

**Walla Walla Solar Farm
Complaint Documentation Register**

ID	Summary	Description	Date	Corrective Action Taken	Date of Action	Status
1	Construction	Email complaint from resident that construction works had commenced and that tree plantings/weeds conditions had not been properly actioned.	8/11/2022	Call to the resident to confirm that geotech tests had commenced and that these were not 'construction activities'. Confirmed that landscaping and weed control would be implemented before construction commenced.	10/11/2022	Resolved
2	Water	Resident called FRV to complain that rocks had been placed within a drainage channel and represented a flooding hazard to the immediate surroundings.	17/11/2022	Explained to resident that rocks had been placed temporarily to allow equipment to access the site given soggy ground conditions. Rocks removed from channel by 21/11/22.	22/11/22	Resolved
3	Traffic	Complaint from resident that they could not get their farm equipment past the roadworks area and were required to wait for GRS staff to move traffic control equipment. Complaint that GRS contractors are parking opposite the road works, making it difficult for vehicles to move down road.	5/12/2022	Provided direct points of contact for resident at GRS/FRV/Nation Partners so that they may speak with a representative for urgent matters. GRS committed to ensuring that no vehicles would be parked opposite the roadworks area.	7/12/2022	Resolved
4	Construction	Bianca Shultz complaint. Construction works have started however no vegetation buffer/planting occurred.	1/02/2023	GRS confirmed that vegetation buffer /plantings occurred before the start of construction works however due to the adverse weather conditions since they started planting of the trees, some tube stock didn't make it. Therefore, next steps and actions plan is as: 1. Replace stock that has not taken after planting 2. Implement weed control measures within the planting site 3. Install tree guards This will be a 3-4 week process in which all the tube stock will be planted and tree guards put in place. Weed management and maintenance of the vegetation buffer will be ongoing as part of the agreed maintenance plan.	17/04/2023	Resolved
5	Construction	Complaint from Cameron Schultz. Three concerns: 1. Weeds - Cameron believes the volume of Bathurst Burr on the property has grown and is now posing a threat to the biosecurity of his pasture. He would like to know if management of weeds is being followed as per our onsite management plan and monitoring is taking place. 2. Dust - Contractor vehicles using Benambra Rd to access the substation site are not travelling slowly and causing dust to enter his rental properties. This is also collecting in his roof rainwater drinking system. They can't clean the level of accrued dust off himself and wants a proposal from FRV to account for this impact. 3. Vegetation - Cameron and Bianca are expecting a further response from FRV in relation to the photos they have provided of the vegetation buffer. Cameron has said the degree of weeds in this area is now 'eclipsing' the plantings and plantings are not surviving as a result. They are very concerned this will further setback the time it takes to establish the buffer between his place and the solar farm.	13/02/2023	1. Weeds - The site contractor, GRS, are monitoring the weeds – including Bathurst Burr - as per the Project's weed management plan and the landscaping plan (in addition to the Biodiversity management plan). They are appointing an Environmental specialist/manager starting from this week to focus on this specifically, among other environmental aspects of the projects and to ensure adherence to Development Approval conditions. Additionally, Spot spraying had been conducted by Andrew and Judy (Landowners), and continuation of the spraying will be discussed and agreed this week to ensure this work is timely and ongoing. A weed survey is also to be conducted by the Environmental manager from GRS as one of their first tasks. I have asked that your recent concerns are shared with the new Environmental Specialist so these can be noted. 2. Dust - GRS have noted and they are ensuring that contractor vehicles are accessing the site via the eastern end of Benambra Road and utilising the main internal access road where possible. This covers Project vehicles directly employed by the project, we note the road may also be used by other vehicles. GRS will ensure that Development Approval Conditions and the Project's Dust management plan will continue to be adhered to and in preparation of future construction works. If you note Project vehicles travelling at excess speed and causing dust, and it is possible to do so, please share with us vehicle make, registration and time of travel, and we can investigate. 3. Vegetation - Spraying had occurred in the vegetation buffer last week and GRS are monitoring the weeds (including conducting the aforementioned weed survey). After approximately 3 weeks, GRS will replace the tube stock and will look to plant 12 month- old vegetation rather than baby seeds. This is all weather dependent, and whether further spraying is required. Application of tree guards will be part of this work.	21/02/2023	Resolved
6	Construction	Simone Feuerherdt complained that if planting was done pre-construction, it was not conducted properly; no tree guards installed, no fencing, no watering/maintenance. Also noted if the work was completed, the neighbours were not notified	28/02/2023	GRS confirmed that vegetation buffer /plantings occurred before the start of construction works however due to the adverse weather conditions since they started planting of the trees, some tube stock didn't make it. Therefore, future corrective actions are: 1. Replace stock that has not taken after planting 2. Implement weed control measures within the planting site 3. Install tree guards This will be a 3-4 week process in which all the tube stock will be planted and tree guards put in place. Weed management and maintenance of the vegetation buffer will be ongoing as part of the agreed maintenance plan. Further, response provided to Simone on 05/04/2023.	17/04/2023	Resolved
7	Traffic	A Complaint from Cameron Schultz about the truck driving down Benambra road in front of their property.	2/03/2023	This complaint was investigated and it was realised that the truck in question (operated by Baxters Concrete), was completing a delivery to an unrelated job in the area on 2 March 2023. Baxters Concrete are the largest supplier of concrete to the rural areas of Walla Walla and Culcairn areas. Ninety percent of Baxter's work is comprised of projects and local jobs in the surrounding area rather than the exclusively servicing the solar farm. The subcontractor and Baxters Concrete have been made aware that Benambra Rd is an unapproved route for the solar farm, however, this is not the case for the neighbouring projects and other local jobs.	17/03/2023	Resolved

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8	Construction	Concerns raised by Bianca and Cameron Schultz during the meeting on 7-Mar: 1. Tree Planting - FRV have advised tree planting likely to be in next month. Will be 12 month stock. FRV to advise on approach to site preparation and specific timing for new trees to be planted. Question from Schultz – can additional trees be planted onsite to account for removals?	7/03/2023	1. Tree Planting - After further investigation the amount of trees/landscaping to be planted has considered the trees required for removal. GRS completed the plantation of new trees in April 2023.	17/04/2023	Resolved
		2. Weed Management - Schultz's keen to receive copy of site weed management plan.		2. Weed Management Plan - Copy of plan shared.	28/03/2023	Resolved
		3. Traffic Compliance - Unauthorised use of Benambra Road causing dust, safety issues. FRV to investigate, especially incident from 2 Mar.		3. Traffic Compliance - Responded on 17/03/2023 (refer response to complaint no. 7).	17/03/2023	Resolved
		4. Agreed traffic mitigation measures - FRV submission discussed agreed traffic mitigation measures for neighbours. What are these? FRV to advise.		4. Agreed traffic mitigation measures - Further mitigation activities that the EPC has agreed upon: i) The Contractor installed a camera to monitor the movement along this road. ii) The Gates at Schneiders Rd are closed and the gates are only opened when vehicles are working on the main internal road near the Substation. Please note that this access will also be utilised by TransGrid from 22 March 2023 for the duration of the construction of the Substation; and iii) All Subcontractors have been provided with the Solar farm internal roads layout drawing. The subcontractors have been instructed at weekly meeting not to go down Benambra rd "dirt section" and to enter & exit via the main access.	28/03/2023	Resolved
		5. Stockpile onsite - Stockpile has been created over surface water courses. FRV to investigate.		5. Stockpile onsite - The location of each stockpile has been considered in relation to overland flow. Up slope diversion and down slope retention structures are in place. Given the flat topography generating very slow overland flow rates, short stockpile lengths and small footprints the stockpiles are not considered likely to be adversely impacted by overland flow at their selected sites. Nor are they expected to significantly alter the overland flow paths on site. Additionally, the stockpiles are stabilized with polymer.	18/05/2023	Resolved
		6. Creek crossing - How will this be done? FRV has confirmed will not be via overhead. Further advice to be provided.		6. Creek crossing - GRS installed a culvert over the creek for the Traffic movement. Further, cables will be run under the creek crossings and will be protected with concrete and additional Heavy duty conduits.	28/03/2023	Resolved
		7. Piling works - FRV to provide advance notice of piling works. How will FRV mitigate noise at receptors where noise exceedance likely?		7. Piling works - Advance notice for Piling works provided. Further, it is understood that the rental property will receive noise more than the others as they are relatively closer. GRS is working on all noise mitigation possibilities in line with consent conditions.	28/03/2023	Resolved
		8. Look ahead schedule and impacts to cropping - Can advance notice of works be provided to avoid impacts to cropping schedule – i.e. road access, movement of heavy items to site. Noise also likely to be an issue for 4 weeks when closest to residences. FRV to advise.		8. Look ahead schedule and impacts to cropping - Yes, notice of works will be given including procurement of major items for the next 4 weeks.	28/03/2023	Resolved
		9. Panel setback - FRV to provide specific advice as to panel setback on site in area opposite Schultz block – not just residence.		9. Panel setback - Yet to be responded	18/05/2023	Resolved
		10. Night lighting - FRV to investigate incident if night lighting from construction compound		10. Night lighting - The Contractor has complied in all respects with its obligations under the Planning Requirements, and also has supplied a Lighting plan as well.	28/03/2023	Resolved
9	Traffic	Call from Cameron / Bianca regd changes to the speed limit on sections of Benambra Road.	18/04/2023	It is clarified that this action has been taken to improve safety and as an additional step to allay neighbour concerns about construction traffic travelling on the section of this road. Speed limits have been adjusted from 80 km/ph to 60 km/ph for the entire section of road outside the solar farm site. This change will be temporary and apply for the duration of the solar construction project.	24/04/2023	Resolved
10	Construction	Bianca Shultz complaint - 1. Shed lighting on the temporary work sheds directly opposite their rental properties is extremely bright and shines directly into their house. 2. Contractors parking at these sheds are leaving their vehicle flashing lighting on - again this directly affects their rental house. 3. Vehicle reversing beepers can be heard inside this residence. 4. Rubbish from contractors and the site is very apparent and is outside the site boundaries in the road verges. It is not being collected. 5. The condition of Benambra road has deteriorated with high vehicle use to a point of being a safety concern as vehicles are now swerving to avoid potholes.	15/06/2023	1. Night lighting - This is required for security staff working at the premises. GRS has instructed site personnel to adjust all lights downwards to avoid any further inconvenience. Further, Subcontractor has been told to switch off compound when leaving site. 2. Contractors leaving flashing lights on when parking vehicles - We have instructed the Subcontractor not to leave flashing lights on, Subcontractor has also raised this in their toolbox meetings for awareness of personnel. 3. Vehicle reversing beepers - Subcontractors have been instructed to limit the noise after operating hours. 4. Rubbish from contractors in road verges - We have instructed all on site personnel to ensure that rubbish is secured into all waste bins. Please advise if you do notice further rubbish around the site. 5. Benambra Road condition - We are currently reviewing this against earlier road dilapidation investigations. Further, GRS will request local Council on the back of the neighbour's complaint to the Council. GRS / FRV will continue to request Council to action on the complaint.	22/06/2023	Resolved
11	Construction	Email complaint from Simone Feuerherdt regarding Site access issues. Simone complained that more than a dozen vehicles leaving the site travelling west along Benambra Road. The approval determined that vehicles coming to and from the solar farm were to access it via the main entrance and not this end (Substation end). Every day I see more and more heavy and light vehicles travelling past our place. Please address this and ensure the contractors, deliveries and workers are sticking to the approved plan.	24/07/2023	It is important to note that the road safety and approved access has been a significant focus of contractor communications since the start of the project - at the direct request of FRV. Conditions of the development also allow for use of the substation access point on Benambra Road (only for LVs) for works related to the development and operation of the substation site. The Contractors have assured that they are adhering and will continue to adhere to the conditions of the development. FRV is satisfied with the contractors statement and as an added precaution they have again reminded contractors of the importance of safe travel when operating on and near the site.	25/07/2023	Resolved
12	Construction	Email complaint from Simone Feuerherdt regarding the Solar Farm contractors or staff entering their property. It was noticed that one of the contractor's personnel associated with the Solar Farm Project entered their property (probably for the second time). Simone reiterated that no contractors or staff are to enter their property.	1/09/2023	FRV has been in conversation with Transgrid (the contractor overseeing the development of the switchyard, and the agency to whom the individual who visited your property is contracted to). Transgrid has followed up with the individual concerned and confirmed he did visit your property – on both occasions. His purpose of the visit was, as this visit was for personal purposes, to seek permission to prospect at a nearby property. His actions were therefore well-intentioned in seeking out permission from yourself as the owners. We accept, however, that this did not meet your expectations that project contractors do not access your property and we acknowledge your frustration given you had made this request clear to us. It is really unfortunate that it has escalated to this and action will be taken to ensure this mistake is ideally not repeated. Transgrid reiterated this issue in their pre-start meeting that no one can enter any of the private properties around the site for any reason.	4/09/2023	Resolved

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13	Construction	Email complaint from Simone Feuerherdt requesting not to share the photos on the monthly project update email. Simone requested her to share only dates and times of work that impact them with access or noise.	2/09/2023	FRV appreciated the feedback and acknowledged Simone's preference for no images and will provide only updates from this point forward.	4/09/2023	Resolved
14	Construction	Email complaint from Simone Feuerherdt regarding the vehicles using the dirt section and their end of Benambra Road. If they are bringing workers to and from site they can exit through Schneider's Road exit and head south then down Rockview Road. It takes them to Walla without coming down the dirt section and without coming past us. It's not unreasonable to expect that.	2/09/2023	In relation to vehicles travelling along Benambra Road, these continue to be vehicles associated with the development of the switchyard operating under the approved conditions for Transgrid. To the extent this is the approved route, this may continue until the completion of the substation works. In terms of your suggestion that Transgrid staff might be able to use Schneiders Road and Rockville Road, both FRV and Transgrid walked this route together recently to explore whether this could be a viable alternative route. Having investigated this option, they found this route as unsafe and unsuitable considering the ground conditions. Additionally, this route would take double the amount of time, therefore they may not be able to go with the proposed alternate route.	11/10/2023	Resolved
15	Construction	Email complaint from Simone Feuerherdt regarding the vehicles using the dirt section and their end of Benambra Road. Simone complained that these vehicles are not from Transgrid they are travelling from the main entrance of the solar farm at the eastern end, along the dirt road and past the Transgrid entrance. All could achieve getting to their location by travelling along Schneider's Road. I see these vehicles travel west to east and east to west. I also see them parked in the parking area at the main entrance. Benambra Road is an atrocious bog hole at the best of times. All these additional vehicles are making it worse.	4/09/2023	FRV have spoken with the contractors again about this and the Solar Farm Contractor (GRS) has confirmed all their staff and their subcontractors (working on the solar farm) are using Weeamera Road and Cummings Road to go to Walla Walla and are using Olympic Highway to go to Albany or Culcairn. GRS has also confirmed they are not using the unsealed section of Benambra Road. Further, as per your suggestion, GRS passed on the instruction to all their staff and subcontractors to turn right when leaving the site, and to only head towards Olympic Highway, regardless of whether they're heading to Albany or Walla Walla, therefore nobody associated with GRS works will be using the Weeamera Road.	11/10/2023	Resolved
16	Construction	Email complaint from Bianca and Cameron Schultz regarding the use of the dirt section of Benambra Rd by FRV employees/contractors/vehicles. Cameron stopped a vehicle this evening (a grey Nissan vehicle) and told them that they are not to use the road. The employees/contractors etc are supposed to travel on the sealed section on Benambra road then onto the Olympic highway. This has been stipulated that this would not occur at all other than authorised transport of over sized items for the solar substation there is a sign stating that travel on this road is not authorised. There was also supposed to be roads watered within the site and has not been happening, this is creating a huge amount of dust that has cilia particles in it and is extremely hazardous to our health which we raised this concern several times throughout our meetings. This needs to be addressed and rectify asap.	13/09/2023	FRV have spoken with the contractors again about this and the Solar Farm Contractor (GRS) has confirmed all their staff and their subcontractors (working on the solar farm) are using Weeamera Road and Cummings Road to go to Walla Walla and are using Olympic Highway to go to Albany or Culcairn. GRS has also confirmed they are not using the unsealed section of Benambra Road. Regarding the dust on Benambra Road, FRV and its contractor have water truck on site to help stop the dust spreading, and they will be keeping a close eye on it, to effectively manage and mitigate the spread of dust.	18/09/2023	Resolved
17	Construction	Email complaint from Bianca and Cameron Schultz regarding: 1. An embankment that has been erected on the western side of "back creek" near the floodway on Benambra Rd, just wondering what the purpose of the embankment is for? 2. Also the contractor or employee that mowed around the planted trees across from R1a has knocked multiple guards over potential damaging the trees (I am not sure if the trees are damaged as I cannot see from the road). Can you please advise asap regarding these concerns. Further comments on 16-Oct: 1. Embankment - There was to be no alteration to the topography of the site. Yes this is flood prone area that FRV refused to listen to, hence the flood way on that road, if that embankment stays that will back the water up and push it under the road and destroy the road even more than it already is. This needs to be addressed and rectified asap as it will do more damage to the road. 2. Cameron was at Karingal when the site was being mowed and seen the mower knock the tree guards over so stop making excuses, it was definitely not weather.	6/10/2023	Response to the queries: 1. As this is a low levelled area and is prone to flooding so as per the flood studies, GRS installed an embankment (in line with the studies) to reduce the risk of flooding into this area to protect all the solar equipment. 2. I believe that the assumption was made because that screen has become more visible after the grass maintenance, for better conditions promotion for the trees and for future site inspection & maintenance. The area was mowed with no concerns. An assessment was done, and the tree lines were preserved. During the assessment it was noted that a few guards were removed by weather impact, and these were rectified. Response to Bianca and Cameron comments on 16-Oct: 1. Embankment - GRS also acknowledges the concerns as addressed in your email below in relation to the embankment. GRS re-iterates that we are following all the Flood Studies notes for the solar farm & complies with all documents, which has been Approved by DPIE. GRS wishes to mention that 12Mths ago while we had the 1 in a 100 Year flood, nothing stopped the wall of water that flooded the solar farm & the surrounding roads. Furthermore, GRS after the floods had subsided repaired the road & the creek crossing at our cost, as you say going above & beyond what was required. 2. With the fire season approaching GRS must reduce the grass and other fine fuels around the buildings and other assets of the solar farm, which limits the ability or the potential for grass fires not only from within the solar farm & also from the neighbouring properties too. Further, GRS have responded to Bianca's original concerns & rectified all the guards for the Landscaping shrubs, we also have instructed our Mowing Subcontractor to be more careful around each of the plantations. He assured us this should not happen again.	16/10/2023	Resolved
18	Construction	Verbal complaint from Bianca and Cameron Schultz regarding following: 1. Traffic Incident - Bianca was returning from Culcairn, heading South on Olympic Highway and was stationary waiting to turn right into Benambra Road. Two buses and a Light Vehicle were in Benambra Road, waiting to turn out onto the highway. All drivers had visibility of Bianca already in the intersection. While waiting for an oncoming truck, Bianca saw the two buses turn out of Benambra Road, towards Culcairn. Bianca then went to turn into Benambra Road. A white Captiva Light Vehicle behind the buses failed to give way to Bianca in the intersection and instead pulled out into Olympic Highway, directly in front of Bianca. This is a near miss yet the driver did not stop or acknowledge a breach of road rules. The occupant was female, time of incident 5.10pm. As Bianca was in her vehicle driving at the time, she has no photo evidence.	14/11/2023	Response provided to these concerns: 1. Traffic near miss and follow-up incident. Both of your reports regarding vehicles leaving the site and turning right onto Olympic Highway in front of your vehicle were shared with GRS. GRS have since instructed each subcontractor onsite to re-address the issue of safe driving in a 'toolbox' presentation (compulsory site safety briefings) and to reiterate GRS's "Site Driver Code of Conduct policy". Combined with this, GRS will contact & liaise with the local police, on driver responsibility on a public roadway to see if they have any training material GRS can use. They have also requested local police do regular passes between 5.00pm & 6.00pm each night as a show of police presence to encourage safe driving on public roadways. I note this will be at the discretion of local police.	20/11/2023	Resolved

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19	Construction	<p>Verbal complaint from Bianca and Cameron Schultz regarding following additional concerns:</p> <p>2. Weeds - There are Patterson's Curse weeds growing/seeding on the site which to the Schultz's represents a potential agricultural impact to their property (impact to pasture). This includes a large area on the embankment near the remaining dam and Weeamera Road.</p> <p>3. Security Lighting and vehicle flashing lights - Security lighting at the compound building is still being left on overnight. Vehicles are still not turning off flashing lights when parked in the compound.</p> <p>Bianca felt this frustrating to continue to make phone calls and report site issues that need to be resolved.</p>	14/11/2023	<p>2. Weeds - Site has a weed mapping identity chart, which maps & locates each identified weed as indicated in the Biodiversity Management Plan, and records when weeds are sprayed with what & how much. GRS had previously identified this problem weed in this area, and this weed was sprayed back in July of this year. Since then GRS resprayed the area again, we also have placed it on our weed spraying map for further monitoring as per the requirements of the BMP.</p> <p>Further to this advice, FRV is open to arranging a site tour for yourself and Cameron to meet with the onsite Environment Manager to discuss weed management and to listen to any local advice you may wish to provide. Please let us know if this is of interest.</p> <p>3. Security lighting - GRS asked the Subcontractor to explain why the lights were on after 6pm. Their response was as follows: "These lights have not been used since winter and are dependent on having power from the generator, which gets turned off every night once the cleaners finish onsite."</p> <p>Further to this and to ensure ongoing compliance, FRV has requested its own onsite representative to conduct periodical checks and will request further action of GRS and its contractors if after hours lighting is found to be an issue.</p> <p>4. Vehicle safety lights - The subcontractor responsible has acknowledged this & has sincerely apologised for causing any grief. Furthermore, GRS has instructed the subcontractor to conduct a nightly check before leaving compound and not to become complacent. They have also been requested to provide GRS security with A/H contact names & numbers to reach when these issues arise during their rounds each night.</p>	20/11/2023	Resolved
20	Construction	<p>Verbal complaint from Bianca and Cameron Schultz regarding dust issue. Bianca complained about dust coming off the site and impacting her rental properties. She believes that the water trucks are not being deployed sufficiently to manage dust.</p>	7/12/2023	<p>Response to the concern:</p> <p>GRS understands that airborne particles can be invasive to a lot of people and with this in mind, GRS has 2 water carts which run continuously everyday & supply vast amounts of water to our roads & stockpiles on site during non-raining days to reduce dust emissions into the air. We are also providing grass seeds to cover the stockpiles to reduce the dust as well.</p>	12/12/2023	Resolved
21	Construction	<p>Verbal complaint from Bianca and Cameron Schultz regarding rubbish along benambra Road.. She noted there is fresh rubbish along Benambra Road that is coming off the solar farm – specifically peg tags and specification documents for solar panel products.</p>	6/02/2024	<p>Response to the concern:</p> <p>GRS inspected the roadway and picked up the rubbish (irrespective of the fact that it was contributed by them or not). GRS also will continue this cleaning drive once a month.</p>	19/02/2024	Resolved
22	Construction	<p>Email complaint from Michael Rumble requesting that Walla Walla Solar Farm site has incorrectly listed their private home phone number (02) 69293278 as the primary contact at Walla Walla site.</p> <p>Michael requested to correct the number asap, as it is creating a very stressful situation.</p>	5/04/2024	<p>Response to the concern:</p> <p>FRV inspected this issue and noticed that anyone can set up Google listings for businesses and someone has created this business and added their phone number. This was not in FRV's knowledge till this complaint was received. FRV requested this listing to be removed and was removed online by Google.</p>	9/04/2024	Resolved
23	Construction	<p>Email complaint from Bianca and Cameron Schultz regarding rubbish along benambra Road. They noted that the amount of rubbish along the road side from the solar farm including the ribbons that have still not been collected / removed and requested to collect it immediately.</p>	4/06/2024	<p>Response to the concern:</p> <p>GRS team inspected Benambra road and removed all the rubbish although they believe that most of the rubbish is not contributed by Walla Walla Solar Farm and it could be either from the quarry drivers or from the new solar farm (Culcairn Solar Farm) which uses the same road as Walla Walla Solar Farm.</p> <p>Further, GRS team also reached out to at the Culcairn Solar Farm and raised the issue of rubbish on local roads with them as well and requested them to advise their team and ensure proactive monitoring and removal regularly.</p>	11/06/2024	Resolved