

# Bolivar Power Station



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## Complaints Management Plan

Guidelines for receiving, recording and handling of complaints related to the Bolivar Power Station facility.

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## Revision History

Date	Author	Version	Revision Notes
11/4/2020	Andrew Davis	0	Draft for Internal Review
4/6/2020	Andrew Davis	1	Draft for EPA Review
8/9/2020	Andrew Davis	2	Issue for EPA Review
22/02/2022	Tim Maddever	3	Issue for IBA review
23/02/2022	Stephen Murphy	3.1	Migrated doc to IBA standard template, revised for Bolivar Power Station
6/4/2022	Tim Maddever	3.2	Issued.
21/07/2022	Brenda Harris	0	Controlled to BPSG1
29/9/2022	Stephen Murphy	1	Revised

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### 1. INTRODUCTION

This protocol outlines the complaints management procedure to be used by Iberdrola Australia in relation to communication with external stakeholders wishing to register an inquiry or raise a complaint relating to the operation of the Bolivar Power Station (Facility), or during the construction and relocation of the plant from the current location at Lonsdale to the new location at Bolivar.

The definition of 'complaint' as per Iberdrola Australia's Complaints Handling Policy is *"an expression of dissatisfaction made by a third party to Iberdrola Australia, including to its agents and employees, which relates to Iberdrola Australia and its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected."*

#### i. Purpose

The objective of this protocol is to ensure there is a transparent process in place to efficiently and respectfully resolve legitimate issues, concerns or problems raised by individuals or groups in relation to the operation or relocation of the Facility.

The sections below identify the key personnel relevant to this process; describe the procedural obligations of each internal stakeholder; and set out minimum requirements for what information is recorded at the time a complaint or inquiry is received.

#### ii. Background

Bolivar Power Station is comprised of four (4) GE TM 2500 Gas Turbine Generators and Balance of Plant (BOP) leased from the Treasurer of the State Government of South Australia by Iberdrola Australia SAGT Pty Ltd (Iberdrola Australia). The lease and operation of the Plant by Iberdrola Australia commenced on November 1, 2021.

The Facility provides up to 128MW of electricity to the National Electricity Market (NEM) and is operated by Iberdrola Australia as a commercial firming generation asset. The Plant was previously located in Lonsdale, South Australia, however, has now been relocated to Bolivar, South Australia.

Construction of the plant at Bolivar commenced in February 2022. The plant is scheduled to be recommissioned and returned to commercial operation by the 1<sup>st</sup> December 2022.

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The key planning and environmental approvals that govern the project are the Bolivar Development Approval (ref 145/V041/20, dated 29 May 2020) (DA) and the Lonsdale Environmental Protection Authority Licence 51178.

The aspects of these approvals relevant to this Protocol include:

### iii. Noise Management Plan and Community Engagement Plan

The DA requires Iberdrola Australia to obtain an environmental authorisation that will include conditions. A condition of the Environmental Licence, Section 2.9, requires Iberdrola Australia to prepare and comply with a Community Engagement Plan (CEP) and a Noise Management Plan (NMP) which details ongoing noise monitoring to be undertaken and include provisions for reporting at the end of each season (four times per year) during the operational phase of the development.

The quarterly reports shall include:

- total number of hours of commercial operation for the season (expressed as both a total number and the percentage of the total hours in the season);
- total hours of commercial operation for the calendar year as at the end of the relevant season;
- results of noise monitoring during the relevant season; and
- the number of noise complaints received, and the actions taken to address these during the relevant season.

### iv. Environmental Protection Authority (EPA) Licence

For Lonsdale site Licence 51178 issued by the South Australian Environment Protection Authority (**EPA**), Section 2.3 Complaints Register (S-1) requires that complaints register exists and includes;

- a) The date and time that the complaint was made;
- b) Details of the complaint including the likely cause of events giving rise to the complaint;
- c) The contact details of the complainant (if permitted by the complainant); and
- d) Details of any action take in response to the complaint by the Licensee.

The Environmental protection Licence for yet to be issued for Bolivar Power Station will require a similar complaint management process.

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The complaints register will be managed by the Bolivar Power Station (BPSG1) Operations and Projects team.

## 2. CONTACT DETAILS

### 2.1 Website

The Iberdrola Australia website contains information relating to BPS.

The website is located at <https://www.iberdrola.com.au/our-assets/firming-assets/>

### 2.2 Social Media

Complaints made on Iberdrola Australia's social media platforms, e.g., Facebook or Twitter channels, are not considered as formally submitted complaints.

When a complaint regarding the South Australian Gas Turbines is made on any of Iberdrola Australia's social media channels, the General Manager, Corporate development, Sustainability and Communications (or other team members of the Communications Team monitoring Iberdrola Australia's social media channels), should advise the external stakeholder of the formal complaints management procedure outlined in this document.

The Operations Manager and relevant Project Manager should also be notified of any such complaint.

### 2.3 Postal Address

Correspondence to BPS operations team can be sent to Iberdrola Australia can be contacted at the following postal address:

Operations Manager  
Iberdrola Australia SAGT Pty Ltd  
PO Box 300  
Brighton, South Australia, 5048

### 2.4 Email

The enquiries email address for the project is: [complaints@iberdrola.com.au](mailto:complaints@iberdrola.com.au)

The recipients of an email sent to this address include Iberdrola Australia's:

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- Operations Manager – Bolivar Power Station
- General Manager – Operations & Projects
- QHSE Manager – Operations Project Manager – Bolivar Power Station Project

### 2.5 Phone Calls

Iberdrola Australia has set up a 24-hour phone number for any inquiries, which is:

**Dedicated Operations Centre Complaints Line: 1800 917 372**

### 2.6 Bolivar Power Station Project Site Contact

During the SAGT Relocation Project construction works a representative from Iberdrola Australia will be present at site during site operating hours. Any inquiries and/or complaints received in person at site shall be recorded in the register and forwarded to the BPS Project Manager and the BPS Operations Manager.

## 3. HANDLING INQUIRIES & COMPLAINTS

### 3.1 Receiving inquiries or complaints

All inquiries and/or complaints address via any of the communication routes and media outlined in Section 2 shall be treated seriously and met with respect.

When receiving a verbal complaint, it is important to record and confirm the complainant's details, if permitted by the complainant (i.e., name, contact number, date and time the complaint was made and an accurate date and time that the complaint is relevant to).

Any person with an inquiry or complaint should be encouraged to provide all the information required to enable Iberdrola Australia to understand the nature of the inquiry and the potential impact or urgency relating to the inquiry.

Once details have been recorded the person making the inquiry or complaint should be advised that their complaint will be registered in a register and that a representative from Iberdrola Australia will respond to their inquiry and/or complaint shortly.

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**3.2 Registering the complaint.** On receipt of an inquiry or a complaint, it shall be registered immediately in the BPS Stakeholder Engagement Register [BPSG1-PRJ-IBA-REG-0004-A Stakeholder Engagement Register](#) and forward an e-mail notification to:

- [complaints@iberdrola.com.au](mailto:complaints@iberdrola.com.au)
- BPS Project Manager, Cameron Moore, [cameron.moore@iberdrola.com.au](mailto:cameron.moore@iberdrola.com.au)
- BPS Operations Manager, Stephen Murphy, [stephen.murphy@iberdrola.com.au](mailto:stephen.murphy@iberdrola.com.au)
- General Manager Liberalised Operations & Projects, Stuart Black, [stuart.black@iberdrola.com.au](mailto:stuart.black@iberdrola.com.au)

If the inquiry and/or complaint is in regard to another party works or infrastructure, then we should record the details of the inquiry and forward the details and/or complaint to the third party as appropriate and then respond to the person who raised the inquiry/complaint that we have actioned this with details of who it has been passed through to.

If the complaint is regarding noise, and the OCC Operator did not receive and register the call, advise the OCC of the date and time of the complaint so wind speed and direction can be determined if necessary for far field noise emission impact.

Resolution of the complaints process will be the responsibility of the BPS Project Manager and BPS Operations Manager with support from others within the business depending on the nature of the inquiry and/or complaint.

When responding or communicating and responding to inquiries and/or complaints copies of any correspondence shall be linked and filed in the register itself so that all correspondence can be retrieved and checked.

The register shall be updated with the appropriate actions taken to resolve the complaint or respond to the inquiry.

To ensure consistency with the Iberdrola Australia Group Complaints Handling process:

- the initial response acknowledging receipt of an inquiry or complaint shall be responded to as soon as practicable, and normally within seven days;
- where feasible all complaints should be resolved within 30 days of being received. Any complaint not resolved within 30 days of being received should be referred to Iberdrola Australia's General Manager for Operations;
- once resolution of an inquiry or complaint has been determined, the complainant should be advised of the action made in relation to the complaint

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and any further remedies (if any) available to the complainant if they are not satisfied with the outcome; and

- subject to any statutory requirements, complaints handling will be conducted at no charge to the complainant.

The BPS register shall be reviewed on a monthly basis and a summary of any inquiries or complaints shall be reported in the internal monthly report.

Refer link to Iberdrola Australia's website:

<https://www.iberdrola.com.au/assets/Complaints-Handling-Policy-12pt-font.pdf>

<https://www.iberdrola.com.au/about-us/about-iberdrola-australia/>