

# Crudine Ridge Wind Farm Community Complaints Register – 2021

This Community Complaints Register was initially published on 1 November 2021. Register since updated 11 January 2022.

Complaint ID Number	Date	Mode of Complaint	Nature of Complaint	Response and Action Taken	Status (Open/Closed)
118	14/01/2021	Email	Email received regarding a 'whirring' noise query during night and early morning.	Email forwarded onto Environment Technical Advisor – looked into what WTG's were working during the night of complaint, wind direction etc	Closed
119	14/01/2021	Email	Email received with an image taken of a phone App sound recording of whirring noise.	Email forwarded onto Environment Technical Officer.	Closed
120	22/01/2021	Email	Email received with an image taken of a phone App sound recording of whirring noise.	Email forwarded onto Environment Technical Officer.	Closed
126	9/02/2021	Phone	Reported hearing whirring noise throughout the night and expected it to be from the wind farm.	Responded with statement that Crudine Ridge Wind Farm are required to perform Noise Testing, in accordance to Condition 13 of Schedule 3, of SSD6697, in which testing is to be undertaken within three months of commencement of operations and not during commissioning.	Closed.
131	19/02/2021	Email	Landowner unhappy regarding CWP response to his prior correspondence.	CWP Officer passed on this information to Management	Closed
134	26/2/2021	Email	Email sent to Manager in regard to being unhappy for overhead transmission line construction and environmental disturbances.	Issues discussed with Management teams and possible resolutions will be offered.	Closed
137	4/03/2021	In person	Sediment control issue requiring fixing. Geo fibre on property and can get into wool.	Discussed with GEZ to find solutions to sediment control and to remove Geo fibre ASAP	Closed
139	8/3/2021	Letter	A letter from law firm acting on behalf of property owners in the vicinity of the wind farm, stating that their property has reduced in value due to wind turbines being in their view.	CWP responded to letter as required.	Closed.
141	15/3/2021	Email	Email stating they could hear wind turbines from their residence.	Issues discussed with management teams and possible resolutions will be offered.	Closed.
143	18/3/2021	Phone	Called to say that recent rain was causing severe washaways beside Bombandi Road. He also	'Issues were passed onto Management and the issues regarding mobile and TV reception	Closed

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			wanted to mention his mobile reception has deteriorated along with his TV reception.	deuteriation was sent onto TransGrid. Washaways to be rectified when completing rehabilitation.	
148	6/4/2021	Phone	Gate left open at Boundary on main access track and a Ram from the property is missing.	Various Personnel looked for Ram and incident of gate was investigated and discussed with the person responsible. Ram was located and had not escaped.	Closed
151	12/4/2021	Phone	Called to report spotlighting on his property. Also reported Shadow Flicker on homestead. Also Gate concern on neighbouring property.	Operations Manager investigated spotlighting. Also organising a meeting regarding Shadow Flicker and possible mitigation.	Closed
152	12/4/2021	Email	Local Landowner emailed Manager of Construction about issues concerning his property from the construction of the overhead transmission line	A meeting was organised with Landowner at their property and discussed mitigation measures.	Closed
167	8/6/2021	Letter	Letter from landowner stating all the issues neighbour has with the wind farm	Response being developed by CWP	Closed
170	1/7/2021	Email	Email to discuss grievances with visual mitigation process	Email returned to provide responses to neighbour's grievances. Negotiations ongoing.	Closed
174	9/7/2021	Phone	Phone call regarding visual mitigation issues and response to report.	Passed issues to construction management to discuss possible resolutions. Neighbour agreement agreed to.	Closed
175	14/7/2021	Text	Text message to report noise from the wind turbines through the night.	Responded to the text to ask if more information was available and Neighbour responded accordingly. Report was logged	Closed
176	16/7/2021	Phone	Phone call received regarding issues with the Visual Mitigation report.	Discussed processes with Neighbour although compiled report. Neighbour agreement agreed to.	Closed
178	19/8/2021	Email	Sent photos of shadow flicker events	Registered complaint and logged videos. Negotiations ongoing.	Closed
180	19/8/2021	Phone	Issue with rehab agreement design	Final response provided in email outlining original intent	Closed
182	24/9/2021	Phone	Email to discuss grievances with Visual Mitigation processes.	Through follow-up discussions have rectified the issues and have closed case.	Closed
183	27/10/2021	Letter	Letter from landowner outlining issues with noise, animal husbandry, health effects and land management.	Letter response provided by CWP 17/11/2021 outlining options under development consent.	Open