

ID	Date	Person receiving complaint	Method of Complaint	Nature of Call	Description	Corrective Action Taken	Date of Action	Status
114	5/01/2021	CWP	Phone	Local Landowner	Responding to Track rehab meeting	Not needed	30/01/21	Closed
115	5/01/2021	CWP	Phone	Local Landowner	Responding to Track rehab meeting and letter received.	Following up with Management regarding correspondence	5/01/2021	Closed
116	7/01/2021	CWP	Phone	Neighbour	calling to inquire about accessing poles from Transgrid	Passed query onto TG to respond	7/01/2021	Closed
117	7/01/2021	CWP	Phone	Local Landowner	Landowner calling about management plan for access road on his property. Also to discuss previous meeting and letter response.	Discussed issue further with Manager and Contractor to ascertain response	8/01/2021	Closed
118	14/01/2021	CWP	Email	Neighbour	Email received regarding a 'whirring' noise query during night and early morning.	Email forwarded onto Environment Technical Advisor - looking into what WTGs were working during the night of the complaint, wind directions etc.	15/01/2021	Closed
119	14/01/2021	CWP	Email	Neighbour	Email received with an image taken of a phone App sound recording of whirring noise.	Email forwarded onto Environment Technical Officer.	15/01/2021	Closed
120	22/01/2021	CWP	Email	Neighbour	Email received with an image taken of a phone App sound recording of whirring noise.	Email forwarded onto Environment Technical Officer.	22/01/2021	Closed
121	22/01/2021	CWP	Phone	Local Landowner	Call in regard to organising meeting and rehabilitation	organised meeting times and rehab update	22/01/2021	Closed
122	27/01/2021	CWP	Email	Community Program Manager	Email - touching base and requesting a CWPR logo for promoting the company and wind farm.	Passed on Logo.	27/01/2021	Closed
123	28/01/2021	CWP	Email	Neighbour	request for Neighbour's email complaints are listed in the complaints register. Month and complaint number.	Responded that complaints register gets updated in early February. Currently assessing complaints registers.	29/01/2021	Closed
124	29/01/2021	CWP	Email	Neighbour	Requesting all Neighbours complaints to be sent and numbered. Also inquiring on when the noise testing will commence.	Gaining information from Construction and Operations Teams to respond accurately. Currently compiling complaints request to Neighbour.	29/01/2021	Closed
125	4/02/2021	CWP	Phone	Local Landowner	Received phone call regarding their earlier correspondence and requesting response.	This request was followed up and responded to.	4/02/21	Closed
126	9/02/2021	CWP	Phone	Neighbour	Reported hearing whirring noise throughout the night and expected it to be from the wind farm.	Responded with statement that Crudine Ridge Wind Farm are required to perform Noise Testing, in accordance to Condition 13 of Schedule 3, of SSD6697, in which testing is to be undertaken within three months of commencement of operations and not during commissioning.	11/02/2021	Closed
127	9/02/2021	CWP	Phone	Landowner	Received a call from a local Landowner inquiring to his recent correspondence sent.	Passed query to Management and responded accordingly	9/02/2021	Closed
128	9/02/2021	CWP	Phone	Local Landowner	Landowner calling about fencing that needed to be strained and that sheep were missing	Discussed issue with GEZ immediately and they responded to issue	9/02/2021	Closed
129	15/02/2021	CWP	Phone	Local Landowner	A call regarding communications and meeting at LO property to discuss rehab	Responded with timeframe and suggested meetings and solutions	15/02/2021	Closed
130	16/02/2021	CWP	Email	Local Landowner	Received phone call regarding their earlier correspondence	Responded by contacting Management to see if response was completed or by when it would be sent.	16/01/2021	Closed
131	19/02/2021	CWP	Email	Local Landowner	Call to say he was unhappy regarding CWP response to his prior correspondence.	CWP Officer passed on information to the Management.	19/02/2021	Closed
132	22/02/2021	CWP	Email	Neighbour	Email response regarding noise monitoring information sent prior	No response necessary		Closed
133	23/02/2021	CWP	Email	Neighbour	Requiring distances from WTGs to Boundary fence.	Transferred request to Operations Management to respond to query.	23/02/2021	Open
134	26/02/2021	CWP	Email	Landowner	Email sent to Manager in regard to being unhappy for overhead transmission line construction and environmental disturbances.	Issues discussed with Management teams and possible resolutions will be offered.	26/02/2021	Open
135	1/03/2021	CWP	Phone	Local Landowner	Request regarding fencing on the property.	Discussed with GEZ and Management.	9/02/2021	Open
136	2/03/2021	CWP	Mail	DPIE	Letter to notify us that neighbour had queried compliance regarding residence status in regards to the wind farm. Also compliance in regards to noise mitigation.	CWPR provided all that was required to DPIE.	22/03/2021	Closed
137	4/03/2021	CWP	In Person	Local Landowner	Sediment control issue - need to fix. Geo fibre on property and can get into wool	Discussed with GEZ to find solutions to sediment control and to remove Geo fibre ASAP	4/03/2021	Closed
138	8/03/2021	CWP	Phone	Hargraves School	Called to discuss school visit to Crudine Ridge Wind Farm on March 10.	Organised site visit for Hargraves School	10/03/2021	Closed
139	8/03/2021	CWP	Mail	Legal Firm	A letter from law firm acting on behalf of property owners in the vicinity of the wind farm, stating that their property has reduced in value due to wind turbines being in their view.	CWP to respond as required.	8/03/2021	Open
140	11/03/2021	CWP	Mail	School Students	Students wrote to say thank-you for their recent visit which they all stated they learnt so much information about the wind farm and enjoyed the visit very much	Responded to each student individually thank them for the feedback.	11/03/2021	Closed
141	15/03/2021	CWP	Email	Neighbour	Email stating they could hear the wind turbines from her residence.	Issues discussed with Management teams and possible resolutions will be offered.	15/03/2021	Open
142	18/03/2021	CWP	Phone	Landowner	Called to discuss whether culverts were being replaced along APR close to the wind farm entrance.	Responded that they are to be replaced or upgraded.	18/03/2021	Closed
143	18/03/2021	CWP	Phone	Local Landowner	Called to say that recent rain was causing severe washaways beside Bombandi Road. He also wanted to mention his mobile reception has deteriorated along with his TV reception.	Issues were passed onto Management and the issues regarding mobile and TV reception deterioration was sent onto TransGrid. Awaiting on a reply. Washaways to be rectified when completing rehabilitation.	18/03/2021	Open
144	18/03/2021	CWP	Phone	Max Potential Manager	Thanked us for the recent visit to the wind farm. Also sent on the first report of the Max Potential program 2021 in which Operations Manager is taking part as a Coach.	responded with thanks	18/03/2021	Closed
145	24/03/2021	CWP	Phone	Ilford Volunteer Rescue Service	The Ilford Volunteer Emergency Services want to undertake training at the wind farm.	CWP to respond as required and organise date for training	24/03/2021	Open
146	29/03/2021	CWP	In Person	Neighbour	Presented at the O&M building to discuss that there were trespasses on his property shooting goats.	Information was reported and responded to.	29/03/2021	Closed
147	29/03/2021	CWP	Phone	Landowner	Personnell from the ARDG managed quarry came to inspect the quarry without letting them know in advance and they were unable to attend inspection. Wanting us to follow up with them to discuss issues.	Issues discussed with Contractors and possible resolutions to be discussed.	29/03/2021	Open

ID	Date	Person receiving complaint	Method of Complaint	Nature of Call	Description	Corrective Action Taken	Date of Action	Status
148	6/04/2021	CWP	Phone	Landowner	Gate left open at Boundary on main access track and a Ram from the property is missing.	Various Personnel looked for Ram and incident of gate was investigated and discussed with the person responsible. Ram was located and had not escaped.	6/04/2021	Closed
149	8/04/2021	CWP	Email	Local resident	Email from Art Organisation, inquiring about grant application for sponsorship	Contacted CWP Crudine Ridge Management to progress	8/04/2021	Open
150	8/04/2021	CWP	Email	Tilt Renewables	Enquiry into traffic route for blades - request for information.	Responded intially and waiting further information to pass on.	8/04/2021	Closed
151	12/04/2021	CWP	Phone	Neighbour	Called to report spotlighting on his property. Also reported Shadow Flicker on homestead. Also Gate concern on neighbouring property.	Operations Manager investigated spotlighting. Also organising a meeting regarding Shadow Flicker and possible mitigation.	12/04/2021	Open
152	12/04/2021	CWP	Phone/Email	Landowner	Local Landowner emailed Manager of Construction about issues concerning his property from the construction of the overhead transmission line	A meeting was organised with Landowner at their property and discussed mitigation measures.	12/04/2021	Closed
153	13/04/2021	CWP	Phone	Landowner	Landowner Host contacted us inregards to Grids that were still outstanding in rehab agreement.	Followed up the phone call with GEZ and they assured that they will be installed. They have now been installed and LO is very happy.	13/04/2021	Closed
154	26/04/2021	CWP	Phone	Ilford Running Stream CWA	Ilford Running Stream CWA called to organise a visit to the Crudine Ridge Wind Farm.	A time has yet to be organised. Waiting until after fully Operational.	26/04/2021	Open
155	29/04/2021	CWP	Phone	Landowner	Personnel from the ARDG managed quarry came to inspect the quarry without letting them know in advance and they were unable to attend inspection. Wanting us to follow up with them to discuss issues.	Issues discussed with Contractors and possible resolutions to be discussed.	29/04/2021	Closed
156	3/05/2021	CWP	Phone	Landowner	called to request a meeting with Management regarding Rehab items and issues with final construction	Organised meeting to be held at LO's property to discuss issues and to resolve.	6/05/2021	Closed
157	6/05/2021	CWP	Email	Local resident	LO Host Emailed to let us know that there is going to be dog baiting in their property.	Passed on information to contractors	6/05/2021	Closed
158	6/05/2021	CWP	Phone	Local Resident	Calling to equire about Sponsorship application outcome.	Responded through requesting further information to pass on to Applicant	6/05/2021	Open
159	10/05/2021	CWP	Phone	Local APR Resident	Called to request Caveat to be lifted from Title Deed.	Information passed onto Management which was transferred to CWP legal team to proceed.	10/05/2021	Closed
160	10/05/2021	CWP	Email	Local APR Resident	Local Landowner emailed to discuss their Licence and rehabilitation	Responded to Local landowner and provided a positive outcome.	10/05/2021	Closed
161	13/05/2021	CWP	Phone	NPWS	A call from NPWS who were looking to access road fill from Wind Farm project	Assisted by giving them the contact to the person they could access road fill.	13/05/2021	Closed
162	17/05/2021	CWP	Phone	Landowner	Needing someone from CWP to come and meet with Neighbours of wind farm to discuss mitigation measures for having the wind turbines in site and close proximity	Organised meeting to be held at LO's property to discuss issues and to ways to mitigate and resolve.	17/05/2021	Closed
163	21/05/2021	CWP	Phone	Local Landowner	Called to say he was very pleased from the results of a recent meeting with CWP Management to resolve issues		21/05/2021	Closed

164	21/05/2021	CWP	Email	Local APR Resident	Called to request Caveat to be lifted from Title Deed.	Information passed onto Management which was transferred to CWP legal team to proceed.	21/05/2021	Closed
165	25/05/2021	CWP	Phone	Local Resident	Calling to equire about Sponsorship application outome.	Responded through requesting further information to pass on to Applicant	25/05/2021	Closed
166	28/05/2021	CWP	Phone	Neighbour	Calliing to confirm meeting and time .	Confirmed time. Met with landowner regarding visual mitigation and distane and view of wind farm.	28/05/2021	Closed
167	8/06/2021	CWP	Letter	Landowner	Letter to state all the issues Neighbour has with the wind farm	Response being developed from CWP	8/06/2021	Open
168	8/06/2021	CWP	Phone	Local Landowner	Call to discuss gate along recent fencing construction.	Discused gate with Zenviron to fix the gate if landowner requests	8/06/2021	Closed
169	22/06/2021	CWP	Phone	Locallandowner	Called to say that front gates were left open over a weekend. Security concerns.	Passed on this issue Operations Manager to investigate what happened and to organise measure for future security.	22/06/2021	Open

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170	1/07/2021	CWP	Email	Neighbour	Email to discuss grievances with Visual Mitigation processes.	Email returned to provide responses to Neighbour's grievances.	1/07/2021	Open
171	2/07/2021	CWP	Email	Local Community Member	Emailed to ask how Sponsorship application was going	Contacted Management to ascertain progress	2/07/2021	Open
172	7/07/2021	CWP	Email	APR Resident	Request for information regarding licence	Responded with email to state that the request was in train.	7/07/2021	Closed
173	9/07/2021	CWP	Email	Landowner	Request for adjustment to Landowner Lease	Responded to email to process request and would engage CWP Legal Team	9/07/2021	Closed
174	9/07/2021	CWP	Phone	Neighbour	Phone call regarding Visual Mitigation issues and response to report.	Passed on the issues to Construction Management to discuss possible resolutions.	9/07/2021	Open
175	14/07/2021	CWP	Text	Neighbour	Text message to report noise from the wind turbines through the night.	Responded to the text to ask if more information was available and Neighbour repoded accordingly. Report was logged	14/07/2021	Open
176	16/07/2021	CWP	Phone	Neighbour	Phone call recieved regarding issues with the Visual Mitigation report.	Discussed processes with Neighbour although compiled report.	16/07/2021	Open
177	22/07/2021	CWP	Phone	Community Member	Phone call to discuss promotional opportunities for CWP at a local event	Responded positively and shared information with management	22/07/2021	Closed
178	19/08/2021	CWP	Email	Neighbour	Sent photos of shadow flicker events	registered complaint and logged videos	19/08/2021	Open
179	19/08/2021	CWP	Phone	Bathurst Business	Issue with shed design.	Followed up with Company to rectify	19/08/2021	Closed
180	19/08/2021-25/08/2021	CWP	Phone	Landowner	Issue with rehab agreement design	final response provided in an email outlining original intent.	25/08/2021	Closed
181	23/09/2021	CWP	Email	Neighbour	Wanting to organise a meeting to discuss impacts from the wind farm adjacent to their property.	Responded with email to organise a meeting time.	23/09/2021	Closed
182	24/09/2021	CWP	Phone	Neighbour	Email to discuss grievances with Visual Mitigation processes.	Through follow-up discussions have rectified the issues and have closed case.	24/09/2021	Closed

Crudine Ridge Wind Farm Community Complaints Register – November 2021

This Community Complaints Register was last updated on 8 December 2021. No complaints were received in November 2021.

Complaint ID Number	Date	Mode of Complaint	Nature of Complaint	Response and Action Taken	Status (Open/Closed)

Crudine Ridge Wind Farm Community Complaints Register – December 2021

This Community Complaints Register was last updated on 7 January 2022. No complaints were received in December 2021.

Complaint ID Number	Date	Mode of Complaint	Nature of Complaint	Response and Action Taken	Status (Open/Closed)

Crudine Ridge Wind Farm Community Complaints Register – 2021

This Community Complaints Register was initially published on 1 November 2021. Register since updated 11 January 2022.

Complaint ID Number	Date	Mode of Complaint	Nature of Complaint	Response and Action Taken	Status (Open/Closed)
118	14/01/2021	Email	Email received regarding a 'whirring' noise query during night and early morning.	Email forwarded onto Environment Technical Advisor – looked into what WTG's were working during the night of complaint, wind direction etc	Closed
119	14/01/2021	Email	Email received with an image taken of a phone App sound recording of whirring noise.	Email forwarded onto Environment Technical Officer.	Closed
120	22/01/2021	Email	Email received with an image taken of a phone App sound recording of whirring noise.	Email forwarded onto Environment Technical Officer.	Closed
126	9/02/2021	Phone	Reported hearing whirring noise throughout the night and expected it to be from the wind farm.	Responded with statement that Crudine Ridge Wind Farm are required to perform Noise Testing, in accordance to Condition 13 of Schedule 3, of SSD6697, in which testing is to be undertaken within three months of commencement of operations and not during commissioning.	Closed.
131	19/02/2021	Email	Landowner unhappy regarding CWP response to his prior correspondence.	CWP Officer passed on this information to Management	Closed
134	26/2/2021	Email	Email sent to Manager in regard to being unhappy for overhead transmission line construction and environmental disturbances.	Issues discussed with Management teams and possible resolutions will be offered.	Closed
137	4/03/2021	In person	Sediment control issue requiring fixing. Geo fibre on property and can get into wool.	Discussed with GEZ to find solutions to sediment control and to remove Geo fibre ASAP	Closed
139	8/3/2021	Letter	A letter from law firm acting on behalf of property owners in the vicinity of the wind farm, stating that their property has reduced in value due to wind turbines being in their view.	CWP responded to letter as required.	Closed.
141	15/3/2021	Email	Email stating they could hear wind turbines from their residence.	Issues discussed with management teams and possible resolutions will be offered.	Closed.
143	18/3/2021	Phone	Called to say that recent rain was causing severe washaways beside Bombandi Road. He also	'Issues were passed onto Management and the issues regarding mobile and TV reception	Closed

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151	12/4/2021	Phone	Called to report spotlighting on his property. Also reported Shadow Flicker on homestead. Also Gate concern on neighbouring property.	Operations Manager investigated spotlighting. Also organising a meeting regarding Shadow Flicker and possible mitigation.	Closed
152	12/4/2021	Email	Local Landowner emailed Manager of Construction about issues concerning his property from the construction of the overhead transmission line	A meeting was organised with Landowner at their property and discussed mitigation measures.	Closed
167	8/6/2021	Letter	Letter from landowner stating all the issues neighbour has with the wind farm	Response being developed by CWP	Closed
170	1/7/2021	Email	Email to discuss grievances with visual mitigation process	Email returned to provide responses to neighbour's grievances. Negotiations ongoing.	Closed
174	9/7/2021	Phone	Phone call regarding visual mitigation issues and response to report.	Passed issues to construction management to discuss possible resolutions. Neighbour agreement agreed to.	Closed
175	14/7/2021	Text	Text message to report noise from the wind turbines through the night.	Responded to the text to ask if more information was available and Neighbour responded accordingly. Report was logged	Closed
176	16/7/2021	Phone	Phone call received regarding issues with the Visual Mitigation report.	Discussed processes with Neighbour although compiled report. Neighbour agreement agreed to.	Closed
178	19/8/2021	Email	Sent photos of shadow flicker events	Registered complaint and logged videos. Negotiations ongoing.	Closed
180	19/8/2021	Phone	Issue with rehab agreement design	Final response provided in email outlining original intent	Closed
182	24/9/2021	Phone	Email to discuss grievances with Visual Mitigation processes.	Through follow-up discussions have rectified the issues and have closed case.	Closed
183	27/10/2021	Letter	Letter from landowner outlining issues with noise, animal husbandry, health effects and land management.	Letter response provided by CWP 17/11/2021 outlining options under development consent.	Open