

Glenellen Solar Farm Complaints Register

Receipt #	Date of Complaint	Time of Complaint	Received by	Complaint type	Date and Time of Incident	Weather and Operational Conditions	Complaint Description	Complaint form completed and received	Response Action	Actioned By	Response Action	Actioned By	Status	Date of Completion	Complainant Satisfaction
GSF01	15/10/2024	17.19	Email	Traffic	14th/15th October	N/A	Residents have advised that today and yesterday trucks have been carting material to the Glenellen Solar Farm through non approved roads . They being Gerogery Road, Fielder Moll Road, Glenellen Road and Ortlipp Road	No	After an internal investigation the conclusion was the trucks were from a neighbouring project. The complainant was informed by email with photos of the trucks in question. Solar Farm vehicles keeping to approved roads was raised at kick off meeting 16/10/24	Tom Doake			Closed	16/10/2024	An email apologizing for accusing Glenellen Solar Farm was received from the complainant
GSF02	30/01/2025	7.21am	SMS	Noise/dust	30/01/2025	Unknown	I have been away on and off for a month baling donated pasture in the southern highlands for the Gramplan fire victims and returned last night at midnight. This morning someone was working on the solar site at 6.10am with the reversing alarm very loud in the still morning air, and at 7am a tipper and excavator came up our road in a cloud of dust and entered the north eastern side of the work site. The dust is appalling and you said before Christmas that it would improve in the new year, that obviously hasn't occurred. We have to live next door to this shitstorm for the next 20 odd years the least your company could do is play the game right in the meantime	No	After an investigation the following message was sent. I forwarded your message to our contractor. There is another water cart on the way which should help with dust. They will absolutely make sure machinery will not start before 7am and The contractors confirmed that tipper and digger were not from our project and did not come onto the site.	Philip Beattie			Closed	31/01/2025	SMS thanking us for the update
GSF03	5/03/2025	10.43am	Phone	Traffic	5/3/25 10.15am		Caller advising of "Riverina Crane" trucks using the unapproved road from Glenellen rd to Ortlipp Rd intersection	No	During investigation, substation contractor advised of mistake by crane subcontractor, assured that it was a one-off error and correct route had been communicated to all subcontractors.	Philip Beattie	Checked in with complainant to see if any repeat occurrences, none since then	Tom Doake	Closed	14/04/2025	Thanked for the follow-up
GSF04	14-19/3/25	Unknown	Email	Traffic	Unknown, SMS was received at 4.29pm	Unknown	Friday 14 March 4.29PM I was riding on Lindner Road, towards the Walla Walla Jindera Road. The truck met me on the tarred section, right at the first bend closest to the Walla Walla Jindera Road. There is a large amount of loose gravel that has come off the tarred Road. The gravel has built up along the sides of the road, making it difficult to stop and get off the road when trucks come towards, or from behind, at speed. Also the 40 km per hour sign is situated after that first bend so technically, trucks cab travel up to 100kms until just before the 2nd corner, if you are coming from the Walla Walla Jindera Road. Thanks for talking with Greg Blackie. Sunday 16 March 2.35pm I ventured out on another ride this morning... no trucks today. I made a mistake about which corner I almost got wiped out on. It was the 2nd corner from the Walla Walla Jindera Road, not the first. The truck was taking the bend, turning right and completely cut the corner. I had to jump off and drag my bike up onto the bank. I took a few photos. As you can see from the tracks, trucks are often cutting this corner and even going right up the bank with there wheels. Friday 14 March 4.29PM I was riding on Lindner Road, towards the Walla Walla Jindera Road. The truck met me on the tarred section, right at the first bend closest to the Walla Walla Jindera Road. There is a large amount of loose gravel that has come off the tarred Road. The gravel has built up along the sides of the road, making it difficult to stop and get off the road when trucks come towards, or from behind, at speed. Also the 40 km per hour sign is situated after that first bend so technically, trucks cab travel up to 100kms until just before the 2nd corner, if you are coming from the Walla Walla Jindera Road. Thanks for talking with Greg Blackie. Wednesday 19 March 9.24PM We went for a walk this evening along Lindner Road again. Sometime today, the gravel that had built up on the side of the road has now been spread all over the road, and in some places, the gravel is 2 to 4 cm deep. To me, this seems even more dangerous as vehicles can skid on the gravel. Over time, the trucks will just force the gravel back onto the sides of the ride. It is too dangerous for riding bikes on now. Riders wouldn't be able to turn without skidding and we'd get bogged in the deeper gravel spots. On getting off the road to avoid trucks would be very difficult. I'm not sure whether what has been done is the first part of further works, but if this it, the road is even worse than before.	no	Investigate incident and report		21/3/25 As requested by council safe driving and 40 kph speed limit on Ortlip Rd was discussed at the project pre start meeting and the material on the road was swept		Closed	21/03/2025	Complainant unknown
GSF05	7/04/2025	7.15pm	SMS	Environmental	Unknown		A photo was supplied with a small amount of waste that had allegedly blown onto the property. Complainant is concerned about contamination of crops about to be sowed.	No	Directions already issued to Contractor to keep site clean. GSF offered to clean up complainants paddock but they declined due to induction requirements for their farm	Tom Doake			Closed	7/04/2025	Thanked for the prompt response and offer for remedial action.
GSF06	8/04/2025	8.05am	Email	Out of hours work	Sundays		Complaint is in relation to alleged activities occurring on site at Glenellen Solar Farm out of approved hours, in particularly on Sundays	No	Under investigation				Ongoing		
GSF07	18/04/2025	11.52am	Email	Environmental	Unknown		Waste allegedly being taken offsite from Glenellen Solar Farm to an unauthorised location.	No	Under investigation		Waste was returned to site and disposed of appropriately.		Closed	28/04/2025	
GSF08	6/05/2025	8.11am	Email	Environmental	Ongoing	Late morning until early afternoon when sun is out.	Glare from non-operational stationary panels is excessive	No	Mitigation measures are being investigated as off site landscape screening is not considered appropriate by landowner.		Row turning commenced 22/5/2025		Ongoing		