

## Flat Rocks Wind Farm Stage One – Complaints Handling Procedure

### Revision Control

Revision	Date	Description	Prepared by	Reviewed by	Approved by
V0001	28.03.23	First Release	S.Rutherford	T. Gibbs	C.Barry
V0002	21.02.25	Second Release	G. Scataglini	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. Potentia Energy currently has four operating plants, comprising 310 megawatts (MW) of solar capacity across South Australia and Victoria, and a 75MW wind farm in Western Australia. A 93MW solar farm is also under commissioning in Victoria and construction is underway on a 98MW solar and 20MW/40MWh battery hybrid project in NSW.

At the time of release of this document, Potentia Energy has rights secured for a development pipeline of over 7 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 recently announced an agreement to acquire controlling stakes in a significant portfolio of over 1 gigawatt (GW) renewable assets across Australia. The geographically and technologically diverse portfolio comprises approximately 700 megawatts (MW) of operational wind and solar assets across multiple states and the Australian Capital Territory, alongside more than 430 MW of late-stage developments.

### Project Background:

The Flat Rocks Wind Farm Stage One consists of 18 operational Vestas wind turbines (approximately 75 megawatts) and related civil and electrical infrastructure.

The project is in the Great Southern region of WA, approximately 35 km southeast of Kojonup. The project spans the Kojonup Shire Local Government Area and the Broome-hill Tambellup Shire Local Government Area.

The relevant Development Approvals for the Flat Rocks Wind Farm have been obtained from the Kojonup and Broomehill-Tambellup Shire Councils. The Approvals set out conditions that must be complied with in undertaking the development. The conditions cover construction, operation,

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decommissioning, and administrative matters.

## Introduction

Flat Rocks Wind Farm Stage One 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 Flat Rocks Wind Farm Stage One, related to its services or staff, where a response or resolution is explicitly or implicitly expected or legally required.

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 online form: <https://potentiaenergy.com.au/project/flat-rocks-stage-1-wind-farm/>, selecting 'Complaint' in the 'Type of enquiry' field
- Email: [flatrockswindstage1@potentiaenergy.com.au](mailto:flatrockswindstage1@potentiaenergy.com.au)
- Call: 02 9164 9400
- 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

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- 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**

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

#### **Kojonup Shire Council**

- Website: [www.kojonup.wa.gov.au](http://www.kojonup.wa.gov.au)
- Email: [council@kojonup.wa.gov.au](mailto:council@kojonup.wa.gov.au)
- Phone: 08 9831 2400
- Post: PO Box 163, Kojonup WA 6395

#### **Broomehill Tambellup Shire Council**

- Website: [www.shirebt.wa.gov.au](http://www.shirebt.wa.gov.au)
- Email: [mail@shirebt.wa.gov.au](mailto:mail@shirebt.wa.gov.au)
- Phone: 08 9825 3555
- Post: 46 - 48 Norrish St, Tambellup 6320

#### **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 Western Australia**

- Website: [www.epa.wa.gov.au](http://www.epa.wa.gov.au)
- Email: [info.epa@dwer.wa.gov.au](mailto:info.epa@dwer.wa.gov.au)
- Telephone: 1800 161 176
- Post: Locked Bag 10 Joondalup DC WA 6919

### **Complaints Register**

All complaints will be recorded within an internal Project Complaints Register. 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

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The Enel logo, consisting of the word "enel" in a green sans-serif font, with the words "Green Power" in a smaller green sans-serif font below it.  
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- 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.