

Project EnergyConnect (Western Section) Complaints Register							
Year	Month	Number of Complaints	Method of Notification	Nature of Complaint	Description	Action Taken	Status
2022	NA	No complaints registered to date					
2023	January-April	No complaints registered to date					
2023	April	No complaints registered to date					
2023	May	No complaints registered to date					
2023	June	No complaints registered to date					
2023	July	No complaints registered to date					
2023	August	No complaints registered to date					
2023	September	No complaints registered to date					
2023	October	No complaints registered					
2023	November	No complaints registered					
2023	December	No complaints registered					
2024	January	No complaints registered					
2024	February	1	Verbal	Speeding on road whilst livestock crossing.	Property Owner on Arumpo Road in Buronga not satisfied with speed of a subcontractor on the road whilst he was walking his livestock across it. He thought the driver was speeding.	Management advised of the incident. Investigating incident and signage on road. Elecnor Australia has spoken to the property owner (current landholder). Landholder failed to advise Elecnor Australia of movement of sheep as has been arranged previously due to the unplanned nature and late afternoon timing of stock movement. Stock warning signs not clearly visible on side of road. Driver has apologised to the landholder. Elecnor Australia is assisting the landholder in making stock warning signs more visible to the public.	Closed
2024	February	1	Verbal	SecureEnergy vehicles seen speeding in Wentworth on their way to the Old Renmark Road (via the Silver City Highway) at 5.30am.	Police contacted EA to advise that a member of the public had seen SecureEnergy vehicles travelling at 100km per hour in a 60km zone in the township of Wentworth. Police have advised this is the second time this caller has contacted them. This is the first time police have contacted EA.	EA has contacted the resident. EA workers have been advised at today's pre-start (Tuesday, 20 February 2024) that speeding drivers will be targeted by the Highway Patrol. A review is also underway of any IVMS alerts from the Wentworth area.	Closed