

## Emeroo BESS – Complaints Handling Procedure

### Revision Control

Revision	Date	Description	Prepared by	Reviewed by	Approved by
V0001	17.06.25	First Release	D. Davis	C. Barry	C. Barry
V0002	7.10.25	Second Release	D. Davis	S. Rutherford	C. Barry

### Potentia Energy Background:

Potentia Energy (previously Enel Green Power Australia) is a joint venture entity co-owned by Enel Green Power and INPEX. At the time of release of this document, Potentia Energy is currently operating over 800 megawatts (MW) of renewable energy assets across Australia, with construction underway on a further approximate 200 MW of capacity. Potentia Energy has rights secured for a development pipeline of over 9 GW across Australia and is committed to an ambitious growth agenda, targeting a significant increase to its installed capacity across wind, solar, storage and hybrid projects across Australia. Potentia Energy is committed to accelerating Australia's energy transition, driving the potential for a sustainable future.

### Project Background:

Potentia Energy is proposing the development of the Emeroo BESS project located in the Port Augusta region of South Australia. The Emeroo BESS will have a proposed capacity of 125 MW, with a storage duration of up to 4 hours, enabling it to store excess renewable energy when supply exceeds demand and dispatch it back into the grid during peak periods.

In August 2025, the Statement of Environmental Objectives was approved under the Hydrogen and Renewable Energy (HRE) Act, making it the first BESS facility in South Australia to reach this stage of approvals under the new legislation.

### Introduction

Emeroo BESS takes all complaints seriously and aims to acknowledge and resolve complaints in a timely manner.

### What is a complaint and who can make a complaint.

A complaint is an expression of dissatisfaction made to or about Emeroo BESS, related to its services or staff, where a response or resolution is explicitly or implicitly expected or legally required.

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We acknowledge that anyone has a right to lodge a complaint, and we will ensure that all the complaints we receive will be managed respectfully, objectively, and efficiently. At times, clarification may be required regarding whether a stakeholder is lodging a complaint rather than an enquiry.

### **How to lodge a complaint**

- Project webpage Complaints portal: [Potentia Energy | Complaints portal](#)
  - select “File a complaint”
  - select “Complaint” as the Type
  - select the relevant project from the drop down menu
- Email: [emeroobess@potentiaenergy.com.au](mailto:emeroobess@potentiaenergy.com.au)
- Call: 1800 841 640
- Writing to Potentia Energy: Suite 23.05, One International Towers 100 Barangaroo Ave, Sydney NSW 2000.

### **What happens after a complaint is lodged**

Where complaints are received in person, via telephone or email, we aim to provide an acknowledgement and initial response immediately if possible, or the next working day. Where complaints are received by post, we aim to provide acknowledgement and initial response within five working days.

Following this, the project team will assess the complaint and coordinate an investigation (if required) and propose resolution measures. We aim to communicate the results of investigations and proposed resolution measures within five working days.

Communication of the resolution should typically include:

- Actions taken in response to the complaint
- Outcome(s) of the complaint
- Rationale for any decisions made
- Proposed resolution
- Request for feedback from the complainant as whether the information provided has resolved their complaint, and
- Information on escalation options available to the complainant if required.

### **Further investigation of complaints**

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Where a complainant believes a complaint has not been resolved satisfactorily, the following escalation pathways may be explored:

**Port Augusta City Council**

- Website: <https://www.portaugusta.sa.gov.au/>
- Email: [admin@portaugusta.sa.gov.au](mailto:admin@portaugusta.sa.gov.au)
- Phone: 08 8641 9100
- Post: 4 Mackay Street Port Augusta SA

**SA Government - Department for Energy and Mining (DEM)**

- Website: [www.energymining.sa.gov.au](http://www.energymining.sa.gov.au)
- Email: [dem.customerservices@sa.gov.au](mailto:dem.customerservices@sa.gov.au)
- Telephone: +61 8 8463 3000
- Post: GPO Box 618, Adelaide SA 5001

**Office of the Australian Energy Infrastructure Commissioner**

- Website: [www.aeic.gov.au](http://www.aeic.gov.au)
- Email: [aeic@aeic.gov.au](mailto:aeic@aeic.gov.au)
- Telephone: 1800 656 395
- Post: PO Box 24434 Melbourne VIC 3001

**Environmental Protection Authority (EPA) South Australia**

- Website: <https://www.epa.sa.gov.au>
- Email: [epainfo@sa.gov.au](mailto:epainfo@sa.gov.au)
- Telephone: (08) 8204 2000
- Post: GPO Box 2607, Adelaide SA 5001

## **Complaints Register**

All complaints will be recorded within a stakeholder management system. This register may be made publicly available and may be provided to regulatory bodies as appropriate. Personal information will be stored and shared in accordance with relevant privacy legislation.

The Complaints Register will include the following details:

- The complainant's name and address (if provided)
- The time and date of the incident
- A receipt number for each complaint
- A description of the complainant's concerns
- The process for investigating the complaint, and the outcome of the investigation, and
- The actions taken to resolve the complaint.

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