

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 to council	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; upgrade concerns	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	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 standards	Resolved
COM034	7/07/2025	10:36	03	Incoming correspondence	External Roads	Patching works incomplete		Open
COM035	9/07/2025	11:05	09	Walk-in (Merriwa office)	External Roads	Flooding near driveway	Site visit conducted; resolution to be discussed	Resolved
COM036	10/07/2025	9:42	03	Incoming correspondence	External Roads	Potholes at Bow Creek	Repairs completed	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	11:57	08	Walk-in (Merriwa office)	Driver Behaviour	Council report of unsafe U-turns	Investigation complete; actions taken	Resolved
COM041	22/07/2025		03	Incoming correspondence	Driver Behaviour	General objection to project	Concern noted	Resolved

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COM042	22/07/2025		11	Phone call	Driver Behaviour	Non-compliant vehicle movements	Future breaches will result in removal from project	Resolved
COM043	23/07/2025		01	Incoming correspondence	Project	Objection to extended working hours	Noted	Resolved
COM044	25/07/2025		03	Phone call	External Roads	Road patch failure prediction; early truck activity; intersection hazard	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 safety matters. Ongoing issues were reviewed and actions identified, with regular communication to continue with stakeholders.		Open
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 as not an approved thoroughfare, registration plates to be reported	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	9:00	09	On site conversation	External Roads	Driveway design and drainage request	Survey and environmental assessment planned	Resolved
COM077	2/10/2025	12:00	01	Phone call	Wildlife, Rubbish	Roadkill not collected; Traffic Control distraction; rubbish.	Noted in resident meeting	Resolved
COM078	3/10/2025	15:22	18	Phone call	Driver Behaviour	Unsafe HV driver behaviour.	Incident reviewed and resolved with future incidents to be managed separately.	Resolved

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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 permanent reduced speed signage, reductions already in place for solar farm traffic	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 concerns	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, safety concerns on	Potholes repair in progress, speed limits reduced, and intersection safety improvements in discussion with TfNSW	Resolved
COM085	7/11/2025	12:37	01	Phone call	External Roads, Driver Behaviour, Dust	Unsafe driver behaviour, road reserve slashing, installation of reduced speed signs and registration monitoring devices.		Open
COM086	11/11/2025	9:30	01	Phone call	External Roads	Conditions of road concerns raised and delays caused by traffic stop lights on a Sunday.		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-up.	Resolved
COM088	12/11/2025	15:17	01	Phone call	External Roads, Driver Behaviour	Potholes and condition of external roads. Speeding HV vehicles on public roads.		Open
COM089	13/11/2025	11:07	01	Phone call	External Roads	Immediate road repairs required, clarity on speed camera data monitoring.		Open
COM090	13/11/2025	14:27	03	SMS	External Roads	Excessive wait time at traffic lights and traffic disruptions on Ringwood and Wollar Road upgrades.	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 information, damage to road edges and dust.		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
COM094	10/12/2025	9:22	03	Incoming correspondence	External Roads, Dust	Strong dissatisfaction about the project newsletter, road deterioration, increase in dust, need for speed monitoring and enforcement, increased wildlife collisions & delays in roadside maintenance.	Road upgrades aiding to reduce dust, monitoring and enforcement of vehicle speed compliance, no observed increase in wildlife interaction incidents, road maintenance advance notice provided.	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 & scope.		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 letterbox, an unsafe driveway drop-off, and restricted B-double truck access to their property.	Concerns were addressed through confirmation of planned guideposts, referral of driveway matters, review of letterbox access, and updates on storm damage repairs.	Resolved
COM099	9/01/2026	11:12	22	Phone call	External Roads	Resident made contact about their letterbox being removed in early November and made contact about reinstatement.	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 problems near Bow Creek, creek works completion status, and strategies to address road surface deterioration during hot weather.		Open

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COM101	13/01/2026	13:00	01	Phone call	External Roads	Concerns raised about traffic data collection timing, speed enforcement needs, unmaintained verges, drainage issues at creek crossings, and inadequate road surface maintenance during hot weather.	Driver behaviour controls outlined, confirmed road design compliance, and discussed maintenance schedules, with the resident accepting the proposed increase in heavy vehicle movements contingent on continued behaviour improvements and proactive maintenance, while verge maintenance responsibilities require Council clarification.	Resolved
COM102	14/01/2026	8:00	20	On site conversation	External Roads	Road camber, construction debris, and left turn lane width from Ringwood Road to the Golden Highway.		Open
COM103	29/01/2026	9:30	01	On site conversation	External Roads, Driver Behaviour	Road repairs, speeding concerns, maintenance requirements, erosion control, and traffic control signage in place.		Open
COM104	3/02/2026	11:18	01	Phone call	Driver Behaviour	Dangerous driver behaviour reported. Sight limiting dust clouds generated during incident.	Vehicles identified, drivers interviewed. All project drivers briefed on driving to conditions, with emphasis on vehicle control on gravel roads.	Resolved
COM105	3/02/2026	14:50	03	Incoming correspondence	External Roads	Concerns raised about road deterioration, incomplete line marking and delayed road slashing. Figure of 55 heavy vehicles per day maximum until approval communicated, grading work on unsealed portion of road was underway.		Open
COM106	6/02/2026	12:24	09	Phone call	External Roads	Driveway not functioning as intended. Letterbox inaccessible for delivery staff.	Driveway works have been completed in accordance with the approved design. Any requests for changes should be directed to the relevant authority. The letterbox remains in its original pre-works location.	Resolved
COM107	7/02/2026	11:07	27	Incoming correspondence	External Roads	Poor conditions on the dirt section of Wollara Road is causing truck damage.	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 damage. Urgent road upgrades required.	Email response provided addressing road condition concerns, outlining constraints to permanent upgrades, recent maintenance activities, and contact details for reporting construction traffic issues.	Resolved
COM109	10/02/2026	7:30	29	Incoming correspondence	External Roads	Concerns have been raised about the condition of Ringwood and Wollara Roads and the associated impacts on safety and vehicle operations.		Open
COM110	10/02/2026	7:30	29	Incoming correspondence	External Roads	Concerns raised about the condition of Wollara Road and its impacts on transport operations and safety.		Open
COM111	10/02/2026	7:30	29	Incoming correspondence	External Roads	Concerns raised about the condition of Wollar Road and its impacts on project operations and safety.		Open
COM112	10/02/2026	7:30	29	Incoming correspondence	External Roads	Concerns raised about the condition of Wollara Road, resulting in impacts on transport activities, including operational disruptions and safety risks.		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, drainage and visual amenity. Request for clearer communication on planned mitigation measures and future road arrangements.		Open
COM115	18/02/2026	9:20	01	Phone call	External Roads	Complaint received regarding excessive dust on unsealed road, verge maintenance and debris cleanup. Traffic control signage installed requiring review.		Open
COM116	27/02/2026	15:56	01	Phone call	Project	Delivery queries; project works status; water usage concerns; signage requests; infrastructure repair review; dust plan status.		Open

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COM117	3/03/2026	14:11	20	Phone call	External Roads	Concerns raised regarding road condition, intersection safety and project water use.		Open
COM118	4/03/2026	11:59	01	Incoming correspondence	External Roads, Driver Behaviour	Concerns raised regarding heavy vehicle driving behaviour, road safety features and increased water truck movements.		Open
COM119	11/03/2026	9:04	32	Phone call	External Roads	Consultation undertaken regarding proposed Cullingral Road turning circle and thermal sand deliveries. Concerns raised regarding cumulative traffic volumes, road capacity, community access and school bus interactions. Mitigation measures discussed including road reinforcement and scheduling controls.		Open
COM120	11/03/2026	10:44	33	Phone call	External Roads	Follow-up consultation with adjoining landowners regarding side-road turnaround. No concerns raised; request for dust monitoring noted.	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. Update provided on remaining works and fire management measures.	Items incorporated into maintenance schedule; ongoing monitoring and controls in place.	Resolved
COM123	12/03/2026	10:00	01	Community event	Project, External Roads	Concerns highlighted relating to road conditions, traffic management and broader project impacts. Safety matters and perceptions of project focus, alongside some positive feedback regarding recent improvements in heavy vehicle driving behaviour.		Open
COM124	12/03/2026	10:00	01	Community event	External Roads	Positive feedback received regarding improvement in project driver behaviour.	Noted and comments shared with wider team.	Resolved
COM125	20/03/2026	13:50	31	Phone call	External Roads	Stakeholder advised no concerns subject to no road damage from additional heavy vehicle movements.	Requirement communicated to project team; road reinforcement to be considered.	Resolved
COM126	25/03/2026	14:55	19	Incoming correspondence	External Roads	Enquiry regarding activities on Killoe Road not referenced in project communications.	Advised no project works in this location; referred to Council.	Resolved
COM127	26/03/2026	9:53	01	Phone call	External Roads	Multiple concerns raised including driver behaviour, verge maintenance, signage condition, debris and water use practices.	Contractor engaged regarding driver behaviour; actions initiated and monitoring ongoing.	Open
COM128	20/04/2026	8:43	36	Incoming correspondence	Driver Behaviour	Vehicle noise disturbance; early morning truck impacts; resident request for noise cessation; follow-up via contact line requested.		Open
COM129	20/04/2026	14:29	37	Incoming correspondence	Dust	Complaint received regarding inadequate dust suppression at the solar farm.		Open
COM130	28/04/2026	9:35	01	Phone call	Project	Concerns raised regarding the project's overall impact on the local community.		Open
COM131	28/04/2026	18:24	02	Phone call	Dust	Report of dust accumulation on residential solar panels attributed to project site activities.		Open
COM132	5/05/2026	11:40	01	Phone call	Project	Several concerns regarding site operations and water management.		Open
COM133	13/05/2026	14:23	01	Phone call	Project, External Roads	Issues with previous standpipe causing flooding and water waste.	Standpipe hose replaced; local road liaison ongoing; speed camera installation scheduled; dust and fauna monitoring compliant.	Resolved
COM134	17/05/2026	15:08	38	Incoming correspondence	External Roads, Driver Behaviour	Mailing list omission; morning truck movements; compression brake noise near property		Open
COM135	18/05/2026	14:54	38	Phone call	Driver Behaviour	Omission from project mailing list; truck compression braking noise concerns	Mailing list criteria explained; transport contractors briefed on compression braking guidelines; resident follow-up completed.	Resolved
COM136	19/05/2026	11:18	38	Phone call	External Roads	Exhaust brake noise location unclear; road condition tracking; Council grading requested	Noise concerns shared with site team; specific location unverified by complainant.	Resolved
COM137	25/05/2026	13:44	36	Outgoing correspondence	Project	Traffic and construction noise follow-up; wildlife safety compliance; machinery timestamp request	Issue on hold pending verification of event timestamps or contact preferences.	Resolved

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COM138	27/05/2026	18:00	39	On site conversation	Project	Project water usage dispute; town supply intake concerns; clarity demanded on water data	Council identified as correct information source; stakeholder directed to regulatory data channels.	Resolved
COM139	28/05/2026	12:29	36	Incoming correspondence	Project, External Roads	Heavy engine noise windows; wildlife mitigation skepticism; email-only contact request		Open