

Tallawarra B Project: Complaints register 2022 - 2024

Date and time complaint was made	Method of complaint	Name of complainant	Contact details (Phone)	Contact Details (Address)	Description of the complaint	When the complaint was observed (date and time)	Activities that may have contributed to the complaint	Action that was taken to resolve the complaint	Date when the complaint was resolved	Entered in EnergyAustralia internal systems? Y/N	Comments
Jan 2022	No complaints										
Feb 2022	No complaints										
Friday 18 March 2022 9:30am	Phone call to Tallawarra Security. Referred to CRL				Caller concerned with what appeared to be potential dust plume coming from the vicinity of construction site	17 and 18 March. Appx 8:30am- 9:00am. Majority of the morning 17 March	The investigation could not conclusively identify where source of dust originated, however, it was noted that it could have come from a road sweeper on a bobcat who was operating around the same time frame as the event was noted.	18/3- CRL contacted to acknowledge complaint 21-29/3- Investigations with EA, Clough, EPA carried out to determine likely dust source	Friday 1 April 2022 2:30pm	Y	29/3- EPA closed complaint with complainant Complainant thanked CRL for investigating matter. CRL referred positive feedback to Clough
April 2022	No complaints										
May 2022	No complaints								T	1	
Wednesday 8 June 2022 2:47pm	Phone call to Project hotline				Caller called with concerned about condition of Yallah Bay Road			9/6- CRL Contacted complainant acknowledging complaint and outlining EnergyAustralia/Clough/GE continued efforts raising	Thursday 9 June 2022 11:00am	Y	
								the condition of Yallah Bay Road with Wollongong Council. • Provided complainant the details of how to "Report an Issue" Council's website • Advised complainant interaction will be logged			

	and uploaded on our								
	Project website.								
	•CRL suggested additional								
	water cart mobilisation to								
	compress dust in these								
	windy conditions.								
	Complainant unhappy with								
	this recommendation and								
	was concerned it would								
	then be too muddy.								
July 2022	No complaints								
August 2022	No complaints								
Sept 2022	No complaints								
Oct 2022	No complaints								
Nov 2022	No complaints								
Dec 2022	No complaints								
Jan 2023	No complaints								
Feb 2023	No complaints								
March 2023	No complaints								
April 2023	No complaints								
May 2023	No complaints								
June 2023	No complaints								
July 2023	No complaints								
August 2023	No complaints								
September 2023	No complaints								
October 2023	No complaints								
November 2023	No complaints								
December 2023	No complaints								
January 2024	No complaints								
February 2024	No complaints								
March 2024	No Complaints								
April 2024	No Complaints								
May 2024	From May 2024 any community complaints will be incorporated into EnergyAustralia's existing complaints handling system as per Project Approval Condition 6.3.								