

## Bungala Solar Farm (1 and 2) – Complaints Handling Procedure

### Revision Control

Revision	Date	Description	Prepared by	Reviewed by	Approved by
V0001	06.03.25	First 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 currently has four operating plants, comprising 310 megawatts (MW) of solar capacity across South Australia and Victoria, and a 75 MW wind farm in Western Australia. A 93 MW solar farm is also under commissioning in Victoria and construction is underway on a 98 MW solar and 20 MW/40 megawatt hours (MWh) battery hybrid project in NSW.

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 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 275 MW Bungala Solar Farm (1 and 2) is located approximately 15 km northeast of Port Augusta in South Australia. The Solar Farm comprises of approximately 840,000 photovoltaic (PV) modules and related civil and electrical infrastructure. The Solar Farm produces approximately 570 gigawatt hours (GWh), powering over 113,000 South Australian homes each year.

### Introduction

Bungala Solar Farm (1 and 2) takes all complaints seriously and aims to acknowledge and resolve complaints in a timely manner.

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

A complaint is an expression of dissatisfaction made to or about Bungala Solar Farm (1 and 2), 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/bungala-solar-farm-1-and-2/>, selecting 'Complaint' in the 'Type of enquiry' field
- Email: [bungalasolar@potentiaenergy.com.au](mailto:bungalasolar@potentiaenergy.com.au)
- Call: 0417 953 668
- 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**

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 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
- 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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