

Project EnergyConnect (Eastern Section) Complaints Register										
Year	Date	Number of Complaints	Method of Notification	Nature of Complaint	Availability / Availability	Description	Action Taken	Salesforce ID	Status	Date Closed
2023	March	1	Telephone	Traffic Management		Long delays and disruption to local traffic	Complaints investigated. Traffic control looking at ways to reduce delay for local traffic. Some small adjustments have been made to the programming of the traffic lights that do not compromise worker or public safety. Resident contacted by phone to explain traffic management processes and referred to local station.		Closed	
2023	April	No complaints received to date								
2023	May	No complaints received to date								
2023	June	No complaints received to date								
2023	July	No complaints received to date								
2023	August	No complaints received to date								
2023	September	3	Email from Arch Services on behalf of complainant	Use of Channel 14 on radio		At first the complaint was regarding bad language being used by contractors on Channel 69. After protocols by both Transgrid and SecureEnergy it was realised that the complaint was more about the use of Channel 14 - a common channel used by local farmers in the area. The complainant wanted SecureEnergy to cease using any channels between 1 and 50.	Complaint investigated. SecureEnergy does not use Channel 69 at all. We do however use Channels 14, 15 and 17 in the local area. Discussions with the Construction Team regarding radio protocols occurred in daily prestarts. S18 being reinforced in daily prestarts. S18 discussion with the Construction Team about using Channels 30-40 instead. Our Land and Property Access Manager is also contacting some of our landholders in the area to see what channel is not often used by the farmers. Our Construction Delivery Manager has agreed to change Channel 14 to a new used channel. Currently investigating options. TG have been in contact with complainant to outline actions. SE/AV have contacted several landholders to discuss the use of Channel 14. The general reply regarding the UHF use was that providing the radio is used professionally for short discussions there should be no concerns. Investigating radio protocols and site notice will go out at staff meeting.		Closed	
2023	September		Telephone from landholder	Gates left open		Landholder is angry that site crews failed to close two gates on his property with one being a property sign	Complaint investigated using MMS data from vehicles. The last contractor to access his property was completing geotechnical testing. The data showed both vehicles involved stopped for an extended period of time at the property boundary and between properties indicating they could be opening and closing gates in that time frame. We are still awaiting two subcontractor MMS records to show their movements on the day. We have again reiterated the closing of gates in prestarts. SE/AV have provided gates to the landholder. Landholder providing quite of damage in cattle.		Closed	
2023	September		Telephone from landholder	A subcontractor driving a bow loader along Herring Rock Road speeding whilst negotiating a bend		Landholder very concerned and considered this a near miss. The landholder was very upset by the near miss as a similar incident occurred in the past killing someone close to her.	The landholder has been contacted numerous times to update her on our actions. The incident has been raised with the SecureEnergy Project Manager who has reported the incident to the subcontractors management. Currently we are awaiting feedback from her on the actions they will put in place to address the complaint and what they will do to ensure their staff adhere to the speed restrictions along this road. Investigating reducing the speed limit on Herring Rock Road for all project vehicle movements. Driver in question has been reprimanded for the incident.		Closed	
2023	October	No complaints received								
2023	November	2	Verbal advice to onsite crew. Email from landholder on 24 November 2023	Project equipment required to enter property not presented in a manner of best practice. (Best practice is to have approval by the landholder to enter the property. Machinery was inspected off the project alignment and had not entered the property. The inspection process was part of the Property Management Plan and Biosecurity Plan conditions.		Landholder concerned the vegetable matter and soil on the equipment could fall from machine whilst travelling through the property and may introduce unwanted species of weeds & grasses onto the property.	Equipment did not enter the property until the equipment was inspected by the contractor. The contractor was advised to clean the equipment after additional clearing of the property. No additional access to the property after additional clearing of the equipment was made. For noting actions include: Internal meetings to review landholder Property Management Plan. New restriction created for access onto property for all Construction and Subcontractors.		Closed	
2023	November		Email from local resident	Environmental complaint relating to clearing of large trees at Brookings State Forest		The complainant has criticised the loss of big trees that have been felled in the Brookings Forest near Lookhart and wants to know why this forest has been chosen as a site for an infrastructure project. The complainant also states they have experienced environmental stress as a result of our actions and is well aware of what compensation if any, is available.	Transgrid has responded to the complainant by explaining the selection process for the EnergyConnect corridor. The region clearing at Brookings State Forest is also in line with all relevant environmental approvals for the project as well as the mitigation measures in place to minimise impact to fauna in the area. Finally, to the second part of the complaint Transgrid does not offer personal compensation for emotional distress associated with clearing within		Closed	
2023	December	2	Letter from a landholder's solicitor	Landholder complaint relating to biosecurity protocols not being followed as part of an ongoing complaint, first raised in September 2023.		The complainant found an excavator covered in vegetable matter and soil from his property, raising concerns about biosecurity.	The project team are investigating the procedures and identifying where improvements can be made with regards to ensuring appropriate processes are followed. Internal investigations indicated greater care to be taken when clearing sites and equipment. Additional training for Project operators regarding gate clean down procedures have been performed at the Lookhart wash down facility.		Closed	
2023	December		Verbal advice	Landholder conveyed dissatisfaction over the arrival of a construction grader on the property without prior notification. This occurred during harvest.		The landholder's harvesting operation was impeded by construction activities, resulting in the landholder standing down.	Investigation into the incident and discussions with the landholder to resolve the issue have occurred. The investigation indicated the possible factors that contributed to the incident were: Inadequate communications. Expanding fish production. Inefficient scrutiny by Land Access Team and lack of briefing during hand over of supervision roles. These matters have been attended internally through personal discussions between Supervisors and Managers, pre start meetings and regular site inspections.		Closed	
2024	January	1	Verbal advice	Landholder H-188 conveyed dissatisfaction being notified about construction works on property. He noted that he had no point of contact on the project.		Landholder wanted to spray weeds and control time.	The landholder was informed that Transgrid and Elicor Australia have the right to access the property and have provided formal written notification as to construction activities. The landholder was also notified that the Land and Property Access Manager was still the point of contact for any issues.		Closed	
2024	February	1	Email	RAP member not happy with not being informed of the breach of Windjuki Cultural Heritage.		Some unauthorised clearing of access track near structure 131. The clearing occurred prior to surface collection or an evaluation fence being installed. The isolated artefact can no longer be located.	The RACAP was reviewed and an artefact register was held for potential collection. Under EIS conditions, the project is not required to refer RACAPs of non-compliance or incidents. NSW DCCCEV are being notified of the breach. The RACAP in question has been contacted and email advised on 1 February that RACAPs were invited to attend the site the day after the incident. The invitation continued by several days after. Several RACAPs did attend during this period. The RACAP sent a letter on the 4th of February outlining his dissatisfaction with internal systems and processes.		Closed	
2024	February	1	Email	Another RAP member dissatisfied with the possible breach related to previous complaint.		Some unauthorised clearing of access track near structure 131. The clearing occurred prior to surface collection or an evaluation fence being installed. The isolated artefact can no longer be located.	RAP has requested a meeting to discuss issue. 192 - EA's Environmental Approvals Manager planning to meet RAP member 22 or 23 Feb to discuss issue. Issue subsequently escalated to TG - Project team now manage issue direct with RAPs.		Closed	
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2024	February	1	In person	The driver (and passenger) Substation 2 at 4.14pm (Friday 19th February 2024) and stated they had been a rock from a truck leaving the substation had their white panel van. They produced a rock weighing approximately 1kg or a bit less.		A member of the public drove into Dismant Substation 2 at 4.14pm (Friday 19th February 2024) and stated they had been a rock from a truck leaving the substation had their white panel van. They produced a rock weighing approximately 1kg or a bit less.	The driver of the van asked to contact Elicor Australia with more details about the incident. The health and safety team have been actioned by increasing vehicle speed protocols to subcontractors and increasing the visual inspection frequency of the road adjacent to the camp access point to identify loose objects. 192 - contacted community member again, asking for written details of the truck. Senior Change and Risk Manager is now investigating subcontractor policies to facilitate the insurance claim process if required. Will update the register when community member supplies further detail, and initiate the claims process if details verified and subcontractor confirmed. Any further correspondence with the community member will be updated in Salesforce.		Closed	
2024	February	1	Email	Landholder dissatisfied with Transgrid Land Access Team Member understanding of Property Management Plan requirements on property.		Meeting held on 22 February with TG and Elicor Australia personnel. H189 Landholder has expressed dissatisfaction with TG representatives understanding of the Property Management Plan for that property. Landholder also took offence to aggressive nature TG representative toward Elicor Australia representatives. Landholder has requested TG representative not attend any future meetings with them.	Complaint raised with TG. Awaiting investigation and outcomes. TG investigated complaint. The landholder has been contacted by TG on 20 February 2024. The summary outcome from this conversation was that Elicor land access officers are the primary point of contact - should there be a requirement for Transgrid representation at future meetings, an alternate appropriate representative will attend. The landholder was		Closed	
2024	February	1	In person	Landholder expressed dissatisfaction with the state of his property following wedding works.		As a result of clearing and grubbing works, the landholder submitted a quote to Elicor to do his own remediation works.	Elicor Australia will use their own equipment to carry out the remediation works. Elicor to prepare a date with the landholder for the works to be completed. No entry signs and shut the gate change has now been installed on the property as of 4 March 2024.		Closed	
2024	February	1	Phone	Concern about whether setting a property that has no off-essment access.		Landholder observed heritage values within his property past his sheds even though this property has a no off-essment access requirement. The landholder was concerned that if property were to go missing from his sheds, the fence could be portable at these workers who were at risk by travelling off the easement.	Landholder has been advised to only use the easement. No entry signs and shut the gate change has now been installed on the property as of 4 March 2024.		Closed	
2024	16-Mar	1	Email	RAP member dissatisfied with the potential breach of Windjuki Cultural Heritage at Plot 25		RAP seeking clarification from EA Environmental Manager and expressed disappointment at the prospect of granting work being placed on a roadway yet to be surveyed for Windjuki cultural items.	The matter is currently being investigated by the Environmental Manager. TG Environmental Manager has been notified and will manage the communication with RAP. The matter has been referred to Land and Access Manager at Transgrid for follow-up.		Closed	
2024	16-Mar	1	Phone call	Landholder made a complaint to EA Land Access Officer that he has not received payment for crop damage which he claimed to Transgrid in December 2023.		Landholder made a complaint to EA Land Access Officer on Friday 15th March in the evening via phone call saying he has not received a compensation payment for crop damage which he claimed to Transgrid in December 2023. He is requesting that someone from Transgrid respond to his complaint.	The matter has been referred to Land and Access Manager at Transgrid for follow-up.		Closed	
2024	18-Mar	1	Email	Another RAP member has expressed dissatisfaction with the potential breach of Windjuki Cultural Heritage.		RAP member expressed disappointment upon receiving a communication from a fellow RAP regarding the potential breach of Windjuki Cultural Heritage. The RAP is seeking a meeting with Secure Energy (Elicor).	TG Environmental and Sustainability Manager has been notified and is coordinating a communication response and meeting with the RAP.		Closed	
2024	20-Mar	1	Verbal	Gate will open on L111604 Line 2 West and cattle worked from property.		Landholder lodged a complaint after construction crew left gate open and cattle worked on Stuart Highway. L1 has now placed a lock on access gate during the activities on the property.	Land Access Officer meeting with L111604 to discuss matter at Babarand and investigating issue. Mitigation measures to be reported following the meeting. 2110 - Ependulwa has been approved for additional security cameras at PEC access gates. Land Access Team are arranging another campaign and handout materials at prestart meetings to again alert the area to the dangers of not closing. EA is preparing a response back to the resident with information from the Environment Team and Transgrid to the Brookings State Forest and what agency will be left for Lookhart One once the towers are built. The resident followed this up with an email with priority (2) March to an incorrect email address and received today (22 March) about the matter.		Closed	
2024	21-Mar	1	Email	Resident is concerned about damage to the Brookings State Forest off-catchment following transmission tower pole installation and towers being constructed.		Resident spoke in person to an Elicor Australia representative on Sunday 18 February 2024 about their concerns in relation to the Brookings State Forest and what agency will be left for Lookhart One once the towers are built. The resident followed this up with an email with priority (2) March to an incorrect email address and received today (22 March) about the matter.	EA is preparing a response back to the resident with information from the Environment Team and Transgrid to the Brookings State Forest and what agency will be left for Lookhart One once the towers are built. The resident followed this up with an email with priority (2) March to an incorrect email address and received today (22 March) about the matter.		Closed	ACT460841