

Key:**Beon** Beon Energy Solutions Pty Ltd (operations and maintenance services provider)**RES** RES Australia Pty Ltd (asset manager for Bomen Solar Farm)**Spark** Spark Renewables (owner of Bomen Solar Farm)

BOMEN SOLAR FARM COMPLAINTS REGISTER			
OPERATIONS PHASE (July 2020 - February 2023)			
No.	Date	Nature of Complaint	Response / Action
1.	26/11/2020	The Department of Planning, Industry and Environment (DPIE) notified Spark Infrastructure on Friday, 27 November 2020 that the DPIE had received an anonymous complaint on Thursday, 26 November 2020 stating: "What was happening at SPARK'S Bomen Solar site today 26Nov20 between 12:00 and 13:00[?] The glare from large sections of the site was blinding."	Spark confirmed to the DPIE that Beon Energy Solutions (O&M provider) was weed spraying under the panels on 26 November 2020, which required the panels to be stowed. Beon limited the sections of panels involved and reactivated the panels once the weed spraying was done. Spark is liaising with the DPIE regarding the issue and is investigating further measures that could be implemented when these activities (ie, weed spraying) are being undertaken onsite.

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2.	22/01/2021	<p>Spark received a call from the DPIE on 22 January 2021 regarding concerns raised by the neighbouring residents in connection with Bomen Solar Farm. Key points raised by the DPIE are listed below:</p> <ul style="list-style-type: none"> - Lack of consultation - Documentation on Bomen Solar Farm website - Concerns around the Landscaping Plan - Access to view current landscaping / maintenance (eg, weeding) - Glare from panels - Monitoring reports to be made available, and - Ongoing engagement with residents. 	<p>Phone call arranged with residents for 3 February 2021 to discuss their concerns as well as a site visit in the week commencing 8 February 2021.</p>
3.	10/02/2021	<p>Beon received a text message (including a photo) from one of the neighbours regarding the glare coming from Bomen Solar Farm.</p>	<p>Beon responded to the complainant. RES has left telephone messages with the complainant, however, no contact was able to be made.</p>

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4.	22/02/2021	Beon received a phone call from one of the neighbours regarding the glare coming from the rows in the North-West area of Bomen Solar Farm (identified as 'Blocks 1 and 3').	<p>RES contacted the complainant and provided the following information:</p> <ul style="list-style-type: none"> - Nexttracker's work on automatically stowing the panels to the West in the evening was almost complete. - There were still 3 tracker rows that were not moving in line with the rest of the solar farm and Nexttracker would provide support on site to remedy the issue. <p>In addition, Spark sent an email to all neighbouring properties (including the complainant) on 1 March 2021, providing additional details regarding the stowing of trackers to a westerly facing position overnight, the issue of stalled trackers in the northern part of the solar farm, and the installation of new tracking technology.</p>
5.	28/04/2021	Spark Infrastructure received an email from one of the neighbours of Bomen Solar Farm on 28/04/2021 regarding the tracker technology at the solar farm, stating that patterns have noticeably changed, however, not for the better – the technology has made [the solar farm panels and glare] more obtrusive and for longer periods.	Spark Infrastructure emailed neighbours (including the complainant) on 29/04/2021, 30/04/2021 and 01/05/2021 confirming that the tracking system had been installed and that the glare mitigation software would be implemented on 30/04/2021 (with minor bugs in the software to be fixed by 03/05/2021), together allowing each of the trackers to be custom controlled to prevent glare from the solar farm.

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6.	5/07/2021	Head of Spark Renewables received an email from a neighbour of Bomen Solar Farm on 05/07/2021 at 4.34pm attaching a photo and stating that the photo shows the glare from their family room at 4.30pm.	The Head of Spark Renewables responded to the neighbour via email on 05/07/2021 and stated that Spark would investigate further, including checking the TrueCapture control panel. The O&M contractor confirmed that no maintenance activities were being carried out during the afternoon and that there are no faults that may be affecting the solar panel trackers.
7.	02/2022	One complaint was received from the community regarding high vegetation heights on the south-east perimeter fence.	The area was closely inspected during the March site visit. Vegetation was found to be well-maintained, with no cause for complaint identified.
8.	3/10/2022	A complaint was received on October 3rd regarding glare from the farm impacting neighbours.	Further investigation revealed a tracker fault which left all but two sections in a fixed position for the entire day. Root cause and mitigation was investigated by RES and Beon with assistance from NEXTracker. Beon engaged Azzo for a quote to create appropriate SCADA alarms for notification of widespread tracker off-target events.

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9.	11/2022	A complaint was received by the Project in November regarding a burst water pipe near the Transgrid substation.	It was identified that this was not land within the Project's scope or caused by Project works, nullifying the complaint against the Project. The issue was promptly dealt with by a third party.
10.	10/02/2023	The Project received a neighbour notification of a tracker in Block 9 that was not moving and thus causing a glare issue.	Beon investigated this issue and were able to reset by 11 February. It was noted that this may be attributed to True Capture Split Boost functionality applied to Block 9 and 20. The implementation of updated firmware including split boost (now being considered by the Project across the site) needs to be addressed prior to any further investigation with Nextracker or Azzo on alarms for this issue. This is currently being reviewed by Spark Renewables.

CONSTRUCTION PHASE (April 2019 to June 2020)

No.	Date	Nature of Complaint	Response / Action
1.	19/07/2019	Investor Relations Spark was contacted by a concerned resident. The complaint was specifically in relation to Spark being a foreign owned company.	The resident was informed that Spark is not a foreign owned company.
2.	21/07/2019	One of the site neighbours contacted the site office regarding a gate being left open and cattle moving from one paddock to the next.	This was resolved by conveying to all subcontractors that the gates must always be closed and also by putting a better chain on the gate so cattle could not push it open.

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3.	31/07/2019	During a visit to site one of the site neighbours requested that we adjust the lights on site.	Our response was to lower them as requested and to also turn them off earlier in the night.
4.	26/08/2019	Neighbour called Beon to register his concern that he noticed vehicle (lights) onsite after 6pm.	Beon advised that the only vehicles moving were those leaving the site, but have reiterated to all sub-contractors that they must be finished and back at the construction sheds before 6:00pm.
5.	30/08/2019	Dust coming off the site.	With the rain/winter weather there has been minimal dust generation. The day we received a complaint about dust was on Thursday August 22, a day in which there was extremely high winds. The dust that day was not just from the solar farm. However Beon realises that when trenches are open and soil piled up, there is going to be increased potential for dust. In order to mitigate dust generation, Beon have engaged 2 13,000L water trucks to assist with dust suppression. Beon will also endeavour to close trenches as soon as safe and practical and will cease dust generating activities on days with winds greater than 40km/hr.
6.	30/08/2019	Works continuing after 6:00pm on the 22/8/2019 & 28/08/2019.	Beon acknowledge the 6pm limitation and we adhere to this strictly on site. There have been no construction works after 6:00 p.m. What may have been seen was the light vehicles returning to the amenity area after the construction activities stopped at 6pm.

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7.	30/08/2019	LV moving around on site after 6:00pm.	All of the labour hire workforce employed by Beon finish their shifts and are back in the amenities area by 5:30 p.m. They are bussed off site shortly after. Some of the sub-contractors undertake construction works until just before 6:00 p.m. and then drive their LVs back to the site amenities area. No construction work is undertaken after 6pm Monday – Friday and after 3:30 on Saturdays.
8.	30/08/2019	Hazard lights left on vehicle all weekend 24th & 25th August.	Going forward, Beon personnel to check all vehicle flashing beacons are off prior to leaving site and if not recall contractor immediately to remedy.
9.	30/08/2019	Security light shines from office block to the south and illuminates homes nearby.	Beon have been made aware of this by one of the neighbours and responded immediately by altering the lights so that they point more towards the ground. Furthermore Beon have also added a timer added to ensure lights are off by 6:30pm and they don't come on until 6:45am.
10.	30/08/2019	Significant amount of reflection from the stage 1 of the infrastructure - morning and afternoon.	Once the panels are installed, they will cover up most of the tracker infrastructure and reduce any reflection to negligible.
11.	26/11/2019	Working on Saturday afternoon, outside prescribed hours, on a single task in the easement area.	Beon informed the DPIE that this was an isolated incident due to a task taking longer than anticipated. The decision was made to complete the task for security and safety reasons. There were only four workers involved and minimal noise or visual impact.

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12.	6/03/2020	Two neighbours contacted Beon to complain of the fact that the water being pumped out of the dam in the South East Corner of the solar farm had filled an adjoining dam of one neighbour and then overflowed into an adjoining paddock owned by another neighbour, causing flooding.	Beon investigated the complaint and contacted the neighbours to apologies for the overflow of water. The water had been pumped out of the dam to avoid it overflowing and carrying silt with it. A hydrology study was subsequently undertaken and works will be undertaken in April to shore up the dam wall on the solar farm and Beon has also offered to do some works on the neighbour's dam wall to reduce the likelihood of flooding.
13.	28/05/2020	Katrina O'Reilly from DPIE called Justin Coburn to say the department had received a complaint from the neighbour, Bill Schultz, in relation to glare at the Bomen Solar Farm.	Spark and Beon had a phone meeting with Katrina O'Reilly and agreed to meet with the 3 neighbours who say they are impacted by the glare to see if there is any tree planting that could take place on their properties to minimise the glare. Spark and Beon are also reviewing the BSF Landscaping Plan to see if there are any improvements that could be made onsite to minimise glare, such as more trees. Spark will respond to DPIE by September 7, 2020 with a proposal to minimise glare.