



EnergyAustralia

LIGHT THE WAY

Tallawarra B Project – Complaints register 2022

Date and time complaint was made	Method of complaint	Name of complainant	Contact details (Phone)	Contact Details (Address)	Description of the complaint	When the complaint was observed (date and time)	Activities that may have contributed to the complaint	Action that was taken to resolve the complaint	Date when the complaint was resolved	Entered in EnergyAustralia internal systems? Y/N	Comments	Key
Friday 18 March 2022 9:30am	Phone call to Tallawarra Security. Referred to CRL				Caller concerned with what appeared to be potential dust plume coming from the vicinity of construction site	17 and 18 March. Appx 8:30am-9:00am. Majority of the morning 17 March	The investigation could not conclusively identify where source of dust originated, however, it was noted that it could have come from a road sweeper on a bobcat who was operating around the same time frame as the event was noted.	18/3- CRL contacted to acknowledge complaint 21-29/3- Investigations with EA, Clough, EPA carried out to determine likely dust source	Friday 1 April 2022 2:30pm	Y	29/3- EPA closed complaint with complainant Complainant thanked CRL for investigating matter. CRL referred positive feedback to Clough	CRL- Community Relations Lead
Wednesday 8 June 2022 2:47pm	Phone call to Project hotline				Caller called with concerned about condition of Yallah Bay Road			9/6- CRL Contacted complainant acknowledging complaint and outlining EnergyAustralia/Clough/GE continued efforts raising the condition of Yallah Bay Road with Wollongong Council. •Provided complainant the details of how to “Report an Issue” Council’s website •Advised complainant interaction will be logged and uploaded on our Project website. •CRL suggested additional water cart mobilisation to compress dust in these windy conditions. Complainant unhappy with this recommendation and	Thursday 9 June 2022 11:00am	Y		

