UUNGULA WIND FARM – COMMUNITY COMPLAINTS REGISTER

SQUADRON ENERGY

This Community Complaints Register was updated on **10 November 2026.**

ID	Date	Method of Complaint	Nature of Complaint	Response and Action Taken	Status
1	11/01/2024	Email	Stakeholder engagement approach	Matter was addressed by CWPR personnel at CCC forum	Closed
2-10	Feb to Oct 2024		No Complaints received		
11	29/11/2024	In person	Community complaint regarding Stakeholder engagement	Matter was addressed with person involved and has been resolved by UWF personnel with complainant.	Closed
12	December 2024		No complaints received		
13	14/01/2025	Phone call	Misunderstanding of contractual obligation within neighbour agreement – regarding payment	Matter was addressed advising stakeholder of contractual obligations, with matter resolved by UWF personnel with complainant.	Closed
14	16/01/2025	Phone call	Misunderstanding of contractual obligation within neighbour agreement – regarding payment	Matter was addressed advising stakeholder of contractual obligations, with matter resolved by UWF personnel with complainant.	Closed
15	13/02/2025	DPHI emailed SQE on behalf of a community member	DPHI advised SQE that a community member had submitted a complaint notification from public member with concerns around working hours / staging / construction commencement and environment	SQE responded to DPHI addressing 16 specific questions from DPHI relating to the concerns raised by the community member. Response was provided to DPHI from SQE for review. SQE provided all required information to DPHI who have subsequently advised no further action at this time.	Closed
16	20/02/2025	Phone call	Community concern for Contractor use of Uungula Road and Guroba Road, reporting a dust issue.	Matter was addressed by UWF personnel with Principal Contractor. Road will be fixed and graded following completion of vehicle use and movement by Contractor. Community member consulted with and satisfied with outcome.	Closed

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17	30/04/2025	Email	Project use of the Twelve Mile and Guroba Road. Project activity has caused damage to Guroba Road which local residents commute daily on.	Responded to Stakeholder acknowledging complaint. Escalated to Project Manager, provided response to the Stakeholder. Contractor has provided the investigation outcome and met with the Community member.	Closed
18	08/05/2025	Phone call	Project use of the Twelve Mile and Guroba Road. Project activity has caused damage to Guroba Road, causing dust and a disruption to the Stakeholder farming operations.	Responded to Stakeholder acknowledging complaint. Escalated to Project Manager, provided response to the Stakeholder. Contractor has provided the investigation outcome and met with the Community member.	Closed
19	13/06/2025	Phone Call	Project change activity times and consultation requirements.	Responded to Stakeholder acknowledging complaint. Escalated to Project Manager, provided response to the Stakeholder. Contractor has provided the investigation outcome and met with the Community member. 19/06/2025 In person meeting with Stakeholder acknowledging complaint. Escalated to Project Manager, provided response to the Stakeholder. SQE met with Community member to discuss.	Closed
20	19/06/2025	Meeting	Project use of the Twelve Mile Road and proposed Out of Hours Work to weekends. Landholders expressed concern about road noise affecting sleep and health.	Responded to Stakeholder acknowledging complaint. Escalated to Project Manager. Ongoing discussions with the community members in relation to Out of Hours Work, including noise on Twelve Mile Road. 29/9/2025 SQE checked in with the Stakeholder regarding their concerns.	Closed
21	30/06/2025	Phone call	Project use of Twelve Mile Road and alleged damage to the road caused by heavy vehicles.	Acknowledged Stakeholder complaint, escalated to Project Manager, and confirmed via report that Twelve Mile Road remains undamaged and work complies with Development Consent.	Closed
22	01/08/2025	Meeting	Sub-Contractor dissatisfied with interaction onsite with Contractor.	Responded to Stakeholder acknowledging complaint. Escalated to Project Manager and appropriate Contractor representative. The matter was deemed a Work Health & Safety matter.	Closed

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23	23/10/2025	Phone call and email	Out of Hours Work and impact on landholder on Twelve Mile Road.	Stakeholder expressed frustration at short notice given for OOHW and noted that road noise was affecting sleep. Project team member acknowledged concerns and informed Stakeholder that OOHW is being done in compliance with Development Consent. Project is continuing to monitor noise to ensure compliance.	Closed
24	18/11/2025	Phone call and meeting	Out of Hours Work and impact on landholder on Twelve Mile Road	Stakeholder expressed frustration at nearby work completing the upgrading of Goolma and Twelve-Mile Rd intersection owing to dry weather, wind direction and dust. Relieved to know the changeover being completed this week.	Closed
25	7/04/2026	Email and SMS	Dust	Stakeholder frustrated at the dust coming from the corner area of Twelve Mile Road and Goolma Road intersection where remediation works are being completed. Project team acknowledged dry conditions and provided a completion date for the works which has now occurred.	Closed
26	8/04/2026	Phone Call	Dust	Stakeholder expressed concern at the amount of dust coming from large work trucks leaving site early in the morning. Project team aware of dry conditions and arranged extra water trucks.	Closed
27	9/08/2026	Email	OSOM escort vehicles and trucks on Saxa Road	Community member expressed frustration at OSOM pilot vehicle not responding to her question (using UHF) requesting a bigger gap be left as there are not may areas to pull over on Saxa Road. Community Relations Advisor advised that traffic contractor would be requested to ensure they respond to UHF communication from community and to ensure flashing lights are on at all times.	Closed
28	24/08/2026	Email	OSOM schedule of deliveries on website	Community member travelling through Merriwa had checked schedule of delivery times on SQE website prior to travel which stated zero deliveries due to ARTC trackwork but was found behind an OSOM in Merriwa. Community Relations Advisor advised that the contractor would be requested to not travel under those circumstances unless notified and website can be changed to show delivery times.	Closed
29	26/10/2026	Email	OSOM load on Golden Highway	Community members travelling East bound on Golden Highway near Uarbry concerned that the the load vehicle was very close to the pilot vehicles not giving road users sufficient time or space to	Closed

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				pull off the road. Request for SQE to review the requirements of spacing of pilot vehicles from OSOM loads. Community Relations responded that issue will be raised directly with our transport operator and a request that they investigate and review the spacing between the pilot vehicles and the OSOM load, including whether adequate time and distance is being provided for motorists to respond safely and whether operations are being undertaken in accordance with the relevant approvals and permit conditions. Following discussion with the transport company, they will review the requirements in relation to spacing and will also request subcontractors to be particularly mindful of spacing. This includes considering conditions along the route, such as bridges, guard rails and narrow sections of road, so other road users have appropriate space and time to travel safely. This advice was emailed back to the community members.	