

## Tallawarra B Project: Complaints register 2022 - 2024

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
Jan 2022	No complaints		•				•	,		,	
Feb 2022	No complaints										
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
April 2022	No complaints					1	1		1		
May 2022 Wednesday 8 June	No complaints  Phone call to  Project				Caller called with concerned			9/6- CRL Contacted complainant	Thursday 9 June 2022	Y	
2022 2:47pm	hotline				about condition of Yallah Bay Road			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 addition water cart mobilisation compress dust in these windy conditions.  Complainant unhappy withis recommendation a was concerned it would then be too muddy.	to vith nd	
July 2022	No complaints					
August 2022	No complaints					
Sept 2022	No complaints					
Oct 2022	No complaints					
Nov 2022	No complaints					
Dec 2022	No complaints					
Jan 2023	No complaints					
Feb 2023	No complaints					
March 2023	No complaints					
April 2023	No complaints					
May 2023	No complaints					
June 2023	No complaints					
July 2023	No complaints					
August 2023	No complaints					
September 2023	No complaints					
October 2023	No complaints					
November 2023	No complaints					
December 2023	No complaints					
January 2024	No complaints					
February 2024	No complaints					
March 2024	No Complaints					