

Latrobe Valley Battery Energy Storage System

Complaint Investigation and Response Plan

Planning Permit No. PA2101132-1

(Condition 15)

December 2022

PLANNING and ENVIRONMENT ACT
LATROBE PLANNING SCHEME

PERMIT NO. PA2101132-2
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Signed: for
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Latrobe Valley Battery Energy Storage System

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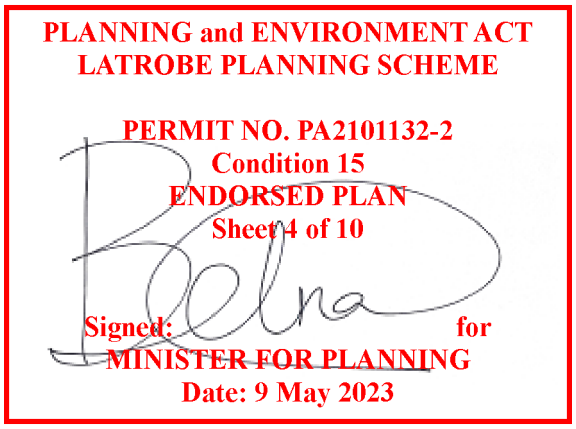
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Acronyms and Abbreviations

BESS	Battery Energy Storage System
CIRP	Complaint Investigation and Response Plan
The Development	The Latrobe Valley BESS
The Development – Stage 1A	The Northern BESS facility (100MW/200MWh) of the Latrobe Valley BESS
The Development – Stage 1B	The Northern BESS facility (200MWh expansion of the Development - Stage 1A) of the Latrobe Valley BESS
The Development – Stage 2	The Southern BESS facility of the Latrobe Valley BESS
Fluence	Fluence Energy Pty Ltd
MWTS	Morwell Terminal Station
The Operator	Tilt Renewables Australia Pty Ltd
the Planning Permit	Planning Permit No. PA2101132-1
Tilt Renewables	Tilt Renewables Australia Pty Ltd
VIC	Victoria



1.0 Introduction

1.1 Background

The Latrobe Valley Battery Energy Storage System (BESS) (the Development) is located in Morwell, Victoria, south of the Princes Freeway and adjacent to the existing Morwell Terminal Station (MWTS). The Development is being developed by Tilt Renewables Australia Pty Ltd (the Operator).

The Planning Permit for the Development was granted by the Minister for Planning (VIC) under the *Planning and Environment Act 1987* (P&E Act) on 16 November 2021, and an amendment to the Planning Permit approved on 24 June 2022 (PA2101132-1) (the Planning Permit). The Planning Permit allows for the development of two separate BESS facilities, being the Northern BESS and Southern BESS. The Operator is developing the Development in stages, commencing with the Northern BESS, a 100MW/200MWh project (the Development - Stage 1A), with the potential for a 200MWh expansion (the Development – Stage 1B) at a later date. The Southern BESS (the Development - Stage 2) will also be developed at a later date.

This Complaint Investigation and Response Plan (CIRP) addresses the requirements of Condition 15 (Complaint Investigation and Response Plan) of the Planning Permit. All reasonable and feasible measures as outlined in this CIRP will be implemented as part of the Development.

In accordance with Condition 2 of the Planning Permit, the use and development will be generally in accordance with the endorsed CIRP. In accordance with Condition 3 of the Planning Permit, the Development may be completed in stages in accordance with the endorsed development plans including any obligations under the Planning Permit.

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1.2 Overview of the Development – Stage 1A

The main components of the Development – Stage 1A are as follows:

- A 100 MW / 200 MWh BESS facility, using the Fluence Gridstack storage system, including:
    - battery module enclosures ("Gridstack cubes")
    - Inverters
    - 33 kV/690 V transformers
    - auxiliary transformers
    - switchboard kiosks
    - a new access track connecting from the shared access road off Monash Way to the BESS facility
    - drainage infrastructure
    - firefighting infrastructure
    - other infrastructure including site office, relay room, toilet block, spares container and permanent car parking
- connection asset works at MWTS, including
    - a new 66/33kV transformer, including associated infrastructure
- temporary construction compound and laydown area

The general layout of the Development is shown on Figure 1.



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Figure 1 General Layout of the Development – Stage 1A

1.3 Purpose of the Complaint Investigation and Response Plan

The purpose of this CIRP is to set out how the Development will respond to complaints during construction and operation. It will be implemented in accordance with AS/NZS 10002:2022 and the Operator's Complaints Handling Procedure.

Should complaints be received via a third party, a representative of the Operator will seek to resolve the complaint directly with the complainant where appropriate. Should this not be possible, the complaint will be resolved via the referring party.

This CIRP has been prepared by the Operator.

Details of Condition 15 (Complaint Investigation and Response Plan) are contained in Table 1.

Table 1 Condition 15 – Complaint Investigation and Response Plan

Requirement	Where addressed in this CIRP
15. Before development starts, excluding site preparation works, a Complaint Investigation and Response Plan (CIRP) must be submitted to, approved and endorsed by the Responsible Authority. Once endorsed, the CIRP will form part of the permit. The CIRP must:	This Plan
a. Respond to all aspects of the construction and operation of the BESS facility	Section 3.0
b. Be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations.	Section 1.4

Requirement	Where addressed in this CIRP
c. Include a process to investigate and resolve complaints (different processes may be required for different types of complaints).	Section 3.0
The endorsed CIRP must be implemented to the satisfaction of the Minister for Planning.	N/A

1.4 Legislation and Other Environmental Management Requirements

Guidelines and Standards

Key guidelines, specifications, and policy documents relevant to this CIRP include:

- AS/NZS 10002:2022 Guidelines for complaint management in organizations
- the Operator's complaints handling procedure



2.0 Contact for complaints

Complaints about the Latrobe Battery Energy Storage System can be made via the following email and free call number:

- Email: complaints@tiltrenewables.com
- Phone: 1800 306 118

These details are also publicly available on the Operator's website www.tiltrenewables.com.

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3.0 Reporting, evaluation and responding to complaints

This section outlines the process for reporting, evaluation and response to complaints received about the Development.

In accordance with AS/NZS 10002:2022 a copy of this plan will be published on the Operator's website.

3.1 Receipt process

On receipt of a complaint the following will occur:

1) all complaints will be acknowledged within two business days of receipt
2) all complainants shall receive acknowledgement in writing or via email with a reference number
3) contact will be made with complainants within two business days to discuss next steps in handling the complaint, including provision of the contact details of the person managing the complaint
4) emergency complaints will be escalated in line with the Operator's' Emergency Management Process

3.2 Recording

The procedure for recording complaints is as follows:

- all complaints must be recorded in The Operator's' Stakeholder Relationship Management system (Complaints Handling Register). The Manager Stakeholder Engagement is responsible for ensuring the Complaints Handling Register is maintained and available to all relevant personnel.
- the Complaints Handling Register should be maintained so that the contents can be exported and shared as a report with relevant authorities and internal stakeholders.

Recording contact details

The contact details recorded from the complainant should include:

1) Name
2) Address
3) Telephone numbers (home, work and mobile)
4) Email

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Recording complaint details

Details of the complaint to be recorded are:

1) when the complaint was first made
2) the person case managing the complaint
3) why the complaint is being made/details
4) what action the complainant would like taken to see the matter put right
5) copies of correspondence relating to the complaint
6) the complaints number

The following will also be recorded in the complaints register:

1) steps taken to address the complaint
2) the outcome of the investigation

3) any undertakings or follow up action needed

3.3 Complaints Investigation

The process for investigating complaints is as follows:

1) complaints will be assessed and allocated to an appropriate staff member within the relevant department of the Operator related to the complaint. The assigned person will review all relevant information and may contact the complainant to discuss the matter.

2) complaints will be treated confidentially and in accordance with The Operator's Privacy Policy. Personal details will only be provided to another organisation or persons outside of the company if the complainant agrees.

3) other parties that are relevant to the complaint may be contacted to assess their willingness to cooperate to resolve the complaint. The third parties could be, but are not limited to, external contractors and consultants, neighboring residents, Council or internal personnel.

4) all complaints are to be investigated and responded to within 7 business days. If more time is needed, the complainant will be notified before the end of this period and provided an update of expected timeframes.

5) the complainant will be provided with an update on the status of the complaint at regular intervals (at least every 10 business days) until it is resolved or closed.

6) Business Unit Management may review the outcomes of investigations and internal assessments of complaints managed by frontline staff.

7) the outcomes of the investigation will be communicated to the complainant, including:

   a) what actions we taken to resolve the complaint

   b) the outcomes of the investigation

   c) the reason for why any decisions were made

   d) any remedy or redress offered

   e) information about other remedies that may be available to the complainant

8) if the complainant is not satisfied with the management of the complaint or the proposed resolution, the complaint will then be escalated to the relevant manager for review.

9) in addition to the above, the Manager Stakeholders and Environment is responsible for ensuring the appropriate regulatory authorities are notified of any complaints which relate to a potential non-compliance.

10) complaints will be brought to closure for any of the below reasons:

   a) confirmation received from the complainant that a satisfactory outcome has been achieved

   b) despite The Operator's' best efforts, a satisfactory resolution has not been achieved and it is considered that further time and effort in handling the complaint will not assist with reaching a resolution

   c) the complainant advises that they no longer wish to pursue the complaint

   d) despite The Operator's' best efforts, the complainant cannot be contacted to discuss the complaint

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3.4 Reporting

A copy of the complaints register will be provided to Minister for Planning on the16 November each year. This will also include a reference map of complaint locations. This will also be provided on request to the Minister for Planning.