

**Dr Timothy Kendall**  
**Acting Committee Secretary**  
**COMMUNITY AFFAIRS REFERENCES COMMITTEE**  
**PARLIAMENT HOUSE**  
**CANBERRA ACT 2600**  
**15 April 2011**

Dear Dr Kendall,

**Inquiry into Social and Economic Impact of Rural Wind Farms**

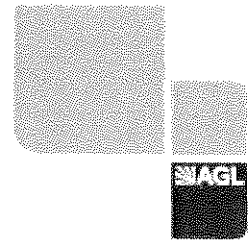
At the recent hearings of the Senate Inquiry into Social and Economic Impact of Rural Wind Farms held in Canberra, AGL was asked to provide information on complaints handling at its operating wind farms.

AGL Energy's South Australian wind farms operate under the requirements of Generation Licences granted by ESCOSA (Essential Services Commission of South Australia). One of the requirements of our licences is that we operate under an SRMTMP (Safety, Reliability, Maintenance and Technical Management Plan). The SRMTMP is a comprehensive document which covers a wide range of issues related to the operation of our facilities. AGL is regularly audited by ESCOSA on compliance to this plan.

Attached to this letter is an extract from the Hallett wind farm SRMTMP related to noise and communications with the public. Under the SRMTMP, all noise complaints are documented in a complaints register. That register passed to AGL as part of regular reporting. AGL ensures that all complaints are managed to resolution, closed out and appropriately documented in a manner suitable for ESCOSA audit.

While we have these procedures in place it is important to emphasise that the majority of our contacts with the community are off a completely different nature. AGL is committed to being an active participant in the communities in which it is located. Examples of the way we interact with the community include the following;

- Project Pelican at the AGL owned and operated Torrens Island Power Station (TIPS). This project looks after and rehabilitates injured seabirds. This project has been ongoing for many years;
- Hallett community fund supporting community activities;
- AGL support of the Audax Alpine classic Cycle Ride;
- AGL Support for the Panda enclosure at the Adelaide Zoo;
- AGL support for the reburial of the Kaurna Aboriginal Ancestral Remains that had been held at the South Australian Museum in the Torrens Island Conservation Park; and



- AGL's Warmth in Winter program that support Homeless shelters by contributing to paying for some their winter heating bills

We look forward to expanding these activities in coming years as we work in more communities across the country.

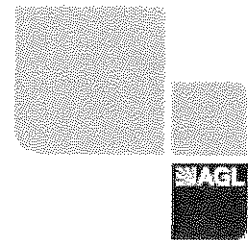
In addition, I also attach two corrections to the Hansard transcript as requested.

Yours sincerely,

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**Nigel Bean**  
**Head of Generation Development**

- > Being selected as a member of the Dow Jones Sustainability Index 2006/07
- > Gaining accreditation under the National GreenPower Accreditation Program for AGL Green Energy®, AGL Green Living® and AGL Green Spirit
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## **ATTACHMENT - EXTRACT FROM HALLETT WIND FARM SRMTMP**

### **Noise**

Works will generally be during daylight hours, Monday to Saturday. Some variation to this may be required for the servicing and maintenance of the turbines, so as to take advantage of low wind speeds.

Machinery and vehicles will be maintained in accordance with manufacturer's specifications. Machinery and vehicles will be in good repair and, where appropriate, be fitted with noise suppressors.

A log of complaints will be maintained. Any noise related complaints will be documented in the complaints register and forwarded to the Service Manager.

## **COMMUNICATIONS**

### **Public Communications**

The Client has a close relationship with the landowners and lessees on the wind farm. Regular correspondence and updates are sent to the landowners as well as telephone communication for specific issues.

The community is notified of dangers on-site by warning signs at the main gate entrances for each property. Cable markers are located above the buried high voltage cable. The entrance gates are to remain closed at all times, to stop public access to wind turbine sites and are to possess a sign stating "Danger – Restricted Access. For Authorised Personnel Only" (or words to that effect).

### **Communication With Stakeholders**

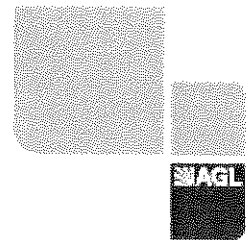
The list of Hallett Wind Farm stake holders are as follows:

- AGL Hydro
- Palisade Investment Partners Limited (Owner)
- AGL Control Centre Mt Beauty
- ElectraNet
- AEMO
- TRUenergy Hallett Pty Ltd
- Suzlon Energy Australia Pty Ltd (SEA)
- Land Owners

### **Lines of Communication**

Lines of communications of SEA with other stakeholders will be as follows:

- SEA major line of communication will be with AGL, Steve Altschwager – Asset Manager
- AGL will be responsible for all communication with Palisade Investment Partners Limited, TRUenergy Hallett Pty Ltd, ElectraNet and AEMO
- AGL's main line of communication will be with the Service Manager
- AGL will communicate with SEA site Leading Technician to obtain updates on Wind farm status.
- SEA will liaise with AGL control Centre Mt Beauty on an as required basis using the AGL agreed protocol PP HW HV 01 AGLC and Suzlon Operating Protocol.
- SEA will communicate with landowners for day to day coordination of activities. Land-owner lease issues will be referred to AGL.



Refer to Appendix A for further clarification between Client (AGL), SEA Service Manager and SEA Service Lead Technician.

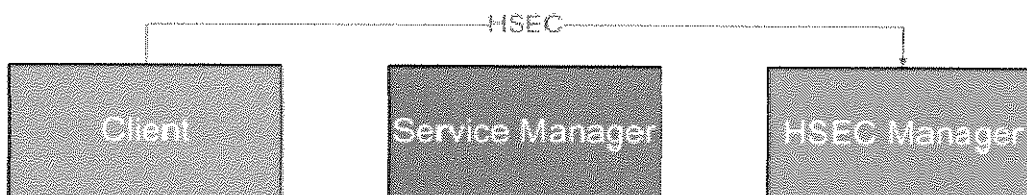
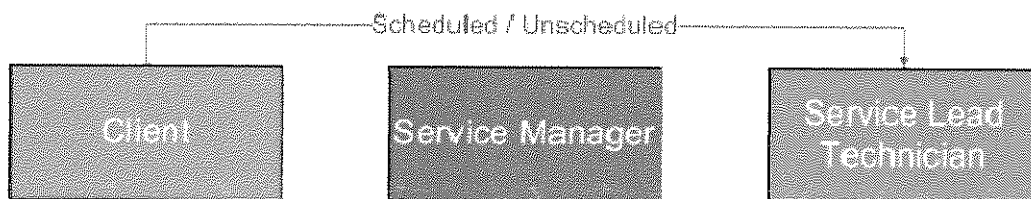
## Reporting & Dissemination

To ensure all stakeholders are kept informed and appropriate approvals sort in relation to all matters associated with the Hallett Wind farm the following list of reports and methods of communication will be adopted;

- Internal Suzlon Newsletters – electronic copy to be conveyed to AGL.
- SEA Monthly wind farm reports – conveyed to AGL electronically.
- SEA and AGL Monthly client meetings – AGL to provide electronic copy of minutes and send to SEA
- Reporting to AGL Incidents within pre agreed time frames.
- Reporting of defects in accordance with Maintenance Service Agreement
- Monthly communication meeting with land owners
- Site Tool Box meetings
- Client weekly phone calls to site to review Wind Farm status
- Weekly availability forecast to allow the AGL Control Centre to update AEMO on Wind Farm availability, to be submitted to AGL at the Mount Beauty Control Centre on Wednesday's at 10:00am.

## Communication Diagram

Client Communication Block Diagram



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