

## Goulburn River Solar Farm - Complaints Register

| Ref No | Date       | Time  | Complainant ID | Contact Method           | Nature of Compliant              | Details   | Resolution   | Status   |
|--------|------------|-------|----------------|--------------------------|----------------------------------|---|--|----------|
| COM001 | 24/02/2025 | 14:06 | 01             | Phone call - incoming    | Dust                             | Excessive dust; water cart unattended   | Increased daily dust suppression runs                                | Resolved |
| COM002 | 24/02/2025 | 14:06 | 01             | Phone call - incoming    | Driver Behaviour                 | Project vehicle speeding in reduced zone                                      | Reminder to all staff on speed compliance                            | Resolved |
| COM003 | 26/02/2025 | 12:50 | 01             | Phone call - incoming    | Driver Behaviour                 | Trucks without load covers  | Reminder to cover loads in pre-start                                 | Resolved |
| COM004 | 19/03/2025 | 15:17 | 01             | Phone call - outgoing    | External Roads                   | Cable strike near site entrance   | No impact; monitoring continued                                      | Resolved |
| COM005 | 21/03/2025 | 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 |
| COM006 | 27/03/2025 | 10:56 | 01             | Phone call - incoming    | External Roads                   | Road deterioration reported   | Referred to council for maintenance                                  | Resolved |
| COM007 | 5/04/2025  | 8:05  | 02             | Phone call - incoming    | External Roads                   | Driveway blocked; delivery missed   | Temporary fix applied; condition noted                               | Resolved |
| COM008 | 7/04/2025  | 12:17 | 02             | Phone call - incoming    | External Roads                   | Ballast may damage tyres; excessive dust                                      | Gravel overlay applied; dust suppression ongoing                     | Resolved |
| COM009 | 8/04/2025  | 12:50 | 02             | Phone call - incoming    | External Roads                   | Driveway steepness causing issues   | Resident to monitor; contact if issue remains                        | Resolved |
| COM010 | 27/04/2025 | 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 |
| COM011 | 28/04/2025 | 6:56  | 04             | SMS - incoming           | External Roads                   | Vehicle bogged after rain   | Assisted vehicle recovery  | Resolved |
| COM012 | 1/05/2025  | 11:14 | 02             | Phone call - incoming    | External Roads                   | Mail delivery stopped due to road condition                                   | Road confirmed accessible; mail collected                            | Resolved |
| COM013 | 5/05/2025  | 10:39 | 03             | Phone call - incoming    | External Roads                   | Road damage outside work zone   | Photos reviewed; remediation considered                              | Resolved |
| COM014 | 5/05/2025  | 14:44 | 01             | Phone call - incoming    | Dust                             | Dust issue reported   | Water trucks operating; refilling may cause gaps                     | Resolved |
| COM015 | 8/05/2025  | 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 |
| COM016 | 8/05/2025  | 11:20 | 02             | On site conversation     | External Roads                   | Road deterioration concern  | Site review scheduled  | Resolved |
| COM017 | 8/05/2025  | 15:00 | 01             | On site conversation     | Project                          | Conflict incident with traffic control  | Apology issued; staff retraining planned                             | Resolved |
| COM018 | 15/05/2025 | 8:52  | 06             | Phone call - incoming    | External Roads                   | Telstra outage affecting vulnerable resident                                  | Satellite phone issued; Telstra repaired service                     | Resolved |
| COM019 | 20/05/2025 | 10:16 | 07             | Phone call - outgoing    | External Roads                   | Enquiry about causeway plans  | Provided update via text   | Resolved |
| COM020 | 20/05/2025 | 10:56 | 01             | Phone call - incoming    | External Roads                   | Potholes; speeding; upgrade status concerns                                   | Updates sent; repairs planned  | Resolved |
| COM021 | 20/05/2025 | 17:25 | 02             | Phone call - incoming    | External Roads                   | Metal object punctured tyre   | Object likely unrelated to project; referred to council              | Resolved |
| COM022 | 25/05/2025 | 19:22 | 03             | Email - incoming         | External Roads                   | Road damage; truck movements on Sunday  | Monitored; subcontractor reminded of work hours                      | Resolved |
| COM023 | 27/05/2025 | 16:42 | 01             | Phone call - outgoing    | Project                          | Operational and infrastructure concerns                                       | Issues logged; some resolved   | Resolved |
| COM024 | 28/05/2025 | 10:41 | 02             | Phone call - incoming    | External Roads                   | Driveway washout  | Driveway repaired  | Resolved |
| COM025 | 28/05/2025 | 12:08 | 08             | Document Transmittal     | External Roads                   | Driveway blocked by contouring  | Rectified; council advised   | Resolved |
| COM026 | 30/05/2025 | 16:58 | 01             | Phone call - outgoing    | External Roads                   | Pothole and crossing damage concerns  | Resident to monitor; follow-up planned                               | Resolved |
| COM027 | 5/06/2025  | 10:00 | 09             | Walk-in (Merriwa office) | External Roads                   | Complaint about driveway changes  | Contact made with resident   | Resolved |
| COM028 | 19/06/2025 | 13:40 | 01             | Phone call - incoming    | External Roads                   | Concerns on crossings, asphalt and bus stop plans                             | Conditions monitored; awaiting resident clarification                | Resolved |
| COM029 | 24/06/2025 | 13:58 | 03             | Phone call - incoming    | External Roads                   | Road deterioration after rain   | Resident to be updated   | Resolved |
| COM030 | 27/06/2025 | 8:07  | 03             | SMS - incoming           | External Roads                   | Frustration over road quality   | Plan to address issues prepared                                      | Resolved |
| COM031 | 1/07/2025  | 18:31 | 10             | Email - incoming         | External Roads                   | Driveway flooding concerns  | Response provided to resident  | Resolved |
| COM032 | 3/07/2025  | 9:44  | 01             | Phone call - incoming    | External Roads                   | Follow-up on road and causeway issues   | Images received; inspections done                                    | Resolved |
| COM033 | 7/07/2025  | 10:36 | 03             | Email - incoming         | External Roads                   | Patching works incomplete   | External road maintenance program in place, works continuing.        | Open     |
| COM034 | 9/07/2025  | 11:05 | 09             | Walk-in (Merriwa office) | External Roads                   | Flooding near driveway  | Site visit conducted; resolution to be discussed                     | Resolved |
| COM035 | 10/07/2025 | 9:42  | 03             | Email - incoming         | External Roads                   | Potholes at Bow Creek   | Repairs completed  | Resolved |
| COM036 | 15/07/2025 |       | 10             | Email - incoming         | External Roads                   | Safety and quality concerns on road and crossings                             | Driveway and road issues rectified; works compliant with standards   | Resolved |
| COM037 | 16/07/2025 | 10:03 | 02             | Phone call - incoming    | External Roads                   | Driveway hazard and speeding trucks   | Contacted resident; site visit planned                               | Resolved |
| COM038 | 16/07/2025 | 10:08 | 03             | Phone call - incoming    | External Roads                   | Vehicle damage from potholes; hazardous sections                              | Contact attempted; awaiting call back                                | Resolved |
| COM039 | 22/07/2025 | 11:19 | 08             | SMS - incoming           | Driver Behaviour                 | Near miss with trucks doing U-turns   | Investigation complete; actions taken                                | Resolved |
| COM040 | 22/07/2025 |       | 03             | Email - incoming         | Driver Behaviour                 | General objection to project  | Concern noted  | Resolved |
| COM041 | 22/07/2025 | 11:57 | 08             | Walk-in (Merriwa office) | Driver Behaviour                 | Council report of unsafe U-turns  | Investigation complete; actions taken                                | Resolved |
| COM042 | 23/07/2025 |       | 01             | Email - incoming         | Project                          | Objection to extended working hours   | Noted  | Resolved |

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| COM043 | 22/07/2025 |       | 11             | Phone call - incoming                   | Driver Behaviour                 | Non-compliant vehicle movements  | Future breaches will result in removal from project   | Resolved |
| COM044 | 25/07/2025 |       | 03             | Phone call - incoming                   | External Roads                   | Road patch failure prediction; early truck activity; intersection hazard | Road risk referred to transport authority   | Resolved |
| COM045 | 29/07/2025 | 15:33 | 11             | Email - incoming                        | Driver Behaviour                 | Driveway damaged during roadworks  | Rectification planned; visit scheduled  | Resolved |
| COM046 | 29/07/2025 | 15:33 | 11             | Email - incoming                        | External Roads                   | Concerns with road quality and driveway design                           | Site visit planned to discuss   | Resolved |
| COM047 | 31/07/2025 | 13:11 | 11             | Email - incoming                        | Driver Behaviour                 | Concerns over safety and wildlife impacts                                | Resident to be contacted  | Resolved |
| COM048 | 6/08/2025  | 15:35 | 11             | Phone call - incoming                   | External Roads                   | Exposed reo at culvert   | Repaired and concreted  | Resolved |
| COM049 | 11/08/2025 | 9:38  | 08             | Phone call - incoming                   | Driver Behaviour                 | Report of unlawful truck turn  | Review found no breach; informed council  | Resolved |
| COM050 | 13/08/2025 | 18:32 | 01             | Email - incoming                        | External Roads                   | Road deterioration and narrow culverts                                   | Maintenance underway; upgrades planned  | Resolved |
| COM051 | 15/08/2025 | 12:55 | 12             | Email - incoming                        | External Roads                   | Driveway access blocked by ditch   | Resolution not detailed   | Resolved |
| COM052 | 15/08/2025 | 15:33 | 01             | Phone call - incoming                   | Dust, Driver Behaviour           | Excessive dust from speeding HVs   | Water cart deployed; dust measures reviewed   | Resolved |
| COM053 | 20/08/2025 | 7:51  | 11             | Phone call - incoming                   | Driver Behaviour                 | HVs in school bus area   | Operations reviewed; historic commitments checked   | Resolved |
| COM054 | 21/08/2025 | 18:05 | 13             | Phone call - outgoing                   | Driver Behaviour                 | Dangerous truck driving reports  | Matter escalated; awaiting incident details   | Resolved |
| COM055 | 22/08/2025 | 11:20 | 14             | Email - incoming                        | External Roads                   | Damage to local roads from HVs   | Roadworks approved for repair   | Resolved |
| COM056 | 26/08/2025 | 10:30 | 01             | On site conversation                    | External Roads                   | Operational issues: road damage, speeding and rubbish                    | Some resolved; some referred to council   | Resolved |
| COM057 | 27/08/2025 | 11:30 | 15             | Community Coffee & Cake Connect (CC&CC) | External Roads                   | Road damage from HVs in wet  | Roadworks approved and scheduled  | Resolved |
| COM058 | 28/08/2025 | 10:45 | 03             | Phone call - incoming                   | Project, External Roads          | Traffic control delay; culvert concerns                                  | Issues escalated to safety and site teams   | Resolved |
| COM059 | 29/08/2025 | 10:51 | 16             | Walk-in (Merriwa office)                |                                  | Night noise and HV traffic on unauthorised road                          | No source of reported noise found. Redwell Rd confirmed as not an approved thoroughfare. Registration plates to be reported.              | Resolved |
| COM060 | 30/08/2025 | 17:00 | 09             | On site conversation                    | External Roads                   | Driveway condition complaint   | Follow-up attempted   | Resolved |
| COM061 | 1/09/2025  | 14:27 | 09             | Phone call - incoming                   | External Roads                   | Driveway height/damage affecting access                                  | Driver works completed.   | Resolved |
| COM062 | 2/09/2025  | 16:08 | 01             | Phone call - incoming                   | Driver Behaviour                 | Speeding HV report   | Complaint logged separately   | Resolved |
| COM063 | 2/09/2025  | 16:30 | 01             | Phone call - incoming                   | Driver Behaviour                 | Repeat speeding allegation   | Investigation found no breach; reinforced safety  | Resolved |
| COM064 | 2/09/2025  | 17:05 | 01             | Phone call - incoming                   | External Roads                   | Concerns re local roads and speed signs                                  | Discussion held; permits confirmed  | Resolved |
| COM065 | 3/09/2025  | 9:52  | 08             | Incoming correspondence                 | External Roads                   | Multiple driveway access issues  | Driver works completed.   | Resolved |
| COM066 | 3/09/2025  | 13:04 | 08             | SMS - outgoing                          | Driver Behaviour                 | Unauthorised truck U-turn  | Driver removed from project   | Resolved |
| COM067 | 9/09/2025  | 9:00  | 01             | On site conversation                    | External Roads, Driver Behaviour | Speeding and Traffic Control positioning concerns                        | Issues raised for review  | Resolved |
| COM068 | 9/09/2025  | 14:31 | 01             | Phone call - outgoing                   | External Roads                   | Traffic Control positioning; HV speeding                                 | VMS and counters planned  | Open     |
| COM069 | 10/09/2025 | 9:17  | 17             | Email - incoming                        | External Roads                   | Claim for vehicle damage from gravel                                     | Directed through insurance process  | Resolved |
| COM070 | 17/09/2025 | 10:00 | 01             | Community Coffee & Cake Connect (CC&CC) | External Roads                   | Road deterioration and safety hazards                                    | External road maintenance program in place, works continuing.   | Open     |
| COM071 | 17/09/2025 | 17:04 | 01             | Phone call - outgoing                   | Dust                             | Dust hazard on road section  | Dust suppression discussed with team  | Resolved |
| COM072 | 19/09/2025 | 17:00 | 01             | Phone call - incoming                   | Dust, External Road              | Delayed pothole repairs; poor dust control; TMP breaches                 | External road maintenance program in place, works continuing.   | Open     |
| COM073 | 24/09/2025 | 14:18 | 09             | Phone call - incoming                   | External Roads                   | Leaning sign; dam water diversion issue                                  | On-site meeting planned   | Resolved |
| COM074 | 26/09/2025 |       | 18             | On site conversation                    | Dust                             | Concerns dust from bus U-turns   | Dust suppression at set times   | Resolved |
| COM075 | 2/10/2025  | 12:00 | 01             | Phone call - incoming                   | Wildlife, Rubbish                | Roadkill not collected; Traffic Control distraction; rubbish             | Noted in resident meeting   | Open     |
| COM076 | 2/10/2025  | 9:00  | 09             | On site conversation                    | External Roads                   | Driveway design and drainage request                                     | Survey and environmental assessment planned   | Resolved |
| COM077 | 3/10/2025  | 15:22 | 18             | Phone call - incoming                   | Driver Behaviour                 | Unsafe HV driver behaviour   |   | Open     |
| COM078 | 3/10/2025  | 18:30 | 18             | SMS - incoming                          | External Roads                   | Safety concerns on certain local roads                                   | Response sent; safety reminders reiterated  | Open     |
| COM079 | 8/10/2025  | 9:30  | 01, 03         | On site conversation                    | Roads, Driver Behaviour          | Concerns on road condition and HV speeds                                 | Works continuing on external roads. TfNSW to install permanent reduced speed signage, reductions already in place for solar farm traffic. | Open     |
| COM080 | 15/10/2025 | 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 | 23/10/2025 | 11:09 | 01             | Phone call - incoming                   | Dust, Driver Behaviour           | Multiple unsafe driving concerns; road and dust issues                   |   | Open     |
| COM082 | 29/10/2025 | 11:22 | 09             | Phone call - incoming                   | External Roads                   | Incomplete driveway works causing runoff; request for phone tower        | Driveway works completed  | Resolved |

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|--------|------------|-------|----------------|-------------------------------|--|--|---|----------|
| COM083 | 6/11/2025  | 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 |
| COM084 | 7/11/2025  | 12:37 | 01             | Phone call - incoming         | Driver Behaviour                       | Unsafe driver behaviour, road reserve slashing and update of installation of reduced speed signs and registration monitoring devices.  |   | Open     |
| COM085 | 11/11/2025 | 9:30  | 01             | Phone call - incoming         | External Roads                         | Conditions of road concerns raised and delays caused by traffic stop lights on a Sunday.   |   | Open     |
| COM086 | 11/11/2025 | 18:08 | 21             | Email - incoming              | External Roads                         | Conditions of the roads and damage to tyres.   | Acknowledgment and contact options provided for follow-up   | Resolved |
| COM087 | 12/11/2025 | 15:17 | 01             | Phone call - incoming         | External Roads, Driver Behaviour       | Potholes and condition of external roads. Speeding HV vehicles on public roads.  |   | Open     |
| COM088 | 13/11/2025 | 11:07 | 01             | Phone call - incoming         | External Roads                         | Immediate repairs required on sections of Ringwood and Wollarra Roads. Clarity on speed camera data monitoring.  |   | Open     |
| COM089 | 13/11/2025 | 14:27 | 03             | SMS - incoming                | External Roads                         | Excessive wait time at traffic lights and traffic disruptions on Ringwood and Wollar Road upgrades.  | Traffic flow issues to be addressed by team.  | Resolved |
| COM090 | 19/11/2025 | 9:37  | 01             | Phone call - incoming         | External Roads, Driver Behaviour, Dust | Driver behaviour, VMS board location and speed camera installation information, damage to road edges and dust.   |   | Open     |
| COM091 | 3/12/2025  | 17:28 | 03             | SMS - incoming                | External Roads                         | Pilot vehicle causing unnecessary traffic delays   | Acknowledgement of roadwork delay frustration. Culvert work nearly complete; pilot vehicle requirement ending soon.   | Resolved |
| COM092 | 8/12/2025  | 12:18 | 01             | Phone call - outgoing         | External Roads                         | Traffic data analysis enquiry. Verge slashing request status. Road repair plans and timeline information requested.  |   | Open     |
| COM093 | 10/12/2025 | 9:22  | 03             | Email - incoming              | External Roads, Dust                   | Strong dissatisfaction about the project newsletter, road deterioration, increase in dust, need for speed monitoring and enforcement, increased wildlife collisions & delays in roadside maintenance.                | Community drop in sessions available, road upgrades aiding to reduce dust, monitoring and enforcement of vehicle speed compliance by project, no observed increase in wildlife interaction incidents, road maintenance advance notice provided. | Resolved |
| COM094 | 18/12/2025 | 13:16 | 20             | Phone call - incoming         | External Roads                         | Roadwork has significantly altered road camber, causing an instance of HV to veer into oncoming traffic when overcorrecting steering.  |   | Open     |
| COM095 | 19/12/2025 | 12:04 | 01             | Phone call - incoming         | External Roads, Driver Behaviour       | Speeding truck report noted lack of VMS in identified vehicle, permanent speed camera installation timeline, verge slashing schedule & clarification on the scope authority over the road pertaining to Section 138. |   | Open     |
| COM096 | 23/12/2025 | 9:23  | 08             | ACC - incoming correspondence | External Roads                         | Property gate damage, occurring between October's long weekend and November 28, 2025. Request made to replace gate and transfer existing signage.  |   | Open     |