Narrandera Hybrid – Complaints Handling Procedure

Revision Control

Revision	Date	Description	Prepared by	Reviewed by	Approved by
V0001	18.09.26	First 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:

The proposed Narrandera Solar Hybrid Project is currently in the earliest stages of the NSW State Significant Development (SSD) application pathway, called the Scoping Report.
The proposed Project is located approximately 15 km south of the town of Narrandera in NSW. The proposed Project would have the generation capacity of approximately 200 megawatts (MW) Alternating Current (ac) and would include a 400MW ac Battery Energy Storage System (BESS) with an anticipated storage duration of 4 hours (1600 MWh).

The proposed Narrandera Solar Hybrid Project is anticipated to connect to the national electricity grid via an onsite substation and existing 330kV transmission lines.

Introduction

Narrandera Hybrid 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 Narrandera Hybrid, 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: narranderahybrid@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:

Narrandera Shire Council
- Website: https://www.narrandera.nsw.gov.au/
- Email: council@narrandera.nsw.gov.au
- Phone: 02 6959 5510
- Post: 141 East Street Narrandera, NSW 2700

NSW Department of Planning, Housing and Infrastructure (DPHI)
- Website: www.planning.nsw.gov.au/assess-and-regulate/compliance
- Email: compliance@planning.nsw.gov.au
- Phone: 1300 305 695

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 NSW
- Website: www.epa.nsw.gov.au
- Email: info@epa.nsw.gov.au
- Telephone: 131 555
- Post: EPA Head Office, Locked Bag 5022, Parramatta NSW 2124

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.