| Project Fnero | gvConnect (Fast | tern Section) Com | nnlaints Register | | | | | | | | | |
|------------------------------|-------------------------|-------------------|-------------------------|--|--|-----------------------------|--|--|--|--------------|------------------|-------------|
| Year 2023 | Month March | Date | | How complaint was received Telephone | Topics raised Traffic Management | Avoidable / unavaoidable | Summary Long delays and disurption to local traffic | Response and Investigation Complaints investigated. Traffic control looking at ways to reduce delays for local traffic. Some | Outstanding actions | Saleforce ID | Status Closed | Date Closed |
| | | | | | | | | 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 face to face | | | | |
| 2023 2023 2023 2023 | April May June July | | | N/A N/A N/A N/A | | | | meeting | | | | |
| 2023 2023 2023 | July August September | | | N/A N/A 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 | Complaint investigated. SecureEnergy does not use Channel 40 at all. We do however use Channels 14, 15 and 17 | | | Closed | |
| | | | | | | | that the complaint was more about the use of Channel 14 - a common channel used by | 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 | | | | |
| 2023 | September | | | Telephone from | Gates left open | | Landholder is angry that site crews failed to | general reply regarding the UHF use was that providing the radio is used professionally for short discussions there should be no complaints. | | | Closed | |
| | | | | landholder | | | close two gates on his property with one being a property gate. | 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 | | | | |
| 2023 | September | | | Telephone from | A subcontractor driving a low | | • | again reiterated the closing of gates in prestarts. SEJV have provided updates to the landholder. Landholder providing quote of damage to cattle. The landholder has been contacted | | | Closed | |
| | | | | landholder | loader along Hanging Rock Road speeding whilst negotiating a bend. | | 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 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 | | | | |
| 2023 | October Nov ember | | | N/A Verbal advice to | Project equipment required to enter | | Landholder concerned the vegetable matter | v ehicle movements. Driver in question has been reprimaded for the incident. Equipment did not enter the property | | | Closed | |
| | | | | onsite crews. Email from landholder (lessee) lawy ers on H 195 to Transgrid on 24 November 2023. | property not presented in a manner of satisfactory cleanness for the approval by the landholder to enter the property. Machinery was inspected off the project alignment | | 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. | and was returned to the Elecnor Australia y ard for additional cleaning. No attempt to access the property after additional cleaning of the equipment was made. | | | | |
| | | | | | and had not entered the property. The inspection process was part of the Property Management Plan and Biosecurity Plan conditions. | | | For noting actions include: •Internal meetings to review landholder Property Management Plan. •New Induction created for access onto property for all Construction and Subcontractors. | | | | |
| 2023 | Nov ember | | | 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. | Transgrid has responded to the Complainant by explaining the selection process for the Energy Connect corridor. The v egetation clearing at Brookong State | | | Closed | |
| | | | | | | | 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. | 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 | | | | |
| 2023 | December | | | Letter from a landholder's solicitor. | Landholder complaint relating to biosecurity protocols not being | | The complainant found an excavator covered in foreign plant matter and soil | second part of the complaint, Transgrid does not offer personal compensation n for emotional distress associated with clearing within Brookong State The project team are investigating current procedures and identifying | | | Closed | |
| | | | | | followed as part of an ongoing complaint, first raised in September 2023. | | found on his property, raising concerns about biosecurity. | 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 | | | | |
| 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 | | | Closed | |
| | | | | | | | | incident were: Inadequate communications Expediting daily productions insufficient 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 | | | | |
| 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 | | | Closed | |
| 2024 | February | | | Email | RAP member not happy with not being informed of the breach of | | Some unauthorised clearing of access track near structure 131. The clearing occurred | notified that the Land and Property Access Manager was still his point of contact for all Land Access Issues. The ACHAR was reviewed and found the artefact in question was listed for | | | Closed | |
| | | | | | Wiradjuri Cultural Heritage. | | prior to surface collection or an exclusion fence being installed. The isolated artefact can no longer be located. | 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 | | | | |
| 2024 | February | | | Email | Another RAP member dissatisfied with the possible breach related to | | Some unauthorised clearing of access track near structure 131. The clearing occurred | after. Several RAPs did attend during this period. The RAP sent a letter on the 4th of February outlining his dissatisfaction with internal systems RAP has requested a meeting to discuss issue. 16/2 - EA's | | | Closed | |
| | | | | | previous complaint. | | prior to surface collection or an exclusion | 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. | | | | |
| 2024 | February | | | Email | Another RAP member was dissatisfied with not being informed of the breach of Wiradjuri Cultural Heritage. | | near structure 131. The clearing occurred prior to surface collection or an exclusion | 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 subsequenly escalated to TG - | | | Closed | |
| 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 | | Substation 2 site at 1.40pm today (Friday 16 February 2024) and stated they believed a rock from a truck leaving the substation had | Proponent will now manage issue direct 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- | | | Closed | |
| | | | | | heading north from the Dinawan substation hit and damaged their van. | | hit their white panel van. They produced a rock weighing approximately 1kg or a bit less. | 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 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 verfied and sub contractor | | | | |
| 2024 | February | | | Email | Landholder dissatisfied with Transgrid Land Access Team Member understanding of Property Management Plan requirements on | | Meeting held on 22 February with TG and Elecnor Australia personnel. H189 Landholder has raised dissatisfaction with TG representatives understanding of the | confirmed. Any further Complaint raised with TG, Awaiting investigation and outcomes. TG Investigated complaint. | | | Closed | |
| | | | | | property. | | manner TG representative showed to Elecnor Australia represenatiives. Landholder has | TG on 26 February 2024. The | | ACT-58153 | | |
| 2024 | Cobrugat | | | | Landholder expressed | | As a result of clearing and grubbing works, | requirement for Transgrid representation at future meetings, an alternate appropriate representative will attend. The landholder was satisfied with the response. Elecnor Australia will use their own | | | Closed | |
| 2024 | February February | | | In person Phone | dissatisfaction with the state of his property following enabling works. Concerns about vehicles exiting a | | | equipment to carry out the remediation works. Elecnor to organise a date with the landholder for these works to occur. Workers have been advised to only | | | Closed | |
| | | | | | property that has no off easement access. | | access requirement. The landholder was | use the easement. No entry signs and shut the gate signage has now been installed on the property as of 4 March 2024. | | | | |
| 2024 | 16-Mar | | | Email | RAP member dissapointed with the potential breach of Wiradjuri Cultural Heritage at Pad 29. | | travelling off the easement. RAP seeking clarification from EA Environmental Manager and expressed disappointment at the prospect of grading work taking place on a roadway yet to be surveyed for Wiradjuri cultural items. | The matter is currently being investigated by the Environmental Manager. TG Environmental Manager has been notified and will manage the communciation with RAP. | | | 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. | | evening via phone call saying he has not received a compensation payment for crop damage which he claimed to Transgrid in | 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 | | December 2023. He is requesting that someone from Transgrid respond to his complaint. RAP expressed disapointment upon receiving a communication from a fellow RAP regarding the potential breach of | TG Environmental and Sustainability Manager has been notified and is coordinating a communication | | | Closed | |
| 2024 | 20-Mar | | | Verbal | Gate left open on L/H H044 Line 2 West and cattle wondered from property. | Av oidable | wondered on Stuart Highway. LJ has now | Land Acess Officer meeting with LH today to discuss matter at Balarand and investigating issue. Mitigation | | | Closed | |
| | | | | | | | placed a lock on access gate denying activities on the property. | measures to be reported following the meeting. 21/3 - Expenditure has been approved for additional security cameras at PEC access gates. Land Access Team | | ACT-60849 | | |
| | | | | | | | | arranging another campaign and handout materials at prestart meetings to again alert the crews to the dangers of not closing gates | | | | |
| 2024 | 21-Mar | | | Email | Resident is concerned about damage to the Brookong State Forest at Lockhart following | Unav oidable | 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 | A response has been sent to the resident with information from the Environment Team and Transgrid' | | | Closed | 25/3/2024 |
| | | | | | transmission tower pad sites and towers being constructed. | | once the towers are built. The resident followed this up with an email sent y esterday (20 March) to an incorrect email address and received today (21 March) about the matter. | legislative requirements in relation to the route through the Brookong State Forest. • EA Land Access Officer has | | | | |
| | | | | | | | TEAT and Access Officer called Landowner to | 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 | | | | |
| 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. | Av oidable | property and will not allow access to the commitments and compensation claim are honoured. He also claims that vehicles have accessed his propertty without approval and off-easment. He intends to seek legal | TG Land Officer contacted landowner | | | Closed | 19-Apr |
| | | | | | | | advice if an update is not provided regarding compensation claim. | on 10/4. New issues raised. Meeting to be booked with landowner to discuss resolution in-person. I/H meeting took place at FA office | | | | |
| | | | | | A representative of the Pappin Family Aboriginal Corporation | | EA Industry Participation Manager received a phone call from Pappin Family Aboriginal Corporation. A complaint was issued on the | Everick confirmed with EA Participation Manager that no heritage works are currently being undertaken on PEC in the Balranald area. The | | | | |
| 2024 | 11-Apr | | | Phone call | issued a complaint in relation to RAPs from Barkindji Country carry ing out heritage works in Balranald. | Unav oidable | 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. | 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 |
| | | | | | | | | EA Land Access Manager has advised | | | | |
| 2024 | 22-Apr | | | Phone call | Landowner on PEC called our Land Access Manager in the evening of 21 April and raised issues relating to project vehicle and road | | 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 | Landowner he will investigate traffic management protocols in place with subcontractors, liaise with the Council Interface Team to understand dilapidation report cycle, and | | ACT-65398 | Closed | 23-Apr |
| | | | | | condition. | | repairs will be completed. | communicate the need for safe driving of all staff to the construction team via pre-start messages. EA is investigating the issue to | | | | |
| 2024 | 26 Apr | | | Dhone call | Landowner H124 on PEC called our Land Access Manager on 26 April | | The landowner was undertaking a spraying program along the easement where his tractor struck a timber survey peg. The | understand responsibilities with landholders undertaking cropping activities within the defined easment. Communication with the construction Team will also be undertaken to ensure | | A C T 65 470 | Classed | 10 Apr |
| 2024 | 26-Apr | | | Phone call | alleging a survey peg had damaged a tyre on his tractor. | Unav oidable | landowner is now seeking reimbursement of costs associated with the tyre replacement, time to undertake repairs and loss of production time. | once survey pegs are no longer required they are to be promptly removed. Survey pegs have been removed from the property and the tyre is being | | ACT-65479 | Closed | 10-Apr |
| | | | | | Landowner who is not located on PEC called the 1800 number | | The landowner was undertaking sowing operations on his farm and said he was | renaired EA has inv estigated the issue and | | | | |
| 2024 | 26-Apr | | | Phone call | claiming he was unable "to get a word in" on Channel 14 because so many of Elecnor's subcontractors were using the channel. | Unav oidable | unable to communicate on Channel 14 because there were so many Elecnor Australia subcontractors using the same channel. | redirected all subcontractors to use Channel 17 instead. | | | Closed | 29-Apr |
| | | | | | | | | 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 | | | | |
| 2024 | 01-May | | | Meeting | Landholder H134 issued a complaint regarding vehicle traffic | Av oidable | A number of issues were raised in a on-site meeting between Landholder H134 (on L5), the Land Access Manager, and the OHTL Construction Manager. These inlouded level of vehicular moments and the deteriorating condition of Webbs & Andriskies Lanes | taking place.to address dust suppresion in the Lanes The Construction Manager also indicated that water vehicles would | | ACT-65965 | Closed | 01-May |
| | | | | | and condition of a local road. | | (between Lockart and Urana). The concern of road safety signage and traffic management was also raised. | make more regular visits to roads used by PEC. Consideration will also be given to using an alternative route going forward, and Supervisors will be reminded to ensure the use of traffic management signage by sub | | | | |
| | | | | | | | Land Access Officer was advised by H134 that there is to be no further tower | contractors. Construction vehicles will now only access Webbs Rd from Boree Creek Rd | | | | |
| 2024 | May | Thursday, 2nd | 11.08 am | Phone call | Landholder issued a complaint about the number of visits to the property for access track and tower pad construction, | Unav oidable | 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 | 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 | | ACT-66021 | Closed | 02-May |
| | | | | | tower pad construction, | | program to limit impact on cropping activities. Permission has been granted to continue with access track construction only. .•The Land Access Officer received a call at | results in an extensive program across 14 towers. | | | | |
| 2024 | Мау | Wed 10th | Tuesday - approx 5pm | Phone call L5 - Lockhart | Land Access Officer received a complaint from L/H 176 regarding a | Av oidable | approximately 5 p.m. yesterday to complain that a vehicle towing a port-a-loo had driven off the PEC easement area and used an internal track to exit the property onto the public road. Current PEC activities on the property are heritage-related. | The Land Access Officer advised the LH he would follow up on this complaint with the Construction and Environment Teams, and re-iterate that | | ACT-66769 | Closed | 10-May |
| | | | | | v ehicle driving off easement. | | •□/H is concerned as the internal track is used to access the area on the property where the machinery, storage sheds and a property workshop are located – close to the .•□/H requested the meeting because some | vehicular access to the property is via the easement only. • Elecnor has agreed to investigate this | | | | |
| | _ | _ | | Mactin | Land Access Manager and Officer met with LH205 at his office to discuss stock wondering from his | | of the neighbour's sheep have tested positive to Brucellosis, and the L/H is concerned his rams may have contracted this disease. | matter internally to determine if this is a PEC matter, and meet with L/H again in week commencing 20th May. • L/H advised Land Access team that he is discussing testing requirements | Committment to meet with L/H and advise on IVMS | ACT C | | _ |
| 2024 | Мау | Fri 17th | PM | Meeting L5 | discuss stock wondering from his property into neighbouring property via an opened gate. | Av oidable | .•The L/H has contacted a Vet regarding the actions which could be implemented to protect the remainder of his sheep herd from contracting this disease (should any of the rams also test positive). L/H advised implementing these measure will incur | of his Rams with the Vet. • L/H contacted by Land Access Team on 22 May advising that they are still awaiting external IVMS records and will | record investigation to be tracked in Salesforce | ACT - 65470 | Closed | 22-May |
| | | | | | | | operating and financial losses. • Land Access Officer & L/H inspected the PEC easement area to understand the locations where Heritage crews were utilising off-easement areas to access the PAD sites | access gates in property boundary | Committment to be | | | |
| 2024 | Мау | Fri 17th | 7am | Meeting L5 - Lockhart | Land Access Officer met with LH183 at his property to issue a complaint regarding a vehicle driving off-easement to access heritage site. | Av oidable | without L/H approval. This is the second time Heritage crew have used unauthorised off-easement access. • Also inspected area where the Heritage crew have erected flagging tape following | fences and fences exiting the easement area. • Land Access Team to liaise with Environment Team for solution that allows L/H access to his farming | made in Saleforce to complete additional gate installation and options for L/H for improved access | ACT - 68132 | Closed | 23-May |
| | | | | | | | the excavation activities. | paddocks - currently restricted by the Heritage site exclusion flagging tape. • 23 May - Construction team agreed | to farming paddocks. | | | |
| | | | | | I/L 040 : | | Land Access Manager received an email at | • Land Access Manager acknowledged email at 10.04am that the request will be followed up with the Construction Team to action. | Concrete spill collection to be lodged as a | | | |
| 2024 | Мау | Fri 24th | 8.50am | Email Wagga | L/H 210 issued a complaint regarding concrete spill associated with access track construction. | Av oidable | 8.50 AM on 24 May requesting that the spill | Construction Team removed the Pod during the week of 27 May and advised L/H but adjacent concrete residue remains. Land Access Team to arrange | _ | ACT-68125 | Closed | 06-Jun |
| | | | | | | | | Land Access Team to arrange Construction to return to site and collect remaining spill. The Land Access Team to investigate the issue with the Construction Team and respond to the L/H by the end of the week with an explanation of how | | | | |
| | | | | | L/H181 issued a complaint | | the L/H not to remove a tree from the property. This instruction was then communicated to the Construction | the week with an explanation of how the incident occurred, and to discuss next steps. • The Land Access team confirmed with the Construction Team that the | Land Access team to confirm with Environment Team whether tree can | | | |
| 2024 | Мау | Wed 29th | 1pm | Phone call L5 - Lockhart | regarding tree removal from his property. | Av oidable | Supervisors responsible for managing the Arborist program, and it was noted. However, the L/H contacted the Land Access Officer by mid afternoon advising | tree was heavily trimmed before works by the contractor were ceased, and tree remains in situ. • 7/6 - Land Access contacted L/H to advise that tree position is under | | ACT-68412 | Closed | 07-Jun |
| | | | | | | | The Land Access Team met with the L/H to | review by Environment Team against IA and EIS conditions and further advice will be provided following the ouctome of the review - aiming to The Land Access Team to action | | | | |
| 2024 | Мау | Fri 31 May | 9am | Meeting L5 | L/H 185 issued a complaint regarding a number of issues including damaged gates, removal of mulch from trees that were | Av oidable | currently in the Property Advice Statement. The L/H then raised dissatisfaction with a range of issues and requested: - Repairs to two damaged gates. | requests made by L/H with the Construction Team. L/H to be advised of the timeline of repairs. 6/6- Land Access Team advised the L/H that gates have now been | Final removal of mulch and timber delivery to be tracked through | ACT-69232 | Closed | 06-Jun |
| | | | | | incorrectly cleared, and the sourcing of replacement timber. | | Replacement of timber from trees. incorrectly removed, removal of the residual mulch from the property. | repaired. New timber has been actioned and mulch booked for removal by skip loader once ground conditions have dried following rain events. | tracked through Salesforce. | | | |
| | | | | | | | | | | | | |

| 2024 | June | Sat 8th | 2.10pm | Phone call | L5 - Wagga | L/H 210 issued a complaint about gate on Redbank Road left unlocked. | Av oidable | Lessee of H210 called the Land Access Officer complaining that the padlock on the gate was left unlocked, and this has happened previously. He is concerned that gates left unlocked expose his cattle to potential theft. | The Land Access Officer visited the property on the same afternoon, threaded the chain through the lock and installed a second lock on the gate. The Leasee was advised accordingly. | The Construction Team will be notified and the driver last entering the gate will be identified and spoken with. Actions will be tracked through | Closed | 08-Jun |
|------|------|--------------|---------|------------|------------|--|--------------|--|--|--|-------------|----------|
| 2024 | June | Tuesday 11th | 05.00pm | Email | L5 - Wagga | Lockhart Shire Council has received a complaint about speeding vehicles along the Rock Lockhart Road at Tootool which is a village on the outskirts of The Rock. | Av oidable | A complaint has been made about speeding vehicles along the Rock Lockhart Road at Tootool. The vehicles are all marked but it is unclear what company that belong to. | Lockhart Shire Council will be contacted to find out more information about the vehicles that have been seen speeding and the name of the organisation on the vehicle. | The Construction Team will be notified once more information is received. | Closed | 19-Jun |
| 2024 | June | Friday 14th | 8.10am | Text | L5 | Mud on public road from PEC v ehicles. | Av oidable | L/H 210 contacted Land Access Manager advising PEC vehicles from S3 had dropped mud on Ashfords Road, and requested clean up. | | The report will be identified as a commitment in Salesforce and sent to L/H when complete. | Closed | 14-Jun |
| 2024 | June | Mon 24th | 12.09pm | Phone call | L5 | Speed of PEC vehicles on Yuluma Rd (near Lockhart) | Av oidable | L/H 141 contacted Land Access Officer complaining that the operators of the concrete trucks, H/V's and L/V's are travelling at a speed along Yuluma Rd that is not taking into consideration local traffic or the narrow width of the roads. L/H requested that Elecnor address this issue and advise drivers to slow down. L/H would also like an update on actions taken. | Land Access Team to raise issue with OHTL Construction Team and request information on actions taken to correct, and enable feedback to the L/H. 28/6 - HS advised and pre-start Briefing Note issued alerting construction teams to issue of speeding vehicles. 5/7 - Land Access Officer delivered Briefing Note ato L/H 141 as proof | ACT-71761 | Closed | Fri 28th |
| 2024 | June | Fri 28th | 2.40pm | Email | L5 | Vehicle Speed Complaint regarding Yuluma Rd/Lockhart-Boree Creek Rd Boree Creek | Avoidable | A community member lodged a complaint via theTransgrid website complaining about travelling speed of project vehicles on Yulumna Road and Boree Creek Road. The community member also informed the project that they will be moving sheep between farms all weekend and want to ensure drivers were aware and drive accordingly. | The Trangsgrid Engagement Team member advised the community member that Elecnor have raised the issue with the Construction and Land Access Teams. Information regarding the sheep will be shared at the prestart and communication issued to vehicle operators about the requirement to travel safely and to be mindful of local conditions. 28/6 - HS advised and pre-start briefing note issued alerting construction teams to issue of speeding vehicles. 5/7 Land Access Officer delivered Briefing Note ato L/H 141 as proof | Entered in TG | Closed | Fri 28th |
| 2024 | June | Fri 28th | 9.02am | Phone call | L5 | Complaint regarding unauthorised access to perform construction-related activities. | Av oidable | L/H181 issued a complaint to the Elecnor Land Access Officer about a range of issues covering recent access to the property, notification and outstanding compensation. | Several correspondences were made with L/H's representative advising the access rights granted under the authorised Option Agreement. Action items from a previous meting were also discussed and are still be implemented. | Confirm any oustanding actions and advise L/H and representative of status. | In progres. | |
| 2024 | July | Fir 7th | AM | Meeting | L5 | Complaint from landholder about the waste of tax payers' money he is observing on the project. | Unav oidable | Landholder for H128 & H134 advised the Land Access Officer in a meeting that he is concerned at the manner in which activities associated with PEC are been managed throughout the local area. He claims to see waste with idle machinery, idle workers and hold-ups caused by heritage works. He advised the Land Access Officer that he intends to report this to the media next week. | Land Access Officer to investigate with Engagement and ConstructionTeams, and respond to L/H accordingly. | Response to L/H | In progress | |