

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

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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
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 contact	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	Resident contact	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	Resolved
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	Resolved
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	Resolved

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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	Resolved
COM080	15/10/2025	11:18	01	Phone call - incoming	Project	Concerns about unfulfilled commitments and comms contradictions.	Regular meeting held with resident to address their concerns	Resolved
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
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, 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 road repairs required, 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 nearing completion; pilot vehicle requirement ending soon	Resolved
COM092	8/12/2025	12:18	01	Phone call - outgoing	External Roads	Traffic data analysis enquiry, verge slashing, road repair plans.		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	Road camber, causing HV overcorrecting steering.		Open
COM095	19/12/2025	12:04	01	Phone call - incoming	External Roads, Driver Behaviour	Speeding HV, permanent speed cameras, verge slashing schedule & scope.		Open
COM096	23/12/2025	9:23	08	ACC - incoming correspondence	External Roads	Property gate damage.		Open
COM097	5/01/2026	10:13	09	Phone call - incoming	External Roads	Concerns raised that recent works have resulted in an inaccessible letterbox, an unsafe driveway drop-off, and restricted B-double truck access to their property.	Concerns addressed by confirming guidepost installation, advising UHSC contact for driveway design, committing to investigate letterbox access, and arranging storm damage repair updates.	Resolved
COM098	9/01/2026	11:12	22	Phone call - incoming	External Roads	Resident made contact about their letterbox being removed in early November and made contact about reinstatement.	Photo provided of letterbox in reinstated	Resolved

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COM099	9/01/2026	13:48	01	Phone call - outgoing	External Roads, Driver Behaviour	Speed detection solutions, verges creating safety hazards, drainage problems near Bow Creek, creek works completion status, and strategies to address road surface deterioration during hot weather.		Open
COM100	13/01/2026	13:00	01	Phone call - outgoing (via LSbp)	External Roads	Concerns raised about traffic data collection timing, speed enforcement needs, unmaintained verges, drainage issues at creek crossings, and inadequate road surface maintenance during hot weather.	Driver behavior controls and road design compliance confirmed. Resident accepts increased heavy vehicle movements pending improved behavior and ongoing maintenance. Verge maintenance responsibility to be clarified by Council.	Resolved
COM101	14/01/2026	8:00	20	On site conversation	External Roads	Road camber, construction debris, and left turn lane width from Ringwood Road to the Golden Highway.		Open
COM102	29/01/2026	9:30	01	On site conversation	External Roads, Driver Behaviour	Road repairs, speeding concerns, maintenance requirements, erosion control, and traffic control signage in place.		Open