

## Project Complaints Register

Project Name: **Suntop Solar Farm**

Project Ref:

Enquiry No	Received		Registered Via	Referred to	Details of complaint	Type	Works	Response to Complaint	Time of Verbal Response	Written Response (within 7 days)
	Date	Time								
1	13/08/20		email to CS	BS	Stock water disruptions by damage to reticulation system running across Suntop site (multiple occurrences between 13/08 and present)	Damage to property		BYCA are working with complainant to ensure any water strikes are repaired as soon as notified / aware of the issue		Ongoing matter. Multiple occurrences through construction period
2	7/10/20		Office	FG	Dust out side site	Environment		Not BYCA. This is from the Quarry. Quarry Owner Notified	Complainant advised directly	NA
3	7/10/20		Office	FG	Road degradation	Road damage		Not BYCA Works. Transgrid	Complainant advised directly	NA
4	9/11/20		email to CS	BS	Concern over all weather access road across dam being fenced in to solar farm	Impact on landowner access		Project agreed to cover cost for alternative all weather access further to the west		NA
5	12/01/20		email to CS	BS	Complainant enquiring on the lack of consultation process for landscaping plan / screening requirements on western boundary	Environment consultation		Consultant visited the property on the western boundary and found the residence vacant. Consultant left a note to contact the project. Consultant erroneously assumed that the Complainant as registered at the address had been consulted when it was another family of the same name which was consulted.		NA
6	23/02/21		email to CS	BS	Trucks driving on Suntop Road during school bus times in contravention of TMP	Dangerous driving		The DC does not restrict delivery during school bus hours however as a safety principle this is enforced by the project. Contractor undertook and investigation of delivery arrival times, identifying the responsible logistics company. Delivery regulations have been enforced by the contractor and logistics companies are aware of the need to control deliveries during this time		
7	5/03/21	10am	Gate 1	FG	Truck driving unsafely on Suntop Road	Dangerous driving				
8	31/05/21		email to Contractor	FG	Project vehicles parking at Orana Mall in Dubbo	Business disruption		Contractor completed an inspection at the mall to determine if vehicles were being parked. Could not find any evidence		
9	11/06/21		email to CS	BS	Project vehicles parking along Maughan and Arthur Street, Wellington. This is a disruption to local business	Business disruption		Contractor addressed this with the workforce and requested vehicles are parked on site or, if required in Wellington in a manner that does not impact on business. No further complaint received to date		

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10	30/06/21	1800	SMS	FG	Unsafe driving conditions when vehicles are travelling to & from site. Neighbour claims numerous times he has been pushed off the road when approaching traffic on Suntop Rd.	Dangerous driving				
11	1/02/21		email to CS	BS	Concentration of water flows and sediment moving on to adjoining paddock from site	Hydrology		CS discussing with complainant. Independent hydrology assessment to be conducted. BYCA are implementing remedial measures		
12	18/11/21		email to CS	BS	Concern over the weed growth observed on the solar farm site external road corridor	Weeds		CS advised complainant that mowing and weed spraying were contracted with local entities and had commenced but the heavy rainfall and saturated ground conditions had put a temporary halt to the works. This work will resume in due course and weeds will be sprayed in accordance with the requirements of the Development Consent		email response within 24hrs
13	18/11/21		email to CS	BS	Concern over the condition of Suntop Rd (accelerating deterioration due to wet weather and existing surface damage)	Public road damage		Advised that EPC contractor is working with DRC to secure an approved contractor to repair the road. Earliest availability is in January 2022. EPC contractor will complete temporary patch repairs with a goal to slow damage until full repair can be completed in 2022		email response within 24hrs
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34										