# Clare BESS – Complaints Handling Procedure

**Revision Control**

| Revision | Date | Description | Prepared by | Reviewed by | Approved by |
|---|---|---|---|---|---|
| V0001 | 18.09.26 | First Release | D. Davis | V. Manterola | S.Cleaver |

## 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 Clare Solar and BESS Project comprises the operational Clare Solar Farm and the approved Clare Battery Energy Storage System (BESS), located approximately 75 km south-southeast of Townsville, Queensland, adjacent to the Powerlink Clare South Substation. The solar farm is a utility scale photovoltaic facility with 110 MW AC installed capacity (100 MW export limit) operating since October 2020 across a site of approximately 340 ha.

The approved Clare BESS will be co-located within the existing solar farm footprint and utilise the existing grid connection infrastructure, enabling operation as a hybrid facility. The project is being developed as a 100 MW BESS with connection at the existing substation. Development approvals are in place for the BESS and a minor modification is being sought to allow for an extension of its operational life. Construction is expected to commence in Q3 2027.

## Introduction

Clare 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 Clare 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: clarebess@potentiaenergy.com.au
- Call: 1800 841 640
- Writing to Potentia Energy: GPO Box 3345, Sydney NSW 2001.

## 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:

Burdekin Shire Council
- Website: https://www.burdekin.qld.gov.au/
- Email: enquiries@burdekin.qld.gov.au
- Phone: 07 4783 9800
- Post: PO Box 974, Ayr Qld 4807

Queensland Department of the Environment, Tourism, Science and Innovation (DETSI) Website:
- Email: https://www.detsi.qld.gov.au/contactus
- Telephone: 13 74 68
- Post: GPO Box 2454 Brisbane QLD 4001

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

## 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.