

Goulburn River Solar Farm - Complaints Register



Ref No	Date	Time	Complainant ID	Contact Method	Nature of Compliant	Details	Resolution	Status
COM001	24/02/2025	14:06	01	Phone call	Dust	Excessive dust; water cart unattended	Increased daily dust suppression runs	Resolved
COM002	24/02/2025	14:06	01	Phone call	Driver Behaviour	Project vehicle speeding in reduced zone	Reminder to all staff on speed compliance	Resolved
COM003	26/02/2025	12:50	01	Phone call	Driver Behaviour	Trucks without load covers	Reminder to cover loads in pre-start	Resolved
COM004	19/03/2025	15:17	01	Phone call	External Roads	Cable strike near site entrance	No impact; monitoring continued	Resolved
COM005	21/03/2025	12:29	01	Phone call	Dust, External Road	Concerns: signage visibility; verge maintenance; road wear; dust	Extra water cart; signage adjusted; verge issues referred	Resolved
COM006	27/03/2025	10:56	01	Phone call	External Roads	Road deterioration reported	Referred to council for maintenance	Resolved
COM007	5/04/2025	8:05	02	Phone call	External Roads	Driveway blocked; delivery missed	Temporary fix applied; condition noted	Resolved
COM008	7/04/2025	12:17	02	Phone call	External Roads	Ballast may damage tyres; excessive dust	Gravel overlay applied; dust suppression ongoing	Resolved
COM009	8/04/2025	12:50	02	Phone call	External Roads	Driveway steepness causing issues	Resident to monitor; contact if issue remains	Resolved
COM010	27/04/2025	19:53	03	Incoming correspondence	External Roads	Vegetation overgrowth; road damage; unsafe U-turns; rubbish;	Relevant issues addressed; others referred to council	Resolved
COM011	28/04/2025	6:56	04	SMS	External Roads	Vehicle bogged after rain	Assisted vehicle recovery	Resolved
COM012	1/05/2025	11:14	02	Phone call	External Roads	Mail delivery stopped due to road condition	Road confirmed accessible; mail collected	Resolved
COM013	5/05/2025	10:39	03	Phone call	External Roads	Road damage outside work zone	Photos reviewed; remediation considered	Resolved
COM014	5/05/2025	14:44	01	Phone call	Dust	Dust issue reported	Water trucks operating; refilling may cause gaps	Resolved
COM015	8/05/2025	11:10	05	Phone call	External Roads, Driver Behaviour	Mail delivery issues; driveway access; speeding trucks	Driveway fixed; speeding raised at pre-start	Resolved
COM016	8/05/2025	11:20	02	On site conversation	External Roads	Road deterioration concern	Site review scheduled	Resolved
COM017	8/05/2025	15:00	01	On site conversation	Project	Conflict incident with traffic control	Apology issued; staff retraining planned	Resolved
COM018	15/05/2025	8:52	06	Phone call	External Roads	Telstra outage affecting vulnerable resident	Satellite phone issued; Telstra repaired service	Resolved
COM019	20/05/2025	10:16	07	Phone call	External Roads	Enquiry about causeway plans	Provided update via text	Resolved
COM020	20/05/2025	10:56	01	Phone call	External Roads	Potholes; speeding; upgrade status concerns	Updates sent; repairs planned	Resolved
COM021	20/05/2025	17:25	02	Phone call	External Roads	Metal object punctured tyre	Object likely unrelated to project; referred to council	Resolved
COM022	25/05/2025	19:22	03	Incoming correspondence	External Roads	Road damage; truck movements on Sunday	Monitored; subcontractor reminded of work hours	Resolved
COM023	27/05/2025	16:42	01	Phone call	Project	Operational and infrastructure concerns	Issues logged; some resolved	Resolved
COM024	28/05/2025	10:41	02	Phone call	External Roads	Driveway washout	Driveway repaired	Resolved
COM025	28/05/2025	12:08	08	Incoming correspondence	External Roads	Driveway blocked by contouring	Rectified; council advised	Resolved
COM026	30/05/2025	16:58	01	Phone call	External Roads	Pothole and crossing damage concerns	Resident to monitor; follow-up planned	Resolved
COM027	5/06/2025	10:00	09	Walk-in (Merriwa office)	External Roads	Complaint about driveway changes	Contact made with resident	Resolved
COM028	19/06/2025	13:40	01	Phone call	External Roads	Concerns on crossings, asphalt and bus stop plans	Conditions monitored; awaiting resident clarification	Resolved
COM029	24/06/2025	13:58	03	Phone call	External Roads	Road deterioration after rain	Resident to be updated	Resolved
COM030	27/06/2025	8:07	03	SMS	External Roads	Frustration over road quality	Plan to address issues prepared	Resolved
COM031	1/07/2025	18:31	10	Incoming correspondence	External Roads	Driveway flooding concerns	Response provided to resident	Resolved
COM032	3/07/2025	9:44	01	Phone call	External Roads	Follow-up on road and causeway issues	Images received; inspections done	Resolved
COM033	7/07/2025	10:36	03	Incoming correspondence	External Roads	Patching works incomplete		Open
COM034	9/07/2025	11:05	09	Walk-in (Merriwa office)	External Roads	Flooding near driveway	Site visit conducted; resolution to be discussed	Resolved
COM035	10/07/2025	9:42	03	Incoming correspondence	External Roads	Potholes at Bow Creek	Repairs completed	Resolved
COM036	3/07/2025	15:44	10	Incoming correspondence	External Roads	Safety and quality concerns on road and crossings	Driveway and road issues rectified; works compliant with	Resolved
COM037	16/07/2025	10:03	02	Phone call	External Roads	Driveway hazard and speeding trucks	Contacted resident; site visit planned	Resolved
COM038	16/07/2025	10:08	03	Phone call	External Roads	Vehicle damage from potholes; hazardous sections	Contact attempted; awaiting call back	Resolved
COM039	22/07/2025	11:19	08	SMS	Driver Behaviour	Near miss with trucks doing U-turns	Investigation complete; actions taken	Resolved
COM040	22/07/2025		03	Incoming correspondence	Driver Behaviour	General objection to project	Concern noted	Resolved
COM041	22/07/2025	11:57	08	Walk-in (Merriwa office)	Driver Behaviour	Council report of unsafe U-turns	Investigation complete; actions taken	Resolved
COM042	23/07/2025		01	Incoming correspondence	Project	Objection to extended working hours	Noted	Resolved
COM043	22/07/2025		11	Phone call	Driver Behaviour	Non-compliant vehicle movements	Future breaches will result in removal from project	Resolved
COM044	25/07/2025		03	Phone call	External Roads	Road patch failure prediction; early truck activity; intersection	Road risk referred to transport authority	Resolved
COM045	29/07/2025	10:30	13	Community event	External Roads	Meeting held to discuss project-related infrastructure, road and		Open

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COM046	29/07/2025	15:33	11	Incoming correspondence	Driver Behaviour	Driveway damaged during roadworks	Rectification planned; visit scheduled	Resolved
COM047	29/07/2025	15:33	11	Incoming correspondence	External Roads	Concerns with road quality and driveway design	Site visit planned to discuss	Resolved
COM048	31/07/2025	13:11	11	Incoming correspondence	Driver Behaviour	Concerns over safety and wildlife impacts	Resident contact	Resolved
COM049	6/08/2025	15:35	11	Phone call	External Roads	Exposed reo at culvert	Repaired and concreted	Resolved
COM050	11/08/2025	9:38	08	Phone call	Driver Behaviour	Report of unlawful truck turn	Review found no breach; informed council	Resolved
COM051	13/08/2025	18:32	01	Incoming correspondence	External Roads	Road deterioration and narrow culverts	Maintenance underway; upgrades planned	Resolved
COM052	15/08/2025	12:55	12	Incoming correspondence	External Roads	Driveway access blocked by ditch	Resolution not detailed	Resolved
COM053	15/08/2025	15:33	01	Phone call	Dust, Driver Behaviour	Excessive dust from speeding HVs	Water cart deployed; dust measures reviewed	Resolved
COM054	20/08/2025	7:51	11	Phone call	Driver Behaviour	HVs in school bus area	Operations reviewed; historic commitments checked	Resolved
COM055	21/08/2025	18:05	13	Phone call	Driver Behaviour	Dangerous truck driving reports	Matter escalated; awaiting incident details	Resolved
COM056	22/08/2025	11:20	14	Incoming correspondence	External Roads	Damage to local roads from HVs	Roadworks approved for repair	Resolved
COM057	26/08/2025	10:30	01	On site conversation	External Roads	Operational issues: road damage, speeding and rubbish	Some resolved; some referred to council	Resolved
COM058	27/08/2025	11:30	15	Community event	External Roads	Road damage from HVs in wet	Roadworks approved and scheduled	Resolved
COM059	28/08/2025	10:45	03	Phone call	Project, External Roads	Traffic control delay; culvert concerns	Issues escalated to safety and site teams	Resolved
COM060	29/08/2025	10:51	16	Walk-in (Merriwa office)	Project	Night noise and HV traffic on unauthorised road	No source of reported noise found, Redwell Rd confirmed	Resolved
COM061	30/08/2025	17:00	09	On site conversation	External Roads	Driveway condition complaint	Resident contact	Resolved
COM062	1/09/2025	14:27	09	Phone call	External Roads	Driveway height/damage affecting access	Driver works completed	Resolved
COM063	2/09/2025	16:08	01	Phone call	Driver Behaviour	Speeding HV report	Complaint logged separately	Resolved
COM064	2/09/2025	16:30	01	Phone call	Driver Behaviour	Repeat speeding allegation	Investigation found no breach; reinforced safety	Resolved
COM065	2/09/2025	17:05	01	Phone call	External Roads	Concerns re local roads and speed signs	Discussion held; permits confirmed	Resolved
COM066	3/09/2025	9:52	08	Incoming correspondence	External Roads	Multiple driveway access issues	Driver works completed	Resolved
COM067	3/09/2025	13:04	08	SMS	Driver Behaviour	Unauthorised truck U-turn	Driver removed from project	Resolved
COM068	9/09/2025	9:00	01	On site conversation	External Roads, Driver Behaviour	Speeding and Traffic Control positioning concerns	Issues raised for review	Resolved
COM069	9/09/2025	14:31	01	Phone call	External Roads	Traffic Control positioning; HV speeding	VMS and counters planned	Resolved
COM070	10/09/2025	9:17	17	Incoming correspondence	External Roads	Claim for vehicle damage from gravel	Directed through insurance process	Resolved
COM071	17/09/2025	10:00	01	Community event	External Roads	Road deterioration and safety hazards.		Open
COM072	17/09/2025	17:04	01	Phone call	Dust	Dust hazard on road section	Dust suppression discussed with team	Resolved
COM073	19/09/2025	17:00	01	Phone call	Dust, External Road	Delayed pothole repairs; poor dust control; TMP breaches		Open
COM074	24/09/2025	14:18	09	Phone call	External Roads	Leaning sign; dam water diversion issue	On-site meeting planned	Resolved
COM075	26/09/2025		18	On site conversation	Dust	Concerns dust from bus U-turns	Dust suppression at set times	Resolved
COM076	2/10/2025	12:00	01	Phone call	Wildlife, Rubbish	Roadkill not collected; Traffic Control distraction; rubbish.	Noted in resident meeting	Resolved
COM077	2/10/2025	9:00	09	On site conversation	External Roads	Driveway design and drainage request	Survey and environmental assessment planned	Resolved
COM078	3/10/2025	15:22	18	Phone call	Driver Behaviour	Unsafe HV driver behaviour.	Incident reviewed and resolved with future incidents to	Resolved
COM079	3/10/2025	18:30	18	SMS	External Roads	Safety concerns on certain local roads.	Response sent; safety reminders reiterated	Resolved
COM080	8/10/2025	9:30	13	On site conversation	Roads, Driver Behaviour	Concerns on road condition and HV speeds.	Works continuing on external roads, TfNSW to install	Resolved
COM081	15/10/2025	11:18	01	Phone call	Project	Concerns about unfulfilled commitments and comms contradictions.	Regular meeting held with resident to address their	Resolved
COM082	23/10/2025	11:09	01	Phone call	External Roads, Driver Behaviour, Dust	Multiple unsafe driving concerns; road and dust issues.		Open
COM083	29/10/2025	11:22	09	Phone call	External Roads	Incomplete driveway works causing runoff; request for phone tower	Driveway works completed	Resolved
COM084	6/11/2025	21:49	20	Incoming correspondence	External Roads	Potholes near Golden Highway and speed limits on external roads,	Potholes repair in progress, speed limits reduced, and	Resolved
COM085	7/11/2025	12:37	01	Phone call	External Roads, Driver Behaviour, Dust	Unsafe driver behaviour, road reserve slashing, installation of		Open
COM086	11/11/2025	9:30	01	Phone call	External Roads	Conditions of road concerns raised and delays caused by traffic stop		Open
COM087	11/11/2025	18:08	21	Incoming correspondence	External Roads	Conditions of the roads and damage to tyres.	Acknowledgment and contact options provided for follow-	Resolved
COM088	12/11/2025	15:17	01	Phone call	External Roads, Driver Behaviour	Potholes and condition of external roads. Speeding HV vehicles on		Open
COM089	13/11/2025	11:07	01	Phone call	External Roads	Immediate road repairs required, clarity on speed camera data		Open
COM090	13/11/2025	14:27	03	SMS	External Roads	Excessive wait time at traffic lights and traffic disruptions on	Traffic flow issues to be addressed by team	Resolved
COM091	19/11/2025	9:37	01	Phone call	External Roads, Driver Behaviour, Dust	Driver behaviour, VMS board location and speed camera installation		Open
COM092	3/12/2025	17:28	03	SMS	External Roads	Pilot vehicle causing unnecessary traffic delays.	Pilot vehicle requirement ending soon.	Resolved
COM093	8/12/2025	12:18	01	Phone call	External Roads	Traffic data analysis enquiry, verge slashing, road repair plans.		Open

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COM094	10/12/2025	9:22	03	Incoming correspondence	External Roads, Dust	Strong dissatisfaction about the project newsletter, road	Road upgrades aiding to reduce dust, monitoring and	Resolved
COM095	18/12/2025	13:16	20	Phone call	External Roads	Road camber, causing HV overcorrecting steering.	Information provided about local road condition.	Resolved
COM096	19/12/2025	12:04	01	Phone call	External Roads, Driver Behaviour	Speeding HV, permanent speed cameras, verge slashing schedule &		Open
COM097	23/12/2025	9:23	08	Incoming correspondence	External Roads	Property gate damage.		Open
COM098	5/01/2026	10:13	09	Phone call	External Roads	Concerns raised that recent works have resulted in an inaccessible	Concerns were addressed through confirmation of	Resolved
COM099	9/01/2026	11:12	22	Phone call	External Roads	Resident made contact about their letterbox being removed in early	Photo provided of letterbox in reinstated	Resolved
COM100	9/01/2026	13:48	01	Phone call	External Roads, Driver Behaviour	Speed detection solutions, verges creating safety hazards, drainage		Open
COM101	13/01/2026	13:00	01	Phone call	External Roads	Concerns raised about traffic data collection timing, speed	Driver behaviour controls outlined, confirmed road	Resolved
COM102	14/01/2026	8:00	20	On site conversation	External Roads	Road camber, construction debris, and left turn lane width from		Open
COM103	29/01/2026	9:30	01	On site conversation	External Roads, Driver Behaviour	Road repairs, speeding concerns, maintenance requirements,		Open
COM104	3/02/2026	11:18	01	Phone call	Driver Behaviour	Dangerous driver behaviour reported. Sight limiting dust clouds	Vehicles identified, drivers interviewed. All project drivers	Resolved
COM105	3/02/2026	14:50	03	Incoming correspondence	External Roads	Concerns raised about road deterioration, incomplete line marking		Open
COM106	6/02/2026	12:24	09	Phone call	External Roads	Driveway not functioning as intended. Letterbox inaccessible for	Driveway works have been completed in accordance with	Resolved
COM107	7/02/2026	11:07	27	Incoming correspondence	External Roads	Poor conditions on the dirt section of Wollara Road is causing truck	Deliveries may resume following road maintenance.	Resolved
COM108	8/02/2026	14:54	28	Incoming correspondence	External Roads, Driver Behaviour	Poor project driver behaviour, windscreen damage, and truck tyre	Email response provided addressing road condition	Resolved
COM109	10/02/2026	7:30	29	Incoming correspondence	External Roads	Concerns have been raised about the condition of Ringwood and		Open
COM110	10/02/2026	7:30	29	Incoming correspondence	External Roads	Concerns raised about the condition of Wollara Road and its impacts		Open
COM111	10/02/2026	7:30	29	Incoming correspondence	External Roads	Concerns raised about the condition of Wollar Road and its impacts		Open
COM112	10/02/2026	7:30	29	Incoming correspondence	External Roads	Concerns raised about the condition of Wollara Road, resulting in		Open
COM113	10/02/2026	16:06	22	On site conversation	External Roads	Reinstated letterbox is not accessible for standard mail delivery.	Letterbox reinstated.	Resolved
COM114	12/02/2026		13	Community event	External Roads	Concerns regarding road conditions, traffic and dust impacts,		Open
COM115	18/02/2026	9:20	01	Phone call	External Roads	Complaint received regarding excessive dust on unsealed road,		Open
COM116	3/03/2026	14:11	20	Phone call	External Roads	Concerns raised regarding road condition, intersection safety and		Open
COM117	4/03/2026	11:59	01	Incoming correspondence	External Roads, Driver Behaviour	Concerns raised regarding heavy vehicle driving behaviour, road		Open
COM118	12/03/2026	10:00	01	Community event	Project, External Roads	Concerns highlighted relating to road conditions, traffic		Open
COM119	11/03/2026	9:04	32	Phone call	External Roads	Consultation undertaken regarding proposed Cullingral Road turning		Open
COM120	11/03/2026	10:44	33	Phone call	External Roads	Follow-up consultation with adjoining landowners regarding side-	Monitoring for dust required.	Resolved
COM121	11/03/2026	11:17	34	Phone call	External Roads	Stakeholder advised no concerns as proposal will not impact them.	No impact.	Resolved
COM122	11/03/2026	17:42	10	Outgoing correspondence	External Roads	Acknowledged positive feedback regarding driveway drainage.	Items incorporated into maintenance schedule; ongoing	Resolved
COM123	12/03/2026	10:00	01	Community event	External Roads	Positive feedback received regarding improvement in project driver	Noted and comments shared with wider team.	Resolved
COM124	20/03/2026	13:50	31	Phone call	External Roads	Stakeholder advised no concerns subject to no road damage from	Requirement communicated to project team; road	Resolved
COM125	25/03/2026	14:55	19	Incoming correspondence	External Roads	Enquiry regarding activities on Killoe Road not referenced in project	Advised no project works in this location; referred to	Resolved
COM126	26/03/2026	9:53	01	Phone call	External Roads	Multiple concerns raised including driver behaviour, verge	Contractor engaged regarding driver behaviour; actions	Open