

Goulburn River Solar Farm - Complaints Register



Ref No	Date	Time	Complainant ID	Contact Method	Nature of Complaint	Details	Resolution	Status	Date Resolved
COM001	24/02/25	14:06	01	Phone call - incoming	Dust	Excessive dust; water cart unattended	Increased daily dust suppression runs	Resolved	26/02/25
COM002	24/02/25	14:06	01	Phone call - incoming	Driver Behaviour	Project vehicle speeding in reduced zone	Reminder to all staff on speed compliance	Resolved	24/02/25
COM003	26/02/25	12:50	01	Phone call - incoming	Driver Behaviour	Trucks without load covers	Reminder to cover loads in pre-start	Resolved	26/02/25
COM004	19/03/25	15:17	01	Phone call - outgoing	External Roads	Cable strike near site entrance	No impact to resident.	Resolved	19/03/25
COM005	21/03/25	12:29	01	Phone call - outgoing	Dust External Road	Concerns: signage visibility; verge maintenance; road wear; dust	Extra water cart; signage adjusted; verge issues referred to council	Resolved	27/03/25
COM006	27/03/25	10:56	01	Phone call - incoming	External Roads	Road deterioration reported	Referred to council for maintenance	Resolved	27/03/25
COM007	5/04/25	8:05	02	Phone call - incoming	External Roads	Driveway blocked; delivery missed	Temporary fix applied; condition noted	Resolved	5/04/25
COM008	7/04/25	12:17	02	Phone call - incoming	External Roads	Ballast may damage tyres; excessive dust	Gravel overlay applied; dust suppression ongoing	Resolved	7/04/25
COM009	8/04/25	12:50	02	Phone call - incoming	External Roads	Driveway steepness causing issues	Resident to monitor; contact if issue remains	Resolved	8/04/25
COM010	27/04/25	19:53	03	Email - incoming	External Roads	Vegetation overgrowth; road damage; unsafe U-turns; rubbish; upgrade concerns	Relevant issues addressed; others referred to council	Resolved	28/04/25
COM011	28/04/25	6:56	04	SMS - incoming	External Roads	Vehicle bogged after rain	Assisted vehicle recovery	Resolved	28/04/25
COM012	1/05/25	11:14	02	Phone call - incoming	External Roads	Mail delivery stopped due to road condition	Road confirmed accessible; mail collected	Resolved	1/05/25
COM013	5/05/25	10:39	03	Phone call - incoming	External Roads	Road damage outside work zone	Photos reviewed; remediation considered	Resolved	5/05/25
COM014	5/05/25	14:44	01	Phone call - incoming	Dust	Dust issue reported	Water trucks operating; refilling may cause gaps	Resolved	5/05/25
COM015	8/05/25	11:10	05	Phone call - incoming	External Roads Driver Behaviour	Mail delivery issues; driveway access; speeding trucks	Driveway fixed; speeding raised at pre-start	Resolved	8/05/25
COM016	8/05/25	11:20	02	On site conversation	External Roads	Road deterioration concern	Site review scheduled	Resolved	8/05/25
COM017	8/05/25	15:00	01	On site conversation	Project	Conflict incident with traffic control	Apology issued; staff retraining planned	Resolved	29/05/25
COM018	15/05/25	8:52	06	Phone call - incoming	External Roads	Telstra outage affecting vulnerable resident	Satellite phone issued; Telstra repaired service	Resolved	20/05/25
COM019	20/05/25	10:16	07	Phone call - outgoing	External Roads	Enquiry about causeway plans	Provided update via text	Resolved	20/05/25
COM020	20/05/25	10:56	01	Phone call - incoming	External Roads	Potholes; speeding; upgrade status concerns	Updates sent; repairs planned	Resolved	30/05/25
COM021	20/05/25	17:25	02	Phone call - incoming	External Roads	Metal object punctured tyre	Object likely unrelated to project; referred to council	Resolved	22/05/25
COM022	25/05/25	19:22	03	Email - incoming	External Roads	Road damage; truck movements on Sunday	Monitored; subcontractor reminded of work hours	Resolved	30/05/25
COM023	27/05/25	16:42	01	Phone call - outgoing	Project	Operational and infrastructure concerns	Issues logged; some resolved	Resolved	3/10/25
COM024	28/05/25	10:41	02	Phone call - incoming	External Roads	Driveway washout	Driveway repaired	Resolved	29/05/25
COM025	28/05/25	12:08	08	Document Transmittal	External Roads	Driveway blocked by contouring	Rectified; council advised	Resolved	29/05/25
COM026	30/05/25	16:58	01	Phone call - outgoing	External Roads	Pothole and crossing damage concerns	Resident to monitor; follow-up planned	Resolved	30/05/25
COM027	5/06/25	10:00	09	Walk-in (Merriwa office)	External Roads	Complaint about driveway changes	Contact made with resident	Resolved	5/06/25
COM028	19/06/25	13:40	01	Phone call - incoming	External Roads	Concerns on crossings, asphalt and bus stop plans	Conditions monitored; awaiting resident clarification	Resolved	1/09/25

Ref No	Date	Time	Complainant ID	Contact Method	Nature of Compliant	Details	Resolution	Status	Date Resolved
COM029	24/06/25	13:58	03	Phone call - incoming	External Roads	Road deterioration after rain	Resident to be updated	Resolved	24/06/25
COM030	27/06/25	8:07	03	SMS - incoming	External Roads	Frustration over road quality	Plan to address issues prepared	Resolved	27/6/25
COM031	1/07/25	18:31	10	Email - incoming	External Roads	Driveway flooding concerns	Response provided to resident	Resolved	1/07/25
COM032	3/07/25	9:44	01	Phone call - incoming	External Roads	Follow-up on road and causeway issues	Images received; inspections done	Resolved	3/07/25
COM033	7/07/25	10:36	03	Email - incoming	External Roads	Patching works incomplete	External road maintenance program in place, works continuing.	Open	
COM034	9/07/25	11:05	09	Walk-in (Merriwa office)	External Roads	Flooding near driveway	Site visit conducted; resolution to be discussed	Resolved	9/07/25
COM035	10/07/25	9:42	03	Email - incoming	External Roads	Potholes at Bow Creek	Repairs completed	Resolved	14/08/25
COM036	15/07/25		10	Email - incoming	External Roads	Safety and quality concerns on road and crossings	Driveway and road issues rectified; works compliant with standards	Resolved	25/08/25
COM037	16/07/25	10:03	02	Phone call - incoming	External Roads	Driveway hazard and speeding trucks	Contacted resident; site visit planned	Resolved	24/07/25
COM038	16/07/25	10:08	03	Phone call - incoming	External Roads	Vehicle damage from potholes; hazardous sections	Contact attempted; awaiting call back	Resolved	24/07/25
COM039	22/07/25	11:19	08	SMS - incoming	Driver Behaviour	Near miss with trucks doing U-turns	Investigation complete; actions taken	Resolved	23/07/25
COM040	22/07/25		03	Email - incoming	Driver Behaviour	General objection to project	Concern noted	Resolved	22/07/25
COM041	22/07/25	11:57	08	Walk-in (Merriwa office)	Driver Behaviour	Council report of unsafe U-turns	Investigation complete; actions taken	Resolved	23/07/25
COM042	23/07/25		01	Email - incoming	Project	Objection to extended working hours	Noted	Resolved	23/07/25
COM043	22/07/25		11	Phone call - incoming	Driver Behaviour	Non-compliant vehicle movements	Future breaches will result in removal from project	Resolved	23/07/25
COM044	25/07/25		03	Phone call - incoming	External Roads	Road patch failure prediction; early truck activity; intersection hazard	Road risk referred to transport authority	Resolved	25/07/25
COM045	29/07/25	15:33	11	Email - incoming	Driver Behaviour	Driveway damaged during roadworks	Rectification planned; visit scheduled	Resolved	25/08/25
COM046	29/07/25	15:33	11	Email - incoming	External Roads	Concerns with road quality and driveway design	Site visit planned to discuss	Resolved	25/08/25
COM047	31/07/25	13:11	11	Email - incoming	Driver Behaviour	Concerns over safety and wildlife impacts	Resident to be contacted	Resolved	1/08/25
COM048	6/08/25	15:35	11	Phone call - incoming	External Roads	Exposed reo at culvert	Repaired and concreted	Resolved	6/08/25
COM049	11/08/25	9:38	08	Phone call - incoming	Driver Behaviour	Report of unlawful truck turn	Review found no breach; informed council	Resolved	12/08/25
COM050	13/08/25	18:32	01	Email - incoming	External Roads	Road deterioration and narrow culverts	Maintenance underway; upgrades planned	Resolved	20/08/25
COM051	15/08/25	12:55	12	Email - incoming	External Roads	Driveway access blocked by ditch	Resolution not detailed	Resolved	21/08/25
COM052	15/08/25	15:33	01	Phone call - incoming	Dust Driver Behaviour	Excessive dust from speeding HVs	Water cart deployed; dust measures reviewed	Resolved	15/08/25
COM053	20/08/25	7:51	11	Phone call - incoming	Driver Behaviour	HVs in school bus area	Operations reviewed; historic commitments checked	Resolved	26/08/25
COM054	21/08/25	18:05	13	Phone call - outgoing	Driver Behaviour	Dangerous truck driving reports	Matter escalated; awaiting incident details	Resolved	22/08/25
COM055	22/08/25	11:20	14	Email - incoming	External Roads	Damage to local roads from HVs	Roadworks approved for repair	Resolved	28/08/25
COM056	26/08/25	10:30	01	On site conversation	External Roads	Operational issues: road damage, speeding and rubbish	Some resolved; some referred to council	Resolved	26/08/25
COM057	27/08/25	11:30	15	Community Coffee & Cake Co	External Roads	Road damage from HVs in wet weather	Roadworks approved and scheduled	Resolved	28/08/25
COM058	28/08/25	10:45	03	Phone call - incoming	Project External Roads	Traffic control delay; culvert concerns	Issues escalated to safety and site teams	Resolved	28/08/25
COM059	29/08/25	10:51	16	Walk-in (Merriwa office)	External Roads Project	Night noise and HV traffic on unauthorised road	No noise source identified; no night work or project approval for Redwell Road. Vehicle registrations requested.	Resolved	29/08/25

Ref No	Date	Time	Complainant ID	Contact Method	Nature of Compliant	Details	Resolution	Status	Date Resolved
COM060	30/08/25	17:00	09	On site conversation	External Roads	Driveway condition complaint	Follow-up attempted	Resolved	1/09/25
COM061	1/09/25	14:27	09	Phone call - incoming	External Roads	Driveway height/damage affecting access	Driver works completed.	Resolved	3/12/25
COM062	2/09/25	16:08	01	Phone call - incoming	Driver Behaviour	Speeding HV report	Complaint logged separately	Resolved	8/09/25
COM063	2/09/25	16:30	01	Phone call - incoming	Driver Behaviour	Repeat speeding allegation	Investigation found no breach; reinforced safety	Resolved	8/03/25
COM064	2/09/25	17:05	01	Phone call - incoming	External Roads	Concerns re local roads and speed signs	Discussion held; permits confirmed	Resolved	2/03/25
COM065	3/09/25	9:52	08	Incoming correspondence	External Roads	Multiple driveway access issues	Driveway works completed.	Resolved	3/12/25
COM066	3/09/25	13:04	08	SMS - outgoing	Driver Behaviour	Unauthorised truck U-turn	Driver removed from project	Resolved	4/09/25
COM067	9/09/25	9:00	01	On site conversation	Driver Behaviour External Roads	Speeding and Traffic Control positioning concerns	Issues raised for review	Resolved	10/09/25
COM068	9/09/25	14:31	01	Phone call - outgoing	External Roads	Traffic Control positioning; HV speeding	VMS and counters planned	Open	
COM069	10/09/25	9:17	17	Email - incoming	External Roads	Claim for vehicle damage from gravel	Directed through insurance process	Resolved	10/09/25
COM070	17/09/25	10:00	01	Community Coffee & Cake Co	External Roads	Road deterioration and safety hazards	External road maintenance program in place, works continuing.	Open	
COM071	17/09/25	17:04	01	Phone call - outgoing	Dust	Dust hazard on road section	Dust suppression discussed with team	Resolved	17/09/25
COM072	19/09/25	17:00	01	Phone call - incoming	External Roads Dust	Delayed pothole repairs; poor dust control; TMP breaches	External road maintenance program in place, works continuing.	Open	
COM073	24/09/25	14:18	09	Phone call - incoming	External Roads	Leaning sign; dam water diversion issue	On-site meeting planned	Resolved	24/09/25
COM074	26/09/25		18	On site conversation	Dust	Concerns dust from bus U-turns	Dust suppression at set times	Resolved	29/09/25
COM075	2/10/25	12:00	01	Phone call - incoming	Wildlife, Rubbish	Roadkill not collected; Traffic Control distraction; rubbish	Noted in resident meeting	Open	
COM076	2/10/25	9:00	09	On site conversation	External Roads	Driveway design and drainage request	Driveway meets B-double specs. Survey ongoing to redirect V-drain; pipe crossing compliance assured.	Resolved	2/10/25
COM077	3/10/25	15:22	18	Phone call - incoming	Driver Behaviour	Unsafe HV driver behaviour	Ongoing unsafe driving reported; no details given.	Resolved	3/10/25
COM078	3/10/25	18:30	18	SMS - incoming	External Roads	Safety concerns on certain local roads	Response sent; safety reminders reiterated	Resolved	13/10/25
COM079	8/10/25	9:30	01, 03	On site conversation	Roads Driver Behaviour	Concerns on road condition and HV speeds	Road maintenance ongoing; TfNSW reducing speed limits. Solar farm traffic already slowed.	Open	
COM080	15/10/25	11:18	01	Phone call - incoming	Project	Concerns about unfulfilled commitments and comms contradictions	Regular meeting held with Stakeholder to address their concerns.	Open	
COM081	23/10/25	11:09	01	Phone call - incoming	Dust Drive Behaviour	Multiple unsafe driving concerns; road and dust issues		Open	
COM082	29/10/25	11:22	09	Phone call - incoming	External Roads	Incomplete driveway works causing runoff; request for phone tower	Driveway works completed	Resolved	3/12/25
COM083	6/11/25	21:49	20	Email - incoming	External Roads	Potholes near Golden Highway and speed limits on external roads, safety concerns on	Potholes repair in progress, speed limits reduced, and intersection safety improvements in discussion with TfNSW.	Resolved	13/11/25
COM084	7/11/25	12:37	01	Phone call - incoming	External Roads Driver Behaviour	Unsafe driver behaviour, road reserve slashing and update of installation of reduced speed signs and registration monitoring devices.		Open	

Ref No	Date	Time	Complainant ID	Contact Method	Nature of Compliant	Details	Resolution	Status	Date Resolved
COM085	11/11/25	9:30	01	Phone call - incoming	External Roads	Road conditions near Settlement Hall, Killoe Road, Neverfail. Traffic lights from culvert upgrades, causing delays during and outside working hours.		Open	
COM086	11/11/25	18:08	21	Email - incoming	External Roads	Conditions of the roads and damage to tyres.	Acknowledgment and contact options provided for follow-up	Resolved	13/11/25
COM087	12/11/25	15:17	01	Phone call - incoming	External Roads Driver Behaviour	Potholes and condition of external roads. Speeding HV vehicles on public roads.		Open	
COM088	13/11/25	11:07	01	Phone call - incoming	External Roads	Immediate repairs required on sections of Ringwood and Wollara Roads. Clarity on speed camera data monitoring.		Open	
COM089	13/11/25	14:27	03	SMS - incoming	External Roads	Excessive wait time at traffic lights and traffic disruptions on Ringwood and Wollar Road upgrades.	Residents' concerns acknowledged and escalation to team committed to resolve traffic disruption issues.	Resolved	13/11/25
COM090	19/11/25	9:37	01	Phone call - incoming	External Roads Driver Behaviour Dust	Driver behaviour, VMS board placement, speed camera timing, road edge damage, and dust on Wollara Road.		Open	