Project EnergyConnect (Eastern Section)
Complaints Register

Year	Date	Method of Notification	Nature of Complaint	Avoidable / unavoidable	Description	Action Taken	Status	Date Closed
2023	March	Telephone	Traffic Management		Long delays and disurption to local traffic	Complaints investigated. Traffic control looking at ways to reduce delays 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 process and offered	Closed	
2023	April	N/A						
2023	May	N/A						
2023	June	N/A						
2023	July	N/A						
2023	August	N/A						
2023	September	Email from Arch Services on behalf of complaintant.	Use of Channel 14 on radio		At first the complaint was regarding bad language being used by contractors on channel 40. After phonecalls 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 Lockhart. The complaintant wanted SecureEnergy to cease using any channels between 1 and 30.	Complaint investigated. SecureEnergy does not use Channel 40 at all. We do however use Channels 14, 15 and 17 in the local area. Discussions with the Construction Team regarding radio etiquette on any channel and this is being reinforced in daily prestarts. Still discussing 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 less used channel. Currently investigating options. TG have been in contact with complaintant to outline actions. SEJV 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	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 gate.	Complaint investigated using IVMS 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 at the time at the property boundary and between properties indicating they would be opening and closing gates in that time frame. We are still awaiting two more subcontractor IVMS records to show their movements on the day. We have again reiterated the closing of gates in prestarts. SEJV have provided updates to the landholder.	Closed	
2023	September	Telephone from landholder	A subcontractor driving a low loader along Hanging Rock Road speeding whilst negotiating a bend.		Landholder very concerned and considered this a near miss. The landholder was very upset by this near miss as a similiar 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 him on the actions they will put in place to address the complaint and what they will do to ensure their staff attend to the speed restrictions along this road. Investigating reducing the speed limit on Boiling Down Road for all project vehicle	Closed	
2023	October	N/A						
2023	November	Verbal advice to onsite crews. Email from landholder (lessee) lawyers on H 195 to Transgrid on 24 November 2023.	Project equipment required to enter property not presented in a manner of satisfactory clearaness for the 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		Landholder concerned the vegetable matter and soil on the equipment could fall from the machine whilst travelling through the property and may introduce unwanted species of weeds & grasses onto the property.	Equipment did not enter the property and was returned to the Elecnor Australia yard for additional cleaning. No attempt to access the property after additional cleaning of the equipment was made. For noting actions include: •Internal meetings to review landholder Property Management Plan. •New Induction created for access onto property for all Construction	Closed	
2023	November	Email from local resident.	Environmental complaint relating to clearing of large trees at Brookong State Forest.		The complainant has criticised the loss of big trees that have been felled in the Brookong Forest near Lockhart and wants to know why this forest has been chosen as a as a location for the infrastructure project. The complainant also states they have experienced emotional distress as a result of our actions and is want to know what compensation if any, is available.	Transgrid has responded to the Complainant by explaining the selection process for the EnergyConnect corridor. The vegetation clearing at Brookong 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 n for emotional	Closed	
2023	December	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 foreign plant matter and soil found on his property, raising concerns about biosecurity.	The project team are investigating current 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 cleaning plant and equipment. Additional training for Project operators regarding plant clean down procedures have been performed at the Lockhart wash	Closed	
2023	December	Verbal advice	Landholder conveyed dissatisfaction over the arrival of a construction grader on his property without prior notification. This occurred during harvest.		The landholder's harvesting operation was impeded by construction activities, resulting the landholder standing down.	Investigations into the incident and discussions with the landholder to resolve the issue hvae occurred. The investigation indicated the possible factors that contributed to the incident were: Inadequate communications Expediting daily productions insufficient sending 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	Closed	
2024	January	Verbal advice	Landholder H-188 conveyed frustration at not 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 spread lime.	The landholder was informed that Transgrid and Elecnor 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 his point	Closed	
2024	February	Email	RAP member not happy with not being informed of the breach of Wiradjuri Cultural Heritage.		Some unauthorised clearing of access track near structure 131. The clearing occurred prior to surface collection or an exclusion fence being installed. The isolated artefact can no longer be located.	The ACHAR was reviewed and found the artefact in question was listed for potential destruction. Under the EIS conditions, the project is not required to inform RAPs of non-compliance or incidents. NSW DCCEEW are being notified of the breach. The RAP in question has been contacted and email acknowledged. The RAP was again contacted and advised on 1 February that RAPs were invited to attend the site the day after the incident. The invitation continued for several days after. Several RAPs did attend during this period. The RAP sent a letter on the 4th of February outlining his dissatisfaction with	Closed	
2024	February	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 exclusion fence being installed. The isolated artefact can no longer be located.	RAP has requested a meeting to discuss issue. 16/2 - EA's Environmental Approvals Manager planning to meet RAP member 22 or 23 Feb to discuss issue. Issue subsequently escalated to TG - Proponent will now manage issue direct with RAPs.	Closed	
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2024	February	In person	The driver (and passenger) of a white panel van heading south along the Kidman Way at Bundure NSW, claim a rock from a truck heading north from the Dinawan substation hill and damaged their van.		A member of the public drove into Dinawan Substation 2 site at 1.40pm today (Friday 16 February 2024) and stated they believed a rock from a truck leaving the substation had hit their white panel van. They produced a rock weighing approximately 1kg or a bit less.	The driver of the van asked to contact Elecnor Australia with more details about the incident. The health and Safety Team have taken action by re-iterating vehicle exit protocols to sub-contractors and increasing the visual inspection frequency of the road adjacent to the camp access point to identify loose debris. 19/2 - contacted community member again, asking for written details of the truck. Senior Change and Risk Manager is now investigating sub-contractor 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 verfied and sub contractor confirmed. Any further	Closed	
2024	February	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 Elecnor Australia personnel. H189 Landholder has raised dissatisfaction with TG representatives understanding of the Property Management Plan for that property. Landholder also took offense to aggressive manner TG representative showed to Elecnor 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 26 February 2024. The summary outcome from this conversation was that Elecnor land access officers are the primary point of contact – should there be a requirement for Transgrid representation at future meetings, an alternate appropriate	Closed	
2024	February	In person	Landholder expressed dissatisfaction with the state of his property following enabling works.		As a result of clearing and grubbing works, the landholder submitted a quote to Elecnor to do his own remediation works.	Elecnor Australia will use their own equipment to carry out the remediation works. Elecnor to organise a date with the landholder	Closed	
2024	February	Phone	Concerns about vehicles exiting a property that has no off easement access.		Landholder observed heritage vehicles exiting his property past his sheds even though this property has a no off easement access requirement. The landholder was concerned that if property were to go missing from his sheds, the finger could be pointed at these workers who were at risk	Workers have been advised to only use the easement. No entry signs and shut the gate signage has now been installed on the property as of 4 March 2024.	Closed	
2024	16-Mar	Email	RAP member dissapointed with the potential breach of Wiradjuri Cultural Heritage at Pad 29		RAP seeking clarification from EA Environmental Manager and expressed dissapointment at the prospect of grading work taking place on a roadway yet to be	The matter is currently being investigated by the Environmental Manager. TG Environmental Manager has been notified and will manage	Closed	
2024	16-Mar	Phone call	Landholder made a complaint to EA Land and 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	The matter has been referred to Land and Access Manager at Transgrid for follow-up.	Closed	
2024	18-Mar	Email	Another RAP member has expressed dissatisfaction with the potential breach of Wiradjuri Cultural Heritage.		RAP expressed disapointment upon receiving a communication from a fellow RAP regarding the potential breach of Wiradjuri Cultural Heritage. The RAP is seeking a meeting with Seoure Eneregy (Elecnor).	TG Environmental and Sustainability Manager has been notified and is coordinating a communication response and meeting with the RAP.	Closed	
2024	20-Mar	Verbal	Gate left open on LrH H044 Line 2 West and cattle wondered from property.	Avoidable	Landholder lodged a complaint after construction crew left gate open and cattle wondered on Stuart Highway. LJ has now placed a lock on access gate denying activies on the property.	Land Acess Officer meeting with LH today to discuss matter at Balarand and investigating issue. Mitigation measures to be reported following the meeting. 21/3 - Expenditure has been approved for additional security cameras at PEC access gates. Land Access Team arranging another campaign and handout materials at prestart meetings to again alert the crews to the dangers of not closing gates	Closed	
2024	21-Mar	Email	Resident is concerned about damage to the Brookong State Forest at Lockhart following transmission tower pad sites and towers being constructed.	Unavoidable	Resident spoke in person to an Elecnor Australia representative on Sunday 18 February 2024 about their concerns in relation to the Brookong State Forest and what legacy will be left for Lockhart Shire once the towers are built. The resident followed this up with an email sent yesterday (20 March) to an incorrect email address and received today (21 March) about the matter.	A response has been sent to the resident with information from the Environment Team and Transgrid' legislative requirements in relation to the route through the Brookong State Forest.	Closed	25/3/2024
2024	09-Apr	Phone call	Landowner H181 issued complaint regarding agreements made with the proponent still not honoured, and recent off-easement access to his property.	Avoidable	EA Land Access Officer called Landowner to arrange access for access track work. The landowner indicated that he is locking his property and will not allow access to the property until commitments and compensation claims are honoured. He also claims that vehicles have accessed his property without approval and off-easment. He intends to seek legal advice if an update is not provided regarding compensation claim.	EA Land Access Officer has contacted the Proponent's Property Team and requested a meeting with Landowner to advise the status of the crop compensation and other commitments that the Landowner claims have been made by the Proponent. Awaiting Landowner to advise Proponent's Property Team of a convenient meeting time. TG Land Officer contacted landowner on 10/4. New issues raised. Meeting to be booked with landowner to discuss resolution in-	Closed	19-Apr
2024	11-Apr	Phone call	A representative of the Pappin Family Aboriginal Corporation issued a complaint in relation to RAPs from Barkindji Country carrying out heritage works in Balranald.	Unavoidable	EA Industry Participation Manager received a phone call from Pappin Family Aboriginal Corporation. A complaint was issued on the basis heritage works were being carried out on the PEC project by Barkindji Traditional owners, and that the Corporation was not given the opportunity to be engaged.	Everick confirmed with EA Participation Manager that no heritage works are currently being undertaken on PEC in the Balranald area. The Barkindji RAPs that the complainant is referring to appear to be engaged by a mineral resource company on an unrelated project. EA will advise the the Pappin Family Aboriginal Corporation accordingly	Closed	11-Apr
2024	22-Apr	Phone call	Landowner on PEC called our Land Access Mangager in the evening of 21 April and rasied issues relating to project vehicle and road condition.	Avoidable	Issues raised in the call relate to the observation of speeding vehicles, the need for traffic management, the concern for potential for animal strikes, the condition of the local roads, and concerns over whether repairs will be completed.	EA Land Access Manager has advised Landowner he will investigate traffic management protocols in place with subcontractors, liaise with the Council Interface Team to understand dilapidation report cycle, and communicate the need for safe driving of all staff to the construction team via pre-start messages.	Closed	23-Apr
2024	26-Apr	Phone call	Landowner H124 on PEC called our Land Access Mangager on 26 April alleging a survey peg had damaged a tyre on his tractor.	Unavoidable	The landowner was undertaking a spraying program along the easement where his tractor struck a timber survey peg. The landowner is now seeking reimbursement of costs associated with the tyre replacement, time to undertake repairs and loss of production time.	EA is investigating the issue to understand responsibilities with landholders undertaking cropping activies within the defined easment. Communication with the construction Team will also be underaken to ensure once survey pegs are no longer required they are to be promptly removed.	In progress.	
2024	26-Apr	Phone call	Landowner who is not located on PEC called the 1800 number claiming he was unable "to get a word in" on Channel 14 because so many of Elecnor's subcontractors were using the channel.	Unavoidable	The landowner was undertaking sowing operations on his farm and said he was unable to communicate on Channel 14 because there were so many Elecnor Australia subcontractors using the same channel.	EA has investigated the issue and redirected all subcontractors to use Channel 17 instead.	Closed	29-Apr
2024	01-May	Meeting	Landholder H132 issued a complaint regarding vehicle traffic and condition of a local road.	Avoidable	A number of issues were raised in a on-site meeting between Landholder H132 (on L5), the Land Access Manager, and the OHTL Construction Manager. These inlcuded level of vehicular moments and the deteriorating condition of Webbs & Andriskies Lanes (between Lockart and Urana). The concern of road safety signage and traffic management was also raised.	All issues were noted by the Construction Manager and assurance was given to the L/H that mitigations would be put in place. A water tank arrived on site while the meeting was taking place to address dust suppression in the Lanes The Construction Manager also indicated that water vehicles would make more regular visits to roads used by PEC. Consideration will also be be given to using an alternative route going forward, and Supervisors will be reminded to ensure the use of traffic	Closed	01-May
2024	02-May	Phone call	Landholder issued a complaint about the number of visits to the property for access track and tower pad construction	Unavoidable	Land Access Officer was advised by H134 that there is to be no further tower foundation construction activities until all tower locations across the holding have undergone the assessment and approval process. The site has 14 towers and the L/H wants a consolidated tower construction program to limit impact on cropping activities. Permission has been granted to continue with access track construction only.	The Construction Team will attempt to bring forward inputs to assist with approvals across all locations. However, each site has to undergo the necessary approval process, which results in an extensive program across 14 towers.	Closed	02-May