

ID	Date	Person receiving complaint	Method of Complaint	Nature of Call	Description	Corrective Action Taken	Date of Action	Status
1	11/08/18	GEZ	Phone	General complaint about renewables	The caller had verbally abused Staff member, accusing him of contributing to Australia future demise by building another Wind farm in Australia the caller continued with further abuse and hung up.	CWP notified	11/8/18	Closed
2	11/08/18	GEZ	Phone	ARP	Silver Prado did not supply name or contact number when asked. Older man spoke to GEZ Surveyor on APR, who sent him to meet GEZ staff at highway intersection. Older man said he lived at the other end of APR, said clearing about to start was disgraceful and not to DA as the windfarm changed design after and increased blade size. Kept mentioning DOWNER REX as the original development team. GEZ offered a CWP contact as the developer, however he said it was not worth talking to them. He attends community meetings. Said he understands we have a job to do but the developers have no integrity.	CWP notified	11/8/18	Closed
3	15/08/18	GEZ	In Person	General information	One of the public stopped at clearing crew to advise that on their way home from work at 1.30am in the morning, a white ute was pulled up at their machinery on APR. Contractor reported no damage to vehicles but footage, as they have security cameras on machines	Contractor notified	15/8/18	Closed
4	16/08/18	CWP	In Person	Compliance visit	Chris Schultz site visit to address community complaints with regards to clearing works underway (excessive clearing). Met with complainant at 10am, met with GEZ/CWP representatives at 11am. Continued site inspections / photos from 12pm - 1pm.	GEZ to assist CWP in assessment of project clearing limits CWP to respond to the DPE concerns and queries	27/8/18	Closed
5	21/08/18	GEZ	Phone	Council receiving complaints APR	Mid-western Regional Council called regarding the state of the road that is being upgraded. Apparently council has been receiving some complaints and she wanted to talk through them with GEZ.	Install ERSED controls and general housekeeping of carriageway	23/8/18	Closed
6	26/08/18	GEZ	Phone	Surveyors marks	Landholder very disappointed to find that the surveyors have painted our gate posts with "PM" in pink paint. They understood the "PM" is for the permanent marker which is near-by the gate post. Landholder would appreciate that more care is taken with our private property. Requested that the paint be removed from the pole and have it back to the original state and just not painted over with black paint. They requested it be done within the week.	GEZ to arrange to have the paint removed from the fence post	31/8/18	Closed
7	13/09/18	CWP	Phone	APR clearing	Need to understand the extent of planned tree removal and the trees that have been identified for removal	Meeting with complainant 21/9/18 to show the cadastral map with the design clearing limits at the design stage and GEZ current design map. Both maps show no clearing will be required on their property	21/9/18	Closed
8	28/09/18	CWP	Phone	APR clearing	With the increase of heavy vehicle traffic on Aarons Pass, there have been a number of incidents where heavy vehicles such as empty low loaders returning to their bases are tending not to allow for ongoing traffic to pass safely especially on the blind bends or narrow parts of the road as a result in near misses. I would appreciate if you could contact your site management to warn vehicle drivers to take more care in slowing down and be aware of potential oncoming traffic when approaching these bends and narrower parts of the road	This has been identified as a potential hazard , GEZ have installed GEZ "Go Slow Zones" on all blind corners, hazardous sections and outside landowner houses, limiting our project personnel to 40 kph. Additional signage advising all mobile plant travelling on AP Road, and all road works on AP Road, to use UHF Channel 20 have been installed. There are 18 additional heavy vehicle call-up points along AP Road. GEZ will initiate additional focus on site access compliance over the next week through our prestart and toolbox meetings.	29/9/18	Closed
9	22/10/18	CWP	Phone	Use of Sally's Flat Road	Complaint of significant movements of heavy vehicles with escorts including dozers, crushers and cranes along Sally's Flat Road.	Raised in Thursday 25 October Toolbox, no unauthorised use of Sally's Flat road, a register has been created to track any usage, Senior management approval is to be sought prior to using this road. The vehicles in question are associated with the crusher for the offsite quarry and is not a standing approval for all oversize vehicles. Any over dimensional or over mass vehicle will require it's own heavy vehicle permit to travel on MWRC road network.	25/10/18	Closed
10	23/10/18	GEZ	Phone	Dust Sally Flat Road	Excessive dust on Sally's Flat road and have requested some water suppression at his residence	GEZ has arranged for water carts to conduct water suppression.	23/10/18	Closed
11	26/10/18	GEZ	Phone	APR Driving	Member of public was almost in a Head-on collision with work truck, needing to have a chat about this, please call mid western regional council ASAP	LV escorts for all HV movements	29/10/18	Closed
12	29/10/18	CWP	Phone	Dust	Landholder called the 1300 number to advise there is a huge dust problem, the haze of dust is unbearable.	GEZ has arranged for water carts to conduct water suppression.	30/10/18	Closed
13	29/10/18	CWP	Phone	Dust Sally Flat Road	Landholder on Sally Flat Rd has complained that the dust is that bad they can't hang their washing out, and her father who is an asthmatic is being affected by the dust. They have called the Council General Manager and DPE about the dust and alleged 50+ vehicles using Sally Flat Road on any one day. Landholder's neighbour has video footage and said they would see if they can provide vehicle identification. During our phone call, a medium ridge water cart went past her house with yellow stickers. Landholder also mentions vehicles doing 100km per hour.	GEZ confirmed that none of their water carts were in the area on the day in question. One silver rigid fuel truck has travelled the road today at 11:45am, With regards to LV movements, we aren't tracking these however could approximate 7x GEZ vehicle return movements today. We regularly toolbox / prestart our team on driving behaviour / minimising dust on the interfacing public roads – would be surprised if our project personnel are travelling at excessive speeds, will investigate this further. GEZ are reinforcing at daily prestarts that no project employees or subcontractors are to travel on Sally's Flat Road unless for access from your residence or have project approval.	30/10/18	Closed

14	29/10/18	CWP	Phone	Dust Sally Flat Road	Too much dust, please call back regarding complaint <ul style="list-style-type: none"> <li>Dust and speed on Sally Flat road, A Grey dual cab ute with a yellow sign and black writing was travelling on the wrong side of the road and nearly wiped out the car behind them.</li> <li>Landholder advised they would be lodging a formal complaint</li> </ul>	GEZ keeping a vehicle log	30/10/18	Closed
15	29/10/18	CWP	Phone	Traffic Sallys Flat Road	Complaint- traffic on Sally's Flat Rd. Landholder commented that just know 3 x 4WD just went pass at speeds over 80km and had ZEN on the vehicles. Landholder requested dust suppression 500m either side of residence	GEZ advised that SFR vehicle movements are at a minimum, would approximate 3 or 4 LVs during the course of a given day. Dust suppression would be implemented through adoption of lowering speed around residences. Situation to be monitored Driver behaviour and particularly etiquette on the sensitive public roads has been drummed into staff daily prestarts and multiple toolbox talks, with the collective attitude from the crews in support of our messages. Will ensure to continue addressing at our prestarts	8/11/18	Closed
16	4/12/18	CWP	Phone	APR	Wild Life Carers Central West Message: Concern that the clearing of the bushland for rotors to be put up. Wildlife injuries, Would like to go out and see the place. Pls return call.	GEZ spoke to comnity member regarding enquiry with the following discussed: - She is a member of the NSW wildlife committee - The reason for her phone call was that a local wildlife network carer was concerned that clearing vegetation as part of the APR upgrade will cause an influx of injured wildlife to the local facilities - She will be driving along APR on Thursday as she wanted to have a look (informed her that it is a public road and she doesn't require any inductions etc. to drive on the road) - No clearing of vegetation is currently occurring on APR - Fauna mitigation measures discussed including the different local wildlife carers identified and that qualified ecologists are in place as necessary/required.	4/12/18	Closed
17	11/01/19	GEZ	Phone	Storm damage	Advised of the extreme weather event and damage to environmental controls at the quarry resulting in sediment run off into downstream dams, also raised concer for sediment run off from the wind farm onto his lease	14/01/2019 GEZ commenced works on site to address situation including floccing dams, desilting and enlarging storage facilities	12/1/19	Open
18	20/02/19	CWP	Phone	APR road usage	Received a phone call from landholder about 4-5 utes on APR at around the 5:00 pm or just after speeding along the road and a couple of times running them off the road.	CWP followed up with landholder and whilst wasn't able to ascertain if the vehicles are definitely project related. CWP will check in with landholder in a week  26/02/19 - GEZ spoke to landholder today, no concerns over the past week. Driver behaviour will be a twice a week topic in prestarts.	20/2/19	Closed
19	26/04/19	GEZ	Phone	APR upgrade	Received a call from a neighbour raising concern about the fines build up between main gate and Pyramul Rd intersection.	Undertake remedial work to areas with significant fines build up. Additional water applied	6/5/19	Closed
20	3/05/19	GEZ	Phone	APR upgrade	Message: to the manager A1- you have recently had a crew working on Aarons pass rd. I would like you to pass on our thanks for a great job. the road has not looked this good for years they had the extra challenge of dry dusty conditions - we have not had rain out here for nearly 6 weeks. once again thanks for a great job.	Passed on to A1 Earthworx Mudgee	3/5/19	Closed
21	16/05/19	CWP	Social Media	APR upgrade	Comments to CRWF Facebook Page: "Congratulations to the Wind Farm and their Contractors for the absolutely brilliant job they did on Aarons Pass Road. It is the best it has ever been." "Couldn't agree more fantastic job done" GEZ gives credit to local contractor A1 Earthworx for their efforts and quality of works completed	No further action required	16/5/19	Closed
22	30/05/19	GEZ	Phone	APR upgrade	Call Centre Message: enquiring about lay down area for Aarons pass road - pls call  31/5/19 DE provided a status update on DPE approvals, and advised APR works recommencement is anticipated over coming months.	No further action required	31/5/19	Closed
23	16/06/19	CWP	Phone	Storm damage	Sent a letter to Project Director alleging that property damage as a result of the January 2019 storm had been exacerbated by the installation of met mast. The letter contained several photos of storm damage which was consistent with storm damage across the district as a result of the January storms.	The met mast installation works incorporated small cuts in the order of approximately 4m x 2m. The existing farmers track was used to walk machine to the SW guys. An inspection of the alleged damage was undertaken by GEZ and a report which includes comparision Google Earth images (2003 and 2018) has been prepared.	19/6/19	Closed
23	28/07/19	GEZ	Email	APR Survey marks	A landholder adjacent to APR expressed concern that there were survey marks close to their driveway and requested an representative visit them and explain the marks	A representative from GEZ visited the landholer and explained the survey marks. The landholder was happy with the explanation.	5/8/19	Closed
23	29/08/19	GEZ	In person	Erratic driving near APR roadworks	A vehcile was travelling at pace along APR approaching traffic contole areas.	GEZ site manager provided advanced warning to traffic controllers on UHF and was abused presumably by the car in question	29/8/19	Closed
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26	3/09/19	CWP	Email	Dust suppression APR	A complaint was received by a neighbour that the works on APR were too dusty and it was unsafe to drive in a westward direction into the setting sun.	Water is routinely applied to active works fronts along APR and in front of personal rescidences along APR.	3/9/19	Closed

27	4/09/19	GEZ	In Person	Driver ignoring traffic control APR roadworks	Escorting vehicle traversing APR with water tanker at 8.00am, identified an oncoming vehicle and notified the water tanker driver. The water tanker driver had to pull over to the side of the road and stop as the oncoming vehicle maintained position in the middle of the road.	Vehicle particulars noted, Hazard observation raised	4/9/19	Closed
28	26/09/19	GEZ	Phone	Dust on APR	APR resident contacted GEZ regarding additional dust suppression outside his residence.	Additional watering was immediately implemented, speed limit for truck was reduced from 40 km/h to 25 km/h	26/9/19	Closed
29	2/10/19	GEZ	Phone	Dust management APR	APR resident contacted GEZ to thank them for the dust suppression outside his residence.	Noted	2/10/19	Closed
31	2/10/19	GEZ	Phone	Dust management APR	APR resident contacted GEZ to thank them for the dust suppression during high traffic times	Noted, additional water cart has been deployed	2/10/19	Closed
32	3/10/19	GEZ	Phone	Dust management APR	2pm - APR Resident sent text message to GEZ management: "Convoy just went passed, not a speck of dust. Tell whomever is responsible for that, THANK YOU"	Noted	3/10/19	Closed
33	10/10/19	GEZ	In person	NRAR	2 NRAR officers attended site at 12.10pm on Thursday 10th October to investigate the potential use of water bores on site based off a confidential complaint by a member of the community. Both the Northern and Southern bore were inspected with photographs taken of the unoperational set up of pumps and tanks. No negative or positive feedback was received, however advice was offered to ensure all legalities of extractions are squared away before an extraction commences.	Inspection undertaken, no adverse findings at this stage	10/10/19	Closed
34	18/10/19	GEZ	In Person	Dust management APR	GEZ met with APR Resident to check on effectiveness of dust controls. APR resident provided positive feedback to vehicle speeds and application of water on road.	noted	18/10/19	Closed
36	8/11/19	GEZ	In person	Traffic Control	Community member at traffic control engaged in negative interaction with traffic controllers. Was disgruntled due to being instructed to stop, whilst truck and dogs were able to proceed into the work area, who exited the vehicle and took photos.	GEZ personnel consulted the community member and advised that the Truck and Dogs are directly involved in the work proceeding under UHF positive comms, flashing light and escort. The community member proceeded through the work front as instructed and without further issues.	8/11/19	Closed
37	6/12/19	CWP	Email	Aarons Pass Road	Community resident alleged safety concerns in APR work areas – GEZ commenced investigations immediately and contacted the person by way of a phone call. further context and additional information being sought (some of which is pending). Investigation of initial findings to continue.	All crews communicated on key safety protocols in relation to this complaint, delivered by GEZ Site Manager and WHS Lead personnel.	9/12/19	Open
38	7/12/19	GEZ	Phone	Aarons Pass Road	APR resident called to remind Heavy Vehicle (HVs) drivers to keep to a crawl past residents to mitigate dust. Resident noted HVs are not travelling at excessive speeds, though any speed reduction helps.	GEZ committed to addressing all crews on ensuring HVs crawl past resident dwellings, and additional water application on dry / windy days. Resident expressed appreciation for efforts on the roadwork	7/12/19	Closed
39	12/12/20	CWP	Phone	Aarons Pass Road	Resident Concerned about safety of access from front gate onto Aaron's Pass Road.	GEZ met with her and organised to realign her fence and gate giving her the space needed to safely open and close their gate. This job was completed by GEZ with satisfactory results.	20/1/20	Closed
40	5/01/20	GEZ	Phone	Fire Management	Following the site closure 20th Dec, A1 Earthworks were engaged by MWRC to provide key support to RFS for fire break works and supply of water. GEZ also provided free use of our large water storage tanks & pumping equipment to assist in logistics of water to the fires. Matt Maude commented that the support made the difference in controlling Palmers Oaky fire, and expressed great appreciation.	A1 have completed the majority of their RFS support scope over the break, with resources rested and returning to the project tomorrow, though if conditions worsen for the Kerry Ridge fire over coming weeks A1 resources could be called upon again.	7/1/20	Closed
41	23/02/20	GEZ	Phone	Aarons Pass Road	Resident was concerned about uneven driveway and access onto Aarons Pass Road.	The driveway was resurfaced and graded. Meeting with the residents was held to insure the completion was satisfactory.	23/1/20	Closed
41	25/02/20	GEZ	Phone	Bocoble Road	Resident concerned about the amount of dust being made by traveling water truck.	GEZ spoke to A1 GM and was told they were contracted directly by Mid-Western Council although A1 were going to let the driver know and follow-up. GEZ contacted resident to let them know.	20/1/20	Closed
42	27/02/20	GEZ	Phone	Sallys Flat Road	DPIE reported to GEZ a complaint they received of a heavy vehicle (Crane truck) travelling along Sally's Flat Road at 3.30PM on the 27th February. GEZ to investigate this issue.	Investigations found that a contracted crane driver had been working in the vicinity and then had traversed Sally's Flat Road to go to another job at Windyer. Reports of this have been given to DPIE and currently waiting response. All opportunities to enhance compliance measures have been undertaken to ensure adherence to project routes.	27/2/20	Open
43	6/03/2020	CWP	Phone	Aarons Pass Road	A resident on Aaron's Pass Road called to say the work on his fence and gate after being damaged from a tree fall was still needing some attention.	GEZ to insure that the gate and fencing was finished correctly and that they would meet with resident to insure they were happy.	23/03/20	Closed
44	5/03/20	CWP	Phone	Property	Resident concerned after heavy rainfall that silt from construction site had run into his Dams. Mitigation measures had been installed prior to alleviate the issue.	Inspection by CWP/GEZ of site and discussed with GEZ who are continuing to investigate and improve measures to prevent further issues from runoff in the future.	5/3/20	Open
45	27/03/20	CWP	Phone	Bombandi Rd	Landowner Called regarding slippery road conditions and trucks slipping and not having traction after rain event. Suggested gravel being placed on the steepest section.	Works were undertaken by GEZ to upgrade and gravel steep part of the road. This is now completed.	30.3/20	Closed
46	15/04/2020	CWP	Phone	Shade shelters	Landowner called regarding a request for shade shelters to replace lost trees along shelter belt for construction.	Contacting a number of shed providers and getting quotes. To be discussed with Management prior to a follow up meeting with the Landowner.	16/04/20	Open