

SUNTOP SOLAR FARM

Complaints Register

Enquiry No.	Date Received	Registered via	Referred to	Details of Complaint	Type	Works	Response to Complaint	Time of Verbal Response	Written Response (within 7 days)
1	13/08/20	Email to Canadian Solar (CS)	BS	Stock water disruptions by damage to reticulation system running across Suntop site (multiple occurrences between 13/08/20 and present).	Damage to property		BYCA are working with complainant to ensure any water strikes are repaired as soon as notified/aware of the issue.		Ongoing matter. Multiple occurrences through construction period.
2	07/10/20	Office	FG	Dust outside site.	Environment		Not BYCA. This is from the quarry. Quarry owner notified.	Complainant advised directly.	NA
3	07/10/20	Office	FG	Road degradation.	Road damage		Not BYCA works. Transgrid.	Complainant advised directly.	NA
4	09/11/20	Email to CS	BS	Concern over all weather access road across dam being fenced in to solar farm.	Impact on land owner access		Project agreed to cover cost for alternative all weather access further to the West.		NA
5	12/01/20	Email to CS	BS	Complainant enquiring on the lack of consultation process of landscaping plan/screening requirements on Western boundary.	Environment consultation		Consultant visited the property on the Western boundary and found the residence vacant. Consultant left a note to contact the project. Consultant erroneously assumed that the complainant as registered at the address had been consulted when it was another family of the same name which was consulted.		NA
6	23/02/21	Email to CS	BS	Trucks driving on Suntop Road during school bus times in contravention of TMP.	Dangerous driving		The DC does not restrict delivery during school bus		

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							hours, however as a safety principle this is enforced by the project. Contractor undertook the investigation of delivery arrival times, identifying the responsible logistics company. Delivery regulations have been enforced by the contractor and logistic companies are aware of the need to control deliveries during this time.		
7	05/03/21	Gate 1	FG	Truck driving unsafely on Suntop Road.	Dangerous driving				
8	31/05/21	Email to Contractor	FG	Project vehicles parking at Orana Mall in Dubbo	Business disruption		Contractor completed an inspection at the mall to determine if vehicles were being parked. Could not find any evidence.		
9	11/06/21	Email to CS	BS	Project vehicles parking along Maughan and Arthur Street, Wellington. This is a disruption to local business.	Business disruption		Contractor addressed this with the workforce and requested vehicles are parked on site or, if required in Wellington in a manner that does not impact on business. No further complaints received to date.		
10	30/06/21	SMS	FG	Unsafe driving conditions when vehicles are travelling to and from site. Neighbour claims numerous times he has been pushed off the road when approaching traffic on Suntop Road.	Dangerous driving				
11	01/02/21	Email to CS	BS	Concentration of water flows and sediment moving on to adjoining paddock from site.	Hydrology		CS discussing with complainant. Independent hydrology assessment to be		

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							conducted. BYCA are implementing remedial measures.		
12	18/11/21	Email to CS	BS	Concern over the weed growth observed on the solar farm site external road corridor.	Weeds		CD advised complainant that mowing the weed spraying were contracted with local entities and had commenced but the heavy rainfall and saturated ground conditions had put a temporary halt to the works. This work will resume in due course and weeds will be sprayed in accordance with the requirements of the Development Consent.		Email response within 24 hours
13	18/11/21	Email to CS	BS	Concern over the condition of Suntop Road (accelerating deterioration due to wet weather and existing surface damage).	Public road damage		Advised that EPC contractor is working with DRC to secure an approved contractor to repair the road. Earliest availability is January 2022. EPC contractor will complete temporary patch repairs with a goal to slow damage until full repair can be completed in 2022.		Email response within 24 hours