

Project Feedback & Complaints Register

Western Sydney Green Gas Project



No.	Category	Via	Date	Summary of Feedback/Complaint	Actions/Mitigations	Status
December 2020 – No complaints were received during this period.						
January 2021 – No complaints were received during this period.						
February 2021						
09/02/2021	Noise	Jemena Customer Service	Tue 9 th Feb 11.39am	Resident called to advise the Site Alarm system was going off in the early mornings (past 3 days). The Resident also said that there had been a few truck movements in the early hours of the morning which had woken them.	The CLM called the Resident at 12.30pm – and apologized for the Project impacts – advising the alarm had been reset. The CLM offered to advise in advance of any future OOH truck movements (including a couple occurring the next day around 5am). The Resident was reasonable and grateful of the return call and opportunity to connect with the CLM.	Closed.
March 2021						
11/03/2021	Noise	1800 no.	Thu 11 th Mar 3.30pm	Resident called to advise that large trucks had arrived on site at 11.30pm and 6.15am. They were noisy and create dirt & dust and resident said this was unpleasant.	The CLM apologized for the impacts and agreed to advise in advance of any future large truck movements outside normal work hours. Resident was pleasant and appreciative of the offer.	Closed.
April 2021						
12/04/2021	Noise	1800 no.	Mon 12 th Apr 10am	Resident called to advise the alarm had tripped over the weekend and created unnecessary noise. CLM immediately apologized and explained she had just been about to call to proactively say sorry – as she had heard this news a few minutes prior. Resident was grateful we were aware and had planned to take action, including lowering the sound on the alarm system.	CLM apologized and advised we were reducing the sound level on the alarm, as well as checking the procedure to ensure alarm doesn't stay 'on' for any longer than absolutely necessary.	Closed.
May 2021 – No complaints were received during this period.						

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June 2021						
05/06/2021	Noise	1800 no.	Sat 5 th Jun 7.30am	Resident hears a noise all through the night – sounded like a valve being released, and wanted to know if this was the 'new norm' ?	CLG investigated and advised the resident (by return text on Sunday 5pm) that it was due to an equipment failure (safety release valve) on a site not associated with the WSGG Project. Facility managers were notified and technicians were on-site on Saturday morning to rectify.	Closed
July 2021 till 30 July2025 - No complaints were received during this period.						