Harrogate BESS – Complaints Handling Procedure

Revision Control

Revision	Date	Description	Prepared by	Reviewed by	Approved by
V0001	09.10.25	First Release	D. Davis	C. Barry	C. Barry
V0002	07.10.25	Second Release	D. Davis	S. Rutherford	C. Barry

Potentia Energy Background:

Potentia Energy is a joint venture entity co-owned by Enel Green Power and INPEX. The company is currently operating over 1.1 GW of renewable energy assets across Australia. 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 Harrogate BESS project located approximately 40km east of Adelaide within the Mid Murray Council. The Harrogate BESS will have a proposed capacity of 270 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.

The project is currently in the development phase, with environmental studies, stakeholder engagement, and planning approvals underway. Potentia Energy is committed to working closely with local communities, Traditional Owners, elected representatives, and relevant authorities to ensure the project delivers shared value and long term regional benefits.

Introduction

Harrogate 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 Harrogate BESS, 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 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: harrogatebess@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

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

Mid Murray Council

- Website: https://www.mid-murray.sa.gov.au/home
- Email: postbox@mid-murray.sa.gov.au

- Phone: 08 8569 0100
- Post: PO Box 28 Mannum SA 5238

SA Government - Department for Energy and Mining (DEM)

- Website: www.energymining.sa.gov.au
- Email: 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
- Email: 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
- 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.