Tilt Renewables - Rye Park Wind Farm - Complaints Register

Last Updated: 4 November 2026

Complaint ID	Date Opened	Date Closed	Method	Issue / nature of complaint	Details	Response/Actions taken
December 2021						
13	1/12/2021 6:28:00 AM	7/12/2021 10:45:00 AM	Email	Construction traffic	**RPWF Traffic Blakney Ck Rd Sth** 1/12/21 Complainant notified RPRE of light vehicle interaction on Blakney creek Rd and followed up with an email with photographs. Complainant alleges the driver of the project-related vehicle abused them after being pulled over to confront them on use of Blakney Creek Rd South. Also raised question of LVs permitted on Cooks Hill Rd.	Contractor interviewed sub contractor involved in the interaction with the local and recorded a witness statement. Contractor added agenda item into the weekly toolbox held on 2/12/21 to inform their employees and sub contractors of the expected conduct of workers when confronted with a member of the public. Contractor requested that sub contractor use Cooks Hill Rd when accessing site RPRE informed complainant that the project TMP allows for light vehicle access through the main and local road network. Historic correspondence was forwarded onto complainant on the use of the local road network DPIE compliance lead confirmed that they have discussed with the complainant that use of the local road network is unrestricted for project light vehicles 8/12/21 (Not restricted to Cooks Hill Rd or Rye Park/Boorowa Rd)
14	1/12/2021 6:33:00 AM	7/12/2021 10:45	Email	Construction traffic, TMP compliance	**RPWF Traffic, Heavy Vehicles on Cooks hill road** The complaint relates to a convoy of 3 heavy rigid trucks (a heavy vehicle as defined under the Heavy Vehicle National Law (NSW)) accessing the Rye Park Wind Farm (RPWF) (the Development) site via Cooks Hill Rd on the morning of Wednesday 1 December 2021.	Non compliance notification sent to DPIE compliance division detailing breach of project conditions 7/12/21 Actions that RPRE's Contractors have taken following the non-compliance to prevent future occurrences from happening are as follows: A Driver Declaration that requires heavy vehicle drivers generate a record confirming the correct route will be used prior to their departure to travel to RPWF including an attached Map detailing the approved route. Specific signage located at the entry points on Cooks Hill Road, Blakney Creek South Rd with specific wording to the effect that no HV access permitted An agenda item was included in the Contractors' Weekly project Toolbox (2/12/2021) reiterating and reinforced that all heavy vehicles are required to access the project via the approved heavy haulage route RPRE has spoken to complainant and relayed actions taken and that the non-compliance notification has been sent to DPIE. RPRE also informed complainant that the complaint has been entered into the complaints management system 9/12/21
24	7/12/2021 3:11:00 PM	13/12/2021 6:05:00 PM	Email	Construction traffic	**Email correspondence received from DPIE** referring to light vehicles (4WDs) associated with the project not slowing down at locations were school buses stop and driving at high speeds. The complainant is very concerned for the safety of the children and other users on the road networks Related to Complaint ID 27	Complaint forwarded onto sub contractor for investigation 7/12/21 and discussion with project personnel to enforce the drivers code of conduct and compliance with project and NSW road rules Notification of actions implemented forwarded onto DPIE compliance team 13/12/21
25	6/12/2021 5:05:00 PM	14/12/2021 11:00:00 AM	Email	Construction traffic	**Community complaints forwarded through from the Department relating to traffic management issues** Complaints relate to Complaint IDs 13 and 14	Email detailing community complaints forwarded onto RPRE subcontractor to investigate and action 7/12/21 Notification of actions implemented forwarded onto DPIE compliance team 13/12/21
26	8/12/2021 11:15:00 AM	10/12/2021 12:00:00 AM	Email	Construction traffic	**Email correspondence received from DPIE** from complainant alleging a truck and dog was attempting to access the project during 7/12/21 shift. Related to Complaint ID 28	Complaint details forwarded onto Contractor to investigate 8/12/21 Contractor investigated complaint and confirmed that the truck and dog was undertaking works that were not project related (Council truck and dogs delivering 7mm to stockpile). Contractor spoke to their RPRE contractors, who confirm that they had no truck and dog combinations running on the 07/12/21. It was also observed that there is recently stockpiled material on the south eastern side of the Cooks Hill Road and Blakeney Creek Road South, that bogie tippers were stockpiling (also non project related) RPRE made phone contact with complainant 9/12/21 to relay findings and followed up with an email
27	10/12/2021 11:39:00 AM	14/12/2021 11:05:00 AM	Email	Construction traffic, Health and safety	**RPWF-Traffic Management issues LV related** Email received from complainant relating to 2 x project vehicles travelling through an active bus drop off zone greater than 40km/hr	Complaint forwarded onto Sub contractor with accompanying photographs to investigate and action 10/12/21 Response sent back to complainant noting of current actions in place including heightened awareness on traffic management at pre starts and tool boxes and request for local police to increase surveillance of project access routes for road rule compliance 10/12/21
28	8/12/2021 9:39:00 AM	10/12/2021 1:21:00 PM	Email	Construction traffic	**HV on Cooks Hill Rd Again 7-12-21** 5 axle Truck and Dog was spotted on Cooks Hill Rd and stopped at the turn off at Blakney Ck Rd Sth as there is a new sign there now.	Complaint details forwarded onto Contractor to investigate 8/12/21 Contractor investigated complaint and confirmed that the truck and dog was undertaking works that were not project related (Council truck and dogs delivering 7mm to stockpile). Contractor spoke to their contractors, who confirm that they had no truck and dog combinations running on the 07/12/21. Trucks were delivering material for council road works.
33	17/12/2021 12:28:00 PM	21/12/2021 8:31:00 PM	Email	Noise (construction noise), Dust	**Dust and noise associated with Rye Park** Community complaint forwarded through from the Department relating to construction noise and dust issues at the main project site entry and temporary compound bench. Initial email received 17/12/21	Initial response sent to Department with current measures being used to manage dust and noise nuisance. The contractors were watering down the active work areas with water carts to mitigate dust produced through construction as required. The contractors have made good progress on the site entry point and are currently topdressing batters with topsoil and capping the entry and access track with gravel. Once the track to the compound has been capped with gravel it will also be sealed with black top which will reduce dust nuisance as well as noise while vehicles are accessing the temporary compound. In regards to noise, RPRE and Contractor have both undertaken noise assessments specifically in relation to the neighbours' residence in order to determine predicted noise levels during construction and compliance with the interim construction noise guidelines. Noise is monitored during construction by the supervisors on site and managed accordingly i.e. if plant is not operating to specifications it will be tagged out of service, plant will not be left idling for long periods of time and construction works are limited to the approved hours of construction (0700am – 1800pm) Response forwarded to Department with current and pending measures 21/12/21

January 2022						
34	31/01/2022 12:57:00 PM	08/02/2022 11:00:00 AM	Email (via Council)	Noise (construction)	**Complainant alleging noise from Project trucks and heavy machinery coming from nearby quarry where project machinery is parked**	Complaint details forwarded onto RPRE sub contractor to investigate 1/2/22 Council Environment and health officer to gather more details and forward onto RPRE (in train) 8/2/22 confirmation received from Hilltops Council environmental officer that the complaint was not project related
February 2022						
35	4/02/2022 7:55:00 AM	2/03/2022 11:16:00 AM	SMS	Construction traffic, Health and safety	**RPWF-Traffic Management issues LV related** SMS received in relation to Project LVs speeding	Details received from complainant alleging project LVs are travelling too quick through sections of Dalton Rd that are in poor condition and have poor sight distances causing potential safety concerns. RPRE responded to complainant via SMS that project traffic behaviour would be addressed with BOP sub contractor and that a meeting would be organised between complainant RPRE and BOP contractor to discuss project traffic concerns **BOP contractor installed reduce speed signage to be installed either side of the property driveway** 18/2/22 RPWF and BOP HSE Advisor visited complainants to discuss project related traffic, complainants advised traffic past their driveway has been much safer following sign installation and awareness campaign
36	9/02/2022 3:30:00 PM	9/02/2022 3:31:00 PM	In-person	Construction traffic, Health and safety	**RPWF-Traffic Management Issue LV related** Allegations of damage to a residents windscreen by a speeding project vehicle on Dalton Rd	Allegations from complainant that on 8/2/22 a BOP contractor project vehicle was travelling at speed along Dalton rd and flicked gravel up damaging a residents windscreen while passing. Alleged incident occurred around Blakney Creek Rd on 8/2/22 between 17:20 - 17:30 BOP Senior HSE Advisor investigated complaint and after reviewing the IVMS records for the BOP fleet vehicles assigned to RPWF it was confirmed that no vehicles were recorded in the vicinity at the time of the incident. (BOP vehicles were parked at the rye Park community hall (temporary office) BOP HSE Advisor contacted complainant and notified them of the outcomes of the investigation.
37	11/02/2022 4:15:00 PM	14/02/2022 8:00:00 AM	Email (via Council)	Health and safety	**Boorowa bypass road works** Dillon St/Ford St intersection	Complaint received via Hilltops Council regarding lime powder type material deposited on road side at the intersection of Dillon and Ford St. RPRE daily inspection of the Boorowa road work sections undertaken Friday 11/2/22 observed public roads contractor removing wind rowed and stockpiled material from road verges along Dillon St including around Ford St intersection. Follow up inspection conducted 14/2/22 at 08:00 of Dillon St / Ford St intersection could not locate any lime material.
38	14/02/2022 10:42:00 PM	15/02/2022 11:30:00 AM+C18	Email	TMP compliance	**RPWF-Traffic Management issues HV related** Wind Farm heavy vehicle access via non approved route	14/02/22 10:42pm email received from a project neighbour alleging a heavy vehicle accessed the project main entry via Dalton rd from a southerly direction at approximately 07:40AM RPRE HSEC Manager investigated the complaint and concluded that the allegation pertaining to a heavy vehicle accessing site via a non approved route was substantiated. HSEC Manager informed complainant that the incident would be investigated and appropriate notifications undertaken against the project conditions.
39	18/02/2022 6:50:00 AM	18/02/2022 7:50:00 AM	Phone	TMP compliance	**RPWF-Traffic Management issues HV related** Wind Farm heavy vehicle access via non approved route	Complaint received 18/2/22 of a sub contractor fuel cart accessing Yass along a non approved HV route. Photograph of truck forwarded through to RPRE to investigate by complainant. HSEC Manager informed complainant that the incident would be investigated and appropriate notifications undertaken against the project conditions.
40	23/02/2022 2:50:00 PM	2/03/2022 12:19:00 PM	Email	Health and safety	**RPWF-Public road condition** Cooks Hill Rd road condition and safety concerns with road side vegetation	Complaint received regarding Cooks Hill Rd condition and safety. RPRE HSEC Manager spoke to complainant and requested that they lodge their safety concern through Council's complaint management system as well. Complainant was also notified that driving safety and to conditions is regularly brought up with site workers with heightened focus on the public road network most frequented when accessing and egressing the project (Cooks Hill Rd, Boorowa Rye Park rd etc). Driver code of conduct has also been raised with the project team in relation to school bus interactions along the public road network. Concerns were also passed onto RPRE senior management and sub contractors notifying them about local concerns regarding the current condition of the unsealed section of Cooks Hill Rd
March 2022						
42	1/03/2022 2:00:00 PM	2/03/2022 11:15:00 AM	Phone	Health and safety	**Dangerous driving on Cooks Hill Rd**	Complainant was called (1/3/22) and issue was raised with contractors. Complainant to provide number plates / photos of dangerous drivers to add to complaint record and time of day. In future instances it has been requested that number plates or vehicle IDs are forwarded on so that targeted discipline can be undertaken to repeat driving offenders. HSEC Manager sent text to complainant confirming that driving behaviour was raised at pre start again this morning and that the RPWF Site Manager monitored traffic this morning and reported that locals and project vehicles were driving to conditions
43	1/03/2022 10:50:00 AM	2/03/2022 11:16:00 AM	Email	Construction traffic	**Traffic Management issues HV related**	Complainant alleging a wind farm related truck and dog accessed Yass via Cooks Hill Rd around 9:30am on 1/3/22 RPWF HSEC Manager contacted complainant to inform them that investigation is underway to confirm if truck and dog is wind farm related. Investigation confirms that no wind farm related truck and dogs entered or egressed the project via a non approved route during the morning of 1/3/22. RPRE's Traffic monitor stationed at the site entry confirmed that only 2 x truck and dogs entered site via Rye park and egressed site via right had turn back to wards Rye Park during the morning of 1/3/22. Complainant notified of investigation outcome via email.
44	1/03/2022 6:53:00 PM	2/03/2022 1:01:00 PM	Email (via Council)	Health and safety	**Boorowa bypass road works** Dust	Complainant notified Council of issues with dust. Complainant sent through photos via text message 2/3/22, however photos were time stamped 7/2/22 Follow up correspondence to complainant provided with public road upgrades work schedule and information on dust suppression.
46	3/03/2022 1:05:00 PM	11/03/2022 12:00:00 AM	Email	Health and safety	**Unsafe truck driving**	Complaint received alleging unsafe truck driving - quarry vehicles RPRE investigation concluded that the trucks in question were not Project related. Email received from quarry 11/3/22 informing that the trucks supplying material to RPWF do not access site through the roads alleged in the original complaint - Council have acknowledged this (11/3/22) RPRE followed up with complainant via phone to update on outcome of investigation.

47	14/03/2022 5:46:00 PM	15/03/2022 10:04:00 AM	Email	Health and safety	**Vehicles blocking Rural Fire Shed (RYE PARK)**	Complaint received from Rye Park resident relating to contractors parking in front of the Yass St RFS shed blocking access to emergency services in case of an emergency. RPRE HSEC Manager contacted BOP Contractor management and HSE requesting that contractors refrain from parking on the RFS shed access and move vehicles ASAP. (Action was undertaken prior to the email complaint was received. BOP contractor notified at 10.35AM 14/3/2022) RPRE was also notified that contractors can park their private vehicles in the rec ground as this is public access and there is ample parking.
April 2022						
48	5/04/2022 6:37:00 AM	6/04/2022 9:51:00 AM	Email	Environmental	**Soil and water management related**	Complaint received from project neighbour relating to soil and water management, alleging that no ERSED controls have been installed a section of earthworks around Blakney Creek Rd South. RPRE HSEC Manager forwarded allegation onto BOP contractor Site Manager to review and address. 5/4/22 response sent to complainant with control measures being used 6/4/22 second round of responses sent through to complainant discussing pre weather inspections and maintenance
49	5/04/2022 6:37:00 AM	6/04/2022 9:55:00 AM	Email	TMP	**Traffic Management related**	Allegations of no signage on Blakney Creek Rd South RPRE HSEC Manager informed BOP contractor of concerns relating to construction signage where access track crosses over the public rd. Requested that contractor review S138 permit TCP and install relevant public rd signs. Photographs indicate stop signs installed on public rd approach to alert construction traffic of approaching road corridor - sent to complainant (5/4/22) with control measures being used 6/4/22 second round of responses sent through to complainant discussing progress for signs
50	5/04/2022 6:37:00 AM	6/04/2022 10:01:00 AM	Email	Environmental	**Pipeline infrastructure concerns**	Allegations of construction movements over gas pipeline not conforming to APA standard. BOP Site Manager confirmed that it is not an APA pipeline. The pipe infrastructure is owned by Jemena Energy. Consultation regarding construction/design standards and guidelines have been undertaken with the asset owner prior to works commencing over the asset. Current works are in accordance with the approved methodologies 5/4/22 response sent to complainant with control measures being used 6/4/22 second round of responses sent through to complainant confirming works are in accordance with asset owners requirements
51	5/04/2022 6:37:00 AM	6/04/2022 10:02:00 AM	Email	TMP	**Hours of work**	Complainant concerned over construction hours confirmed that machinery was operating a 17:50 on 5/4/22. Notified the complainant that the approved hours for construction on the project are 7:00am – 6:00pm Monday-Friday and 8:00am – 1:00pm Saturdays 5/4/22 response sent to complainant with control measures being used 6/4/22 second round of responses sent through to complainant confirming works are within construction hours
52	5/04/2022 6:37:00 AM	5/04/2022 7:52:00 AM	Email	TMP	**Traffic Management LV related**	Workers using public road network to access the project This concern has already been raised, addressed and closed out by the department. There are no restrictions for light vehicles accessing the project via the public road network. The project does encourage workers to use Cooks Hill Rd and Boorowa/Rye Park Rd where achievable however not all workers can access the project via these two routes. 5/4/22 response sent to complainant with reference to previous correspondence and close out by DEP regarding LV access to the project
53	7/04/2022 4:20:00 PM	14/04/2022 1:11:00 PM	Email	Health and safety	**Traffic Management and safety related**	Complaints made to Council about stones and loose material on the areas of works along Rye Park Rd as well as alleged speeding through the roadwork site. Concerns were addressed by the site management team after receipt of the complaint. Assessment of the works area was undertaken and BoP site manager also addressed the quarry management and drivers in regard to driving to conditions on Dalton rd. (complying with road work speed limits and also driving in accordance with the project driver code of conduct). Email response sent back to complainant with measures implemented following complaint 14/4/22
54	12/04/2022 12:23:00 PM	29/04/2022 16:02:00 PM	Email	Environmental	**Dillon Long Street upgrades**	Complaint received in regard to Dillon Street upgrade - raised the road making it difficult to mow the grass on the footpath along Dillon Street. Observation of water build up as well. Phone call and email response back to complainant with update and measures outlined on 29/4/22 - contractor will attempt to flatten batters as much as possible, where possible. Water management: there should be less flow as the OSOM bypass slip lane causes a portion of the upstream catchment to bypass the cross road culvert.
May 2022						
55	8/05/2022 12:44	08/07/2022, 10:00	Email	Environmental and Access	**Grassy Creek Rd Access**	Local resident forwarded correspondence relating to restricted access to property gates off Grassy Creek Rd due to depth of drains. Concerns forwarded onto BOP contractor to assess and rectify access issues to existing road side gates. 8/7/22 Confirmation received from Zenviron that accesses have been installed and the resident has confirmed that they are happy with the works and consider the complaint closed out.
56	11/05/2022 11:28	12/05/2022 0:00	Email	TMP	**Mud and crossing on 3050 Blakney ck rd south and entrance to site**	Monitored over 4 weeks and has noticed that nothing has been done to stop the build up of mud onto the road. Site traffic is entering and leaving site from this cross over. Photos provided with complaint showing no environmental measures in place. HSEC Manager forwarded complaint 11/05/22 to Contractor as follow up to discussions on the subject already underway - the issue was already raised internally requesting that the contractors be reeled in to stop any form of access to the project off Blakney Creek Rd as it is not a defined site access point. The issue with tracking of any mud/debris from site onto the public roads (All site entry points) has also been raised and requires active management. 12/5/22 HSEC manager sent response to complainant detailing actions put in place regarding the access NCR, soil and water management measures put in place to control drainage and measures put in place to manage material tracking onto public roads. Drainage and tracking mitigation measures were installed after the photographs were taken and forwarded through the complaints hotline (Not sure how old photographs were before being forwarded onto RPRE)

58	16/05/2022 7:56	16/05/2022 16:00	Email	Environmental and Access	**Soil and water management, road damage and access related**	Complaint relating to tracking of material across Blakney Creek Rd Sth, damage to road surface and alleged access to project through property access point. Complaint forwarded onto contractor to investigate. Response sent to complainant confirming that material tracking and damage issue are being addressed. Allegations against access off Blakney Creek Rd Sth can not be founded without evidence as this is a property access point for landowners and their workers. RPRE are in process of purchasing surveillance cameras to install at these entry points to observe compliance.
59	18/05/2022 8:02	19/05/2022 0:00	Phone	Health and safety	**Public road condition**	Complaint about Dalton Road condition following wet weather event. RPRE site manager relayed community and project concerns to contractors on the deterioration of Dalton Rd following last weeks rain event. Contractor will commence maintenance grade of failing sections 19/5/22. Upgrade works are also due to commence on Dalton Rd during the week of 23/5/22. Complainant notified that maintenance will commenced on sections of Dalton Rd 19/5/22. Confirmed maintenance has commenced on Dalton Rd (12.00pm).
June 2022						
60	06/06/2022, 08:07	06/06/2022, 11:45	Email	Access	**Traffic Management related**	Complaint received alleging project use of Blakney Creek Rd south. RPRE HSEC manager confirmed that the access off Blakney Creek Rd south was required to perform emergency site inspections of the projects southern section during the wet weather event to assess project environmental and safety aspects. Complainant was also notified that DPE were consulted of this access by RPRE.
61	10/06/2022, 14:11	21/06/2022, 20:00	Email	TMP	**Traffic Management related**	Non associated resident raised question relating to current traffic control signage and tracking of material across Blakney Creek Rd South. RPRE HSEC Manager took photographic evidence to confirm road works signs were turned to road shoulder in accordance with after care TGS. Contractor also requested to provide details on cleaning material off the crossover. Regular communication maintained with complainant throughout the investigation.
July 2022						
63	04/07/2022, 6:50	21/07/2022, 12:00	Email	TMP	**Dirt/silt on road from Crossing at Blakney Crk Rd Sth**	Complaint received by non associated resident alleging project use of Blakney Creek Rd south including tracking material along the road. RPRE and BOP contractor conducted an ICAM investigation (Including complaint received on 11/7/22 ID CPT65) Investigation confirmed ID CPT65 was an NCR. Investigation also revealed farmer mustering cattle lead to other alleged use of exit by project vehicles. Material cleaned from crossover.
64	06/07/2022, 11:02	07/07/2022, 12:00	Email	TMP	**Heavy vehicle parking on Yass St**	Local resident sent complaint through regarding heavy vehicles parking in Yass St when accessing the food van. RPRE passed on concerns to Zenviron to liaise with their suppliers. RPRE also liaised with food van operator to monitor and manage to avoid future occurrences.
65	11/07/2022, 7:26	21/07/2022, 12:00	Email	TMP	**Material tracking - Blakney Crk Rd Sth**	Email received from complainant alleging that project vehicles have exited the project onto Blakney Creek Rd Sth. Allegations forwarded onto BOP contractor to investigate. Investigation concluded that a project vehicle turned out onto Blakney Creek Rd Sth. NCR was raised and reported to DPE.
August 2022						
66	8/08/2022 20:27	9/08/2022 14:00	Email	Access	**Allegation of project vehicle exiting onto Blakney Creek Rd South**	BOP contractor confirmed that a concrete agitator conducted a three point turn at the Blakney Creek Rd South crossover. The agitator did not enter or exit at this point. Once turn was completed it continued back to the main site compound via the arterial access track. Confirmed that no project vehicles exited/accessed the project via Blakney Creek Rd Sth.
67	4/08/2022 22:22	1/12/2023 0:00	Email	Environmental - flood	**Grassy Creek Rd flood damage to completed road section**	During flood event a completed section of Grassy Creek Rd failed near Pudman Creek culvert resulting in gravel and seal material migrating into neighbours paddock. Extent of clean up and remediation works to be presented to BOP contractor to cover cost. Remediation to damaged section to be undertaken.
68	15/08/2022 7:16	20/09/22, 2:40 PM	Email	Environmental	**Condition of Yass Street**	Rye Park resident raised concerns on driveway tieins and main st drainage. Remediation works have been undertaken and driveway tie ins completed. Yass St causeway remediation works to be undertaken when weather conditions improve.
69	29/08/2022 8:16	29/08/2022 14:00	Email	TMP	**RPWF-Traffic Management issues LV related**	Complainant alleged two vehicles overtook them on a section of Dalton Rd that was marked with double white lines and were not driving to conditions. Issue discussed with contractor HSE manager. HSE manager addressed and continues to remind contractors on driving code of conduct.
September 2022						
70	3/09/2022 7:23:00 AM	12/09/2022 2:00:00 PM	Email	Health and safety	**Cooks Hill Rd - Inquiry** Public Rd condition and project traffic	RPRE responded to complainant that Cooks Hill Rd upgrade is imminent and the project is hoping to have it completed Nov/Dec. A further response was forwarded informing that the project is reaching out to YVC to discuss maintenance to the sealed section of Cooks Hill Rd.
71	5/09/2022 5:51:00 AM	14/09/2022 2:00:00 PM	Email	TMP, construction noise	**Construction outside operating hours**	BOP and RPRE investigated complaint and sent response to complainant referencing the transit of site vehicles and measures undertaken to prevent construction noise during OOHW construction activities. BOP site manager also met with complainant to assess driveway drainage remediation.
72	5/09/2022 6:05:00 AM	14/09/2022 2:00:00 PM	Email	TMP, construction noise	**Construction outside operating hours**	BOP and RPRE investigated complaint and sent response to complainant referencing the transit of site vehicles and measures undertaken to prevent construction noise during OOHW construction activities
73	5/09/2022 6:11:00 AM	14/09/2022 2:00:00 PM	Email	Access	**Road damage to driveway**	BOP site manager met with complainant to assess driveway drainage and discuss remediation solution.
74	12/09/2022 5:15:00 AM	12/09/2022 2:00:00 PM	Email	Health and safety	**Cooks Hill Rd project traffic and condition**	RPRE notified resident that Cooks hill Rd maintenance of unsealed section is project responsibility and the sealed section is Yass Valley Council. Informed that repairs to potholed sections on Dalton Rd will occur over 13-14 Sept, this crew will then move onto repairing potholes on gravelled section of Cooks Hill Rd. Issue of project traffic was raised with project staff to address.
75	19/09/2022 1:20:00 AM	20/09/22, 2:40 PM	Phone	Health and safety	**Cooks Hill Rd seal maintenance and project traffic**	RPRE informed complainant that Yass Valley Council has effected repairs to the sealed section of Cooks Hill Rd to date. Recommended that complainant contact council to report the sealed section condition. Further to this, RPRE called complainant to confirm that maintenance had been undertaken on Cooks Hill Rd sealed section (80% potholes repaired). Also confirmed the following: road maintenance is a high priority agenda item with management and contractors, regular inspections are undertaken to assess road side litter, project drivers code of conduct is a regular item in daily pre start and weekly tool box meetings, requested that vehicle identifiers (license plate) are passed through to assist with identifying drivers.

76	27/09/2022 1:30:00 AM	27/09/2022 2:00:00 PM	Email	TMP	**OOHW related**	Complaint relating to works that occurred on 22/9/22 (Day of Mourning) and 25/9/22. Complaint alleges vehicles driving on site breached project conditions. RPRE responded noting that project works were compliant against schedule 3 conditions 7-8, and informed that no construction works were being undertaken within 5km of residence. (Department also consulted with)
77	27/09/2022 10:29:00 PM	28/09/2022 6:05:00 AM	Email	Health and safety	**Cooks Hill Rd and Rye Park/Dalton Rd conditions**	Complaint regarding concerns about the safety of the roadway, particularly during wet weather events due to an increase in traffic and lack of maintenance. Concerns were also relayed about the condition of Rye Park Rd. RPRE contacted complainant and relayed strategy going forward for the maintenance of the public road network.
78	27/09/2022 1:36:00 AM	27/09/2022 2:00:00 PM	Email	TMP	**Traffic Management LV related**	Complainant alleged project light vehicles were travelling on the public rd network with their amber flashing lights still active. RPRE notified complainant that the allegation has been passed onto contractors to notify their personnel on requirements when driving on regional roads.
79	27/09/2022 1:41:00 AM	27/09/2022 2:00:00 PM	Email	Environmental, health and safety	**Traffic Management fauna strikes**	Complaint received relating to a dead wombat on Dalton Rd. Complainant alleged the wombat was hit by a project vehicle and not removed off the road surface. RPRE notified complainant that allegation has been passed onto contractors.
80	27/09/2022 1:49:00 AM	27/09/2022 2:00:00 PM	Email	Environmental	**Roadside litter**	Allegations that litter is being blown from project vehicles along Dalton Rd and Cooks Hill Rd. The complainant was notified that communication relating to the allegations of road side litter exiting project vehicles has been passed onto the BOP contractors.
81	27/09/2022 1:55:00 AM	27/09/2022 2:00:00 PM	Email	TMP	**Traffic Management HV related**	Complaint received relating to a heavy vehicle not driving to road conditions. RPRE notified complainant that allegation has been passed onto contractors to notify their contractors/suppliers on requirements when driving on regional roads (Compliance to drivers code of conduct and gazetted speed reductions zones).
82	27/09/2022 1:47:00 AM	28/09/2022 11:01:00 PM	Email	Health and safety	**Cooks Hill Rd condition**	Correspondence received from resident on the deterioration of the gravel section of Cooks Hill Rd. RPRE advised that the BOP contractor is effecting a maintenance grade to gravel section of Cooks Hill Rd 29-30/9/22 following recent weather event.
83	27/09/2022 2:08:00 AM	29/09/2022 2:00:00 PM	Email	Health and safety	**Road conditions**	Complaint received from resident on the deterioration of the public roads that the project is using during construction. Complainant was notified that RPRE are working with BOP contractor and councils to manage deterioration to the local roads that are used by the project to try and ensure maintenance is appropriately managed.
October 2022						
84	5/10/2022 4:41:00 AM	5/10/2022 1:00:00 PM	Email	TMP	**RPWF - road conditions**	Complaint received from resident on the condition of Cooks Hill Rd sealed section. Parts of the seal are braking up and require maintenance. Complainant notified that RPRE and contractors are working with council to ensure a maintenance program is in place to address degraded sections
85	11/10/2022 1:02:00 AM	12/10/2022 10:00:00 PM	Email	TMP	**RPWF - road conditions**	Complaint received about the condition of Grassy Creek Road, with specific locations requiring remediation identified. Remediation works were carried out, fixing potholes and regraveling the deteriorated sections
87	26/10/2022 7:30:00 PM	3/11/2022 0:00	Phone	Health and safety	**RPWF - traffic related LV**	Complaint alleging poor driver behaviour by a project contractor along Boorowa Rye Park Rd. Requested dash cam footage from complainant and investigated.
90	5/10/2022 1:30:00 AM	9/11/2022 0:00	SMS	Health and safety	**RPWF - traffic related LV**	Complaint received about driver behaviour and deteriorating road conditions. Investigation commenced and complainant informed that driver behaviour allegations had been passed onto contractors. Complainant also informed that deteriorating road conditions are currently being assessed and repairs to commence when the current weather system allows.
November 2022						
89	2/11/2022 8:43:00 AM	9/11/2022 12:00:00 AM	Email	Topsoil management	**RPWF - landowner communication topsoil movement**	Landowner raised concerns about the management of topsoil material on their property. BOP site manager investigated and agreement reached with landholder on how best to rectify the matter.
93	8/11/2022 6:03:00 PM	16/11/2022 12:00:00 AM	Email	TMP	**RPWF - OSOM related**	Complaint received re alleged traffic accident involving an OSOM delivery. Complaint investigated by supply and install contractor who also consulted with NSW Police. No evidence was found to link the alleged incident with a project vehicle.
94	11/11/2022 7:16:00 AM	18/11/2022 12:00:00 AM	Email	TMP	**RPWF-Traffic Management issues LV related**	Complaint received reporting poor driving from project vehicles on Cooks Hill Rd. RPRE HSEC called complainant to discuss event. Requested that any vehicle identification be sent through in order to identify workers involved. Complaint forwarded to contractor site managers to address with sub contractors and suppliers. HSEC and YVC management spoke with highway patrol LAC to determine if more surveillance can be organised.
95	18/11/2022 6:03:00 AM	18/11/2022 7:00:00 AM	Email	Workforce	**Complaint about wages**	Complaint received re payment dispute with a sub contractor. Complaint referred to contractors for action
96	28/11/2022 1:48:00 PM	5/12/2022 12:00:00 AM	Email	TMP	**RPWF-Traffic Management issues OSOM related**	Complaint received re a school bus delay due to an OSOM delivery. Contact made with bus manger to discuss and relay actions being undertaken between RPRE and S&I contractor to avoid future occurrences
December 2022						
97	6/12/2022 8:37:00 AM	13/12/2022 12:00:00 AM	Email	Environmental	**Dust raised by traffic using the Boorowa Bypass**	Complaint made about dust adjacent to the Boorowa bypass. Complaint investigated by contractor who reinstalled delineators between OSOM deliveries to stop other traffic using the bypass and creating dust.
98	9/12/2022 10:47:00 AM	16/12/2022 12:00:00 AM	Email	Environmental	**Construction vehicles creating dust by travelling too fa**	Complaint received reporting that construction vehicles were creating dust by travelling too fast on the unsealed section of Rye Park Road. Complaint referred on to contractors for action, with the respective project teams. Road sections were also sealed avoiding this issue reoccurring.
January 2023						
99	24/01/2023 10:50:00 AM	25/01/2023 12:00:00 AM	Email	TMP	**RPWF - road conditions**	Complaint received regarding Public rd upgrade section deterioration. Complainant provided with update on the plans for repairing the flood damaged sections and that Yass St causeway has undergone temporary repairs to remove potholes
100	27/01/2023 2:00:00 PM	31/01/2023 12:00:00 AM	Email	TMP	**RPWF - road conditions**	Complaint received regarding condition of Yass St causeway and drainage. Update provided on works to date including maintenance and future repair/maintenance works
105	27/01/2023 14:00	25/01/2023, 00:00	Email	TMP	**RPWF - road conditions**	Complaint received regarding condition of Trucking Yard Road. Update provided on works to date including maintenance and future repair/maintenance works
February 2023						
101	12/02/2023 9:00:00 AM	24/02/2023	Email	Construction noise	**Construction outside operating hours**	BOP and RPRE investigating complaint including assessment of noise generated by out of hours works. Assessment undertaken and results forwarded to complainant to show compliance

102	13/02/2023 1:13:00 PM	15/02/2023 12:00:00 AM	Email	Essential Energy power	**Power outage notification period**	Complaint received in respect to notification period for planned outage. Complaint referred to asset owner (Essential Energy). Outcome communicated to complainant
103	15/02/2023 8:32:00 AM	21/02/2023 3:46:00 PM	Email	Health and safety	**RPWF - traffic related LV**	Allegation of dangerous driving made on Grassy Creek Road. Investigation commenced and complainant informed that driver behaviour allegations had been passed onto contractors and the outcomes of the investigation
104	17/02/2023 1:34:00 PM	17/02/2023 1:38:00 PM	Email	TMP	**RPWF - road conditions**	Complaint received regarding condition of Trucking Yard Road. Update provided on works to date including maintenance and future repair/maintenance works
March 2023						
106	1/03/2023 4:15:00 PM	2/03/2023 9:00:00 AM	Phone	Health and safety	**RPWF - traffic related LV**	Allegation of dangerous driving on Dalton Road. Investigation commenced and complainant informed that driver behaviour allegations had been passed onto contractors. Complainant advised of the outcomes of the investigation
107	7/03/2023 10:38:00 AM	15/03/2023 12:00:00 AM	Email	Health and safety	**OSOM Safety concerns**	Allegation that an OSOM delivery didn't have sufficient pilot vehicles and that pilot was not far enough in front of the load to provide adequate notice for other road users. Investigation undertaken by contractor which found the pilot vehicles were correctly placed relative to the load for this delivery. Results of the investigation communicated to the complainant
108	11/03/2023 12:00:00 AM	16/03/2023 12:00:00 AM	Email	construction noise	**Construction outside operating hours**	BOP and RPRE investigated complaint. Contractor provided evidence that no works were underway at the time specified by the complainant. Results of the investigation provided to the complainant
109	23/03/2023 11:30:00 AM	27/03/2023 5:14:00 PM	Email	Health and safety	**Vehicles speeding in Yass**	Complaint received alleging speeding vehicles in Yass. Sub-contracting company identified and provided to contractor. Contractor investigated and unable to identify individual driver. Sub-contractor informed that any drivers who fail to adhere to road rules will be removed from the Project.
April 2023						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
May 2023						
111	31/05/2023	7/06/2023	Email	TMP	RPWF - traffic related LV	Complaint received about project staff vehicle parked on local property. Complaint referred to BOP contractor for action.
June 2023						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
July 2023						
112	31/07/2023	2/08/2023	Phone	Health and safety	**RPWF - traffic related LV**	Complaint received alleging dangerous driving by a project vehicle. Investigated by Vestas and Zenviron with driver identified as a road user not associated with the project.
August 2023						
113	15/08/2023	16/08/2023	Email	Amenity	**Aviation lighting**	Complaint received in relation to aviation lighting. Source of light investigated and found to be a crane. Complainant advised of light source and that it would move following completion of works at this location.
114	15/08/2023	2/08/2023	Phone	Health and safety	**Visual impacts**	Complaint received re visual impacts of turbines. Complainant was offered visual mitigation assessment and associated screening.
September 2023						
118	22/09/2023	8/11/2023	Email	Health and safety	**RPWF - traffic related OSOM**	Complaint received alleging pilot vehicle failed to warn oncoming traffic while OSOM was entering site resulting in a near miss for a private vehicle. Complaint referred to Vestas for investigation with OSOM contractor.
119	24/09/2023	9/10/2023	Email	construction noise	**Construction outside operating hours**	Allegation of out of hours works resulting in noise received. Investigation found no construction activities were underway at the time and location specified.
120	24/09/2023	25/09/2023	Email	RPWF site security issue	**Unauthorised access to site**	Complaint from associated land owner of unauthorised access to site. Investigation found a non associated resident had entered site without supervision.
October 2023						
122	13/10/2023	16/10/2023	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified
November 2023						
123	2/11/2023	2/11/2023	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified
124	12/11/2023	18/12/2023	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified
125	21/11/2023	4/12/2023	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified
126	23/11/2023	18/12/2023	Phone	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified
December 2023						
127	8/12/2023	11/12/2023	Email	TMP	**RPWF - traffic related LV**	Complaint recieved alleging dangerous driving by construction Traffic on Blackburn lane /Cooks Hill Road / intersection with Rye Park Dalton Road. Investigated by Vestas and Zenviron with matter raised at prestart.
133	22/12/2023	12/01/2023	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified
January 2024						
133	4/01/2024 8:13:00 PM	11/01/2024 7:46:00 PM	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified
134	8/01/2024 9:24:00 AM	8/01/2024 4:18:00 PM	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified
135	8/01/2024 5:03:00 PM	11/01/2024 7:35:00 PM	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified

136	9/01/2024 3:59:00 PM	18/01/2024 12:00:00 AM	Email	Amenity, property chan	**Visual, noise, traffic, drainage, aerial impacts**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified Site team visited property in relation to concerns about drainage Concerns about aerial impacts addressed through revisiting advice previousy provided re aeroplane operations
137	25/01/2024 2:06:00 PM	29/01/2024 12:00:00 AM	Email	TMP	**RPWF - traffic related LV**	Complaint recieved alleging dangerous driving. Complaint investigated resulting in the removal of two pilot drivers from the Project.
138	30/01/2024 1:55:00 PM	2/02/2024 12:00:00 AM	Email	Amenity	**Turbine lights**	Complaint received in relation to aviation lighting. Investigation confirmed lighting was operating as required
February 2024						
139	2/02/2024 3:24:00 PM	5/02/2024 2:20:00 PM	Email	Amenity	**Traffic noise**	Complaint received in respect to traffic noise. Vestas inspected turbines with no non compliance identified
140	21/02/2024 9:00:00 AM	21/02/2024 9:02:00 AM	Email	TMP	**RPWF - traffic related LV**	Complaint received re the bollards not being returned on Boorowa Bypass. Vestas contacted, bollards put back
142	26/02/2024 9:44:00 AM	Open	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified. Complaint to remain open until noise monitoring is finalised in 2025. Investigation continuing in line with the Rye Park Complaints Management Plan.
March 2024						
143	28/03/2024 3:01:00 PM	Closed	Email	Property enquiry	**property enquiry**	Refered to property team for action
144	27/03/2024 9:31:00 PM	16/04/2024 7:31:00 AM	Email	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy
145	27/03/2024 9:34:00 PM	16/04/2024 7:32:00 AM	Email	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy
146	27/03/2024 9:35:00 PM	16/04/2024 7:35:00 AM	Email	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy
April 2024						
147	2/04/2024 7:05:00 PM	22/04/2024 9:51:00 AM	Email	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy
151	9/04/2024 12:25:00 PM	22/04/2024 9:50:00 AM	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy
152	10/04/2024 12:30:00 PM	22/04/2024 9:42:00 AM	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy
May 2024						
GR-00065	31/05/2024	2/06/2024	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy
June 2024						
GR-00066	7/06/2024	Open	Email	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Investigation undertaken in line with our policy and discussion with complainant ongoing.
July 2024						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
August 2024						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
September 2024						
GR-00074	24/09/2024	30/09/2024	Email	Amenity	**Visual, noise impacts**	Complaint received in respect to turbine noise. Investigation undertaken in line with our policy, resolution accepted.
October 2024						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
November 2024						
GR-00135	1/11/2024	7/11/2024	Email	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
December 2024						
GR-00139	10/12/2024	18/12/2024	Email	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
January 2025						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
February 2025						
GR-00143	24/02/2025	6/03/2025	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
March 2025						
GR-00144	6/03/2025	31/07/2026	Phone	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified. Investigated in line with the Rye Park Complaints Management Plan.
GR-00145	14/03/2025	31/07/2026	Phone	Amenity	**Turbine noise**	Complaint received in respect to turbine noise. Vestas inspected turbines with no non compliance identified. Investigated in line with the Rye Park Complaints Management Plan.
April 2025						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
May 2025						

GR-00146	6/05/2025	30/05/2025	Phone	Project communications	**Lack of communication**	Complaint received from neighbour alleging lack of information regarding the project. No further information received by complainant.
GR-00149	23/05/2025	6/06/2025	Email	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
June 2025						
GR-00154	23/06/2025	17/07/2025	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
July 2025						
GR-00159	24/07/2025	11/08/2025	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
GR00156	30/07/2025	8/08/2025	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
August 2025						
GR-00163	19/08/2025	29/08/2025	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
GR-00160	19/08/2025	5/09/2025	Email	TMP	**RPWF - traffic related LV**	Complaint recieved alleging dangerous driving and incorrect site access points by project vehicle. Investigated by Tilt and Vestas, with matter raised at team safety meeting and prestarts.
September 2025						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
October 2025						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
November 2025						
GR-00168	27/11/2025	4/12/2025	Phone	RPWF TV reception	**TV interference**	Investigated and referred to tv technician for remedy.
December 2025						
GR-00169	5/12/2025	15/12/2025	Email	Amenity	**Visual impacts**	Complaint received re visual impacts of turbines. Met with complainant at property, not eligible for visual screening program. Information regarding planning approvals sent to complainant.
January 2026						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
February 2026						
GR-00173	12/02/2026	13/02/2026	Email	TMP	**RPWF - traffic related**	Complaint recieved alleging dangerous driving. Investigated by Tilt and Vestas, with matter raised at team safety meeting and prestarts.
March 2026						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
April 2026						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
May 2026						
GR-000176	12/05/2026	19/05/2026	Email	Amenity	**General project impacts**	Complaint received alleging project impacts and general dissatisfaction, 20km from closest turbine. No non compliance identified. Investigated in line with the Rye Park Complaints Management Plan.
GR-000175	14/05/2026	26/05/2026	Email	Amenity	**Turbine Noise**	Complaint received in respect to turbine noise, 13km from closest turbine. Investigated in line with the Rye Park Complaints Management Plan.
June 2026						
GR-00178	28/06/2026	21/08/2026	Email	Phone reception	**Mobile phone interference**	No impact to mobile phone interference identified.
July 2026						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
August 2026						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
September 2026						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
October 2026						
Nil	Nil	Nil	Nil	Nil	Nil	Nil
November 2026						

NOVEMBER 2026 - TWO OPEN COMPLAINTS						