of bitumen was found to be very small. Location was in a former Council stockpiling area. The Contractor agreed with Council that no further action was required, but that any subsequent cleaning of the bitumen sprays should occur inside the site or back at the Contractor's depot.<br>-Attempted to contact the complainant to discuss the outcomes but was unable to make contact by phone or email.<br>- Complainant was advised of the above outcomes in writing and the complaint was closed in accordance with the complaints handling procedure. | Yes |
| 1 | Phone Call IN | 29/4/2019 | 5.00 PM | Construction Complaints - STEM Industry School Partnership program (SISP) | Derek Powell | The complainant reported that a photo published in a newsletter should not have been used without his permission. | - Complainant reported that consent was not given for a photograph which had been published in a Biala newsletter.<br>- The photo and newsletter was immediately removed from our website.<br>- The photo has been provided by the coordinator of the SISP program and they had assured us in writing that all necessary permissions had been obtained.<br>- We contacted the SISP program coordinator and advised them of the complaint. We organised for the coordinator to call the complainant.<br>- Advised the complainant of this and arranged for the SISP program coordinator to contact the complainant<br>- The team followed up with the SISP coordinator to make sure they had promptly contacted the complainant. | Yes |