



Snowy Hydro 2.0 Exploratory Works Complaints Summary: 2020

Infrastructure Approval No:	SSI 9208
Licensee:	Snowy Hydro Limited
Licensee address:	PO Box 332, Cooma, NSW 2630

Monthly collation of complaints is performed in accordance with the Snowy 2.0 Exploratory Works Infrastructure Approval conditions and the Compliance Reporting Post Approval Requirements (June 2018)

No complaints were received during January, February, or June 2020.

Snowy Hydro 2.0 Exploratory Works Public Complaints Summary: 2020

Month	Number of Public Complaints	Method of Notification	Nature of Public Complaint	Description	Action Taken	Status
January 2020	0	-	-	-	-	-
February 2020	0	-	-	-	-	-
March 2020	1	Email	Traffic management	Public report of unsafe driving by subcontractor vehicle on Snowy Mountains Hwy	Complaint investigated. Subcontractor has reinforced driver behaviour requirements and Drivers Code of Conduct with the workgroup. This was further re-inforced with specific driver.	Closed
April 2020	1	Phone	Traffic management	Minor damage to public vehicle caused by rock from truck on Snowy Mountains Hwy between Talbingo and Tumut	Complaint investigated. Safety discussion held between NSW Police and subcontractor truck drivers. Drivers were reminded to maintain courteous driving behaviour and of the existing Drivers Code of Conduct.	Closed
May 2020	1	In-person	Parking	Vehicles parked at Selwyn Snowfields car park without permission; report of small amount of cracking to bitumen surface	Vehicles removed; contractors reminded that vehicles not to be parked there in future; bitumen damage to be repaired.	Closed
June 2020	0	-	-	-	-	-

The publication of this complaint summary is carried out in accordance Section 3.2.7 of the Compliance Reporting Post Approval Requirements (June 2018).

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