

<b><u>Snowy Hydro 2.0 Exploratory Works Complaints Summary: 2019</u></b>	
<b>Infrastructure Approval No:</b>	SSI 9208
<b>Licensee:</b>	Snowy Hydro Limited
<b>Licensee address:</b>	PO Box 332, Cooma, NSW 2630
Monthly collation of complaints is performed in accordance with the Snowy 2.0 Exploratory Works Infrastructure Approval conditions and the Compliance Reporting Post Approval Requirements (June 2018)	
No complaints were received during the period February to August, October, or December 2019.	

### **Snowy Hydro 2.0 Exploratory Works Complaints Summary: 2019**

<b>Month</b>	<b>Number of Complaints</b>	<b>Method of Notification</b>	<b>Nature of Complaint</b>	<b>Description</b>	<b>Action Taken</b>	<b>Status</b>
February 2019	0	-	-	-	-	-
March 2019	0	-	-	-	-	-
April 2019	0	-	-	-	-	-
May 2019	0	-	-	-	-	-
June 2019	0	-	-	-	-	-
July 2019	0	-	-	-	-	-
August 2019	0	-	-	-	-	-
September 2019	2	- 1 x phone, 1 x email	Traffic Management	Report of unsafe driving by vehicles on Snowy Mountains Hwy and Link Rd	Complaint investigated and driver behaviour requirements strongly reinforced to project staff; phone call to complainants to report action taken.	Closed
October 2019	0	-	-	-	-	-
November 2019	1	phone	Traffic Management	Delivery subcontractor had OSOM load that did not comply with issued permit	Complaint investigated and contractor has instructed subcontractor of requirement to adhere to permit requirements and is carrying out audit of subcontractor compliance; phone call to complainant to report action taken.	Closed
December 2019	0	-	-	-	-	-

The publication of this complaint summary is carried out in accordance with Section 3.2.7 of the Compliance Reporting Post Approval Requirements (June 2018) and condition 12 of Schedule 4 of Infrastructure Approval SSI 9208.

Snowy Hydro Limited gives no warranty or representation regarding the data suitability for any particular purpose.

Snowy Hydro Limited excludes all liability to any person for loss or damage of any kind (however caused, including but not limited to by negligence) arising whether directly or indirectly from or relating in any way to the use of this data, whether in whole or in part.



**Snowy Hydro 2.0 Exploratory Works Complaints Summary: 2020**

<b>Infrastructure Approval No:</b>	SSI 9208
<b>Licensee:</b>	Snowy Hydro Limited
<b>Licensee address:</b>	PO Box 332, Cooma, NSW 2630

Monthly collation of complaints is performed in accordance with the Snowy 2.0 Exploratory Works Infrastructure Approval conditions and the Compliance Reporting Post Approval Requirements (June 2018)

No complaints were received during January, February, June, August, September, or October 2020.

**Snowy Hydro 2.0 Exploratory Works Public Complaints Summary: 2020**

Month	Number of Public Complaints	Method of Notification	Nature of Public Complaint	Description	Action Taken	Status
January 2020	0	-	-	-	-	-
February 2020	0	-	-	-	-	-
March 2020	1	Email	Traffic management	Public report of unsafe driving by subcontractor vehicle on Snowy Mountains Hwy	Complaint investigated. Subcontractor has reinforced driver behaviour requirements and Drivers Code of Conduct with the workgroup. This was further re-inforced with specific driver.	Closed
April 2020	1	Phone	Traffic management	Minor damage to public vehicle caused by rock from truck on Snowy Mountains Hwy between Talbingo and Tumut	Complaint investigated. Safety discussion held between NSW Police and subcontractor truck drivers. Drivers were reminded to maintain courteous driving behaviour and of the existing Drivers Code of Conduct.	Closed
May 2020	1	In-person	Traffic management	Vehicles parked at Selwyn Snowfields car park without permission; report of small amount of cracking to bitumen surface	Vehicles removed; contractors reminded that vehicles not to be parked there in future; bitumen damage to be repaired.	Closed
June 2020	0	-	-	-	-	-
July 2020	1	Email	Traffic management	Public report of unsafe driving by subcontractor vehicle on Snowy Mountains Hwy	Complaint investigated. Subcontractor has reinforced driver behaviour requirements and Drivers Code of Conduct with the workgroup. Contractor has also installed in-vehicle monitoring in his fleet of vehicles.	Closed
August 2020	0	-	-	-	-	-
September 2020	0	-	-	-	-	-
October 2020	0	-	-	-	-	-
November 2020	3	Email	Traffic management	Temporary delays for motorists on Snowy Mountains Hwy during escorted deliveries of oversize, overmass (OSOM) loads	Road permit authorities have now allowed night deliveries; contractor's website information amended; ongoing logging of all OSOM loads	Closed
December 2020	-	-	-	-	-	-

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Month	Number of Public Complaints	Method of Notification	Nature of Public Complaint	Description	Action Taken	Status
January 2021	0	-	-	-	-	-
February 2021	1	Email	Amenity	Concerns from landholder adjoining Rock Forest about potential noise and other impacts.	Discussions with landholder are ongoing.	Open
March 2021	2	Email, phone	Traffic management	Heavy vehicle near-miss with oncoming driver; coach near-miss with truck driver when merging	Drivers were reminded to maintain courteous driving behaviour and of the existing Driver's Code of Conduct.	Closed
April 2021	1	Email	Truck operations	Member of the public's vehicle, with driver's window open, sprayed by water truck	Water spray unintentional. Contractor has apologised to vehicle driver	Closed
May 2021	0	-	-	-	-	-
June 2021	0	-	-	-	-	-
July 2021	1	Phone		Unauthorised access by contractor onto a commercial property.	Contractor contacted; behaviour standards reinforced at pre-starts.	Closed
August 2021	0	-	-	-	-	-
September 2021	1	Phone	Factory operations	Resident experienced noise/vibration at property.	Meeting with resident to follow up.	Open
October 2021	0	-	-	-	-	-
November 2021	1	Phone	Traffic management	Public report of unsafe driving by subcontractor vehicle on Snowy Mountains Hwy	In-vehicle monitoring system checked and driver access to site removed.	Closed
December 2021	0	-	-	-	-	-

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## Snowy Hydro 2.0 Exporatory Works Complants Summary: 2022

Month	Number of Public Complaints	Method of Notification	Nature of Public Complaint	Description	Action Taken	Status
January 2022	1	Email	Traffic management	Public report of driving in excess of posted speed limit by project shuttle buses in Anglers Reach	Records from In-Vehicle Monitoring Systems in project shuttle buses investigated and found to be compliant; driving below the posted speed limit in residential areas discussed with drivers at pre-starts.	Closed
February 2022	1	Phone	Traffic management	Public report of unsafe driving by subcontractor heavy vehicles on Snowy Mountains Hwy	Investigation completed. Driver competencies assessed and driving behaviour addressed at toolbox talks.	Closed
March 2022	1	Email	Accommodation	Alleged eviction from Talbingo rental property due to project	Stakeholder contacted; investigation found the matter was not project-related.	Closed

April 2022	1	Phone	Litter	Litter left in front of motel in Adaminaby	Bin provided for workers waiting for buses and daily checks for tidiness initiated.	Closed
May 2022	1	Phone	Traffic management	Public report of truck crossing double white lines in Talbingo area	Meeting with subcontractor and Toolbox Talk held to reinforce expectations of driver behaviour.	Closed
June 2022	1	Email	Vehicle damage	Allegation a collision between two vehicles on Snowy Mountains Highway was related to the presence of a project grader clearing snow at Marica entrance.	Incident investigated with no evidence a grader was responsible for the accident; stakeholder contacted.	Closed



July 2022	2	Phone	Driver behaviour; traffic management	Project light vehicle and trailer parked improperly in Adaminaby; allegation project trucks were speeding on Snowy Mountains Highway, including through stock movement areas.	Courteous driving practices reinforced with project drivers; investigation showed trucks twice exceeding speed limit for 1 second - drivers requested to reduce speed when Stock Grazing signs are observed and direct engagement underway with farmers about forward notification of stock movements.	Closed
August 2022	1	Phone and email	Parking	Workforce parking in Tumut blocking storage shed access	Contractor removed the vehicle blocking access and has sought alternative parking locations in Tumut.	Closed

September 2022	1	Phone	Parking	Workforce parked in Adaminaby on crown land and also in township marked bays, hindering visitor access to businesses.	Bussing arrangements changed to eliminate long-term parking in Adaminaby	Closed
October 2022	0	-	-	-	-	-
November 2022	0	-	-	-	-	-
December 2022	1	Email	Local business	Last minute cancellation of food order by project worker without payment	Liaison with business owner and internal teams; worker unable to be identified	Closed

## Snowy Hydro 2.0 Main Works Complaints Summary: 2023

Month	Number of Public Complaints	Method of Notification	Nature of Public Complaint	Description	Action Taken	Status
January 2023	0	-	-	-	-	-
February 2023	0	-	-	-	-	-
March 2023	0	-	-	-	-	-
April 2023	1	Email	Stakeholder management	Local business reported unsatisfactory interaction with contractor staff member.	Management spoke to local business owner to discuss complaint and resolve business issue. Contractor workshop held to reiterate best practice communications with external stakeholders.	Closed
May 2023	1	Phone	Traffic management	Report of heavy vehicle convoying near Adaminaby.	IMVS records investigated. Reminders about courteous driving behaviour provided to all HV drivers.	Closed
June 2023	0	-	-	-	-	-
July 2023	1	Phone	Traffic management	Contractor buses obstructing resident driveways in Cooma.	Drivers reminded of obligation to park courteously and not block driveway access.	Closed

August 2023	3	Phone, email	Traffic and project vehicle management	1. Report of windscreen damage. 2. Heavy vehicle parking in Adaminaby. 3. Car wash use in Cooma	1. Investigation did not indicate the project was responsible for damage and driver was contacted. 2. HV drivers reminded about courteous parking, local police undertook parking compliance. 3. Matter discussed with business owner and vehicle users asked to use open wash bays.	Closed
September 2023	0	-	-	-	-	-
October 2023	2	Phone	Traffic management	1. Dangerous overtaking on highway. 2. Speeding heavy vehicles on Snowy Mts Highway	1. Incident investigated and internal process concluded. 2. Conducted traffic safety audit of project-related driving on the highway, focused on Talbingo Range. Reiterated safe driving practices to all drivers and subcontractors.	Closed
November 2023	2	Phone	Traffic management	1. Dangerous overtaking by project vehicle on a blind corner. 2. Near miss due to truck exceeding posted 60km/h limit	1. Incident investigated and driver is no longer working on the project. 2. Review of speed limits at the Snowy Mountains Highway location underway.	Closed
December 2023	1	Email	Vehicle damage	Report of vehicle windscreen crack caused by a rock flicked up by project segment truck .	Incident investigated and unable to verify claim.	Closed

## Snowy Hydro 2.0 Main Works Complaints Summary: 2024

Month	Number of Public Complaints	Method of Notification	Nature of Public Complaint	Description	Action Taken	Status
January 2024	1	Phone	Traffic management	Dangerous overtaking by project vehicle on Snowy Mountains Highway	Driver no longer working on project.	Closed
February 2024	1	Phone	Traffic management	Report of a heavy vehicle on Tantangara Road driving above posted speed limit and cutting corner.	Investigation could not determine if heavy vehicle was project-related.	Closed
March 2024	1	Phone	Worker behaviour	Offensive language directed toward female manager at hotel.	Worker was given first and final warning and is banned from hotel.	Closed
April 2024	1	In-person	Driver behaviour	Project-related heavy vehicle damaged public vehicle at TfNSW roadworks on Snowy Mountains Highway.	Site access for contractor driver involved has been revoked.	Closed
May 2024	3	Phone, email	Traffic management and driver behaviour	1. Report of unlicensed heavy vehicle. 2. Report of heavy vehicle tailgating and dangerous overtaking. 3. Report of project bus parking in residential street.	1. Non-conformance issued to supplier. 2. Allegation unsupported by in-vehicle monitoring data. 3. Bus parking restricted to designated vehicle parking areas, inspections carried out.	Closed

June 2024	1	Text message	Traffic management	Bus parking in residential street.	New drivers reminded of designated parking areas for buses. Apology issued to resident.	Closed
July 2024	0	-	-	-	-	-
August 2024	2	Phone	Driver behaviour; social impacts	1. Project light vehicles departing segment factory not observing stop sign at Polo Flat Road; 2. accommodation of project families on NSW south coast.	1. Drivers reminded about stopping requirement at prestarts and via site notices, with stakeholder notified. 2. ongoing liaison with stakeholder.	1. Closed 2. Open
September 2024	2	Phone	Traffic management; driver behaviour	1. Report of oversize and inadequately restrained truck load. 2. Report of loud noise, inappropriate truck driver behaviour at night in Tumut.	1. Load was compliant, stakeholder contacted. 2. Drivers reminded of noise and courteous behaviour expectations.	1. Closed 2. Closed
October 2024	0	-	-	-	-	-
November 2024	2	Phone	Driver behaviour; parking	1. Report of a project driver overtaking in roadworks section of highway. 2. Extended parking of private vehicle in front of Adaminaby shopfront.	1. Allegation unsupported by in-vehicle monitoring data. 2. Project personnel reminded about appropriate parking. locations	1. Closed 2. Closed
December 2024						