



## **Snowy Hydro 2.0 Segment Factory CSSI 10034: Public Complaints Register**

### **How to Lodge a Complaint**

Snowy Hydro Limited is committed to being a responsible neighbor during the operations of the Polo Flat Segment Factory. If you have concerns regarding construction activity, noise, or safety, please contact us via one of the following methods:

**Snowy 2.0 Community Information Line:** 1800 623 776 (Mon - Fri, 8am - 4:30pm, Sat/Sun/Public Holidays 9am - 2pm)

**FGJV Community Information Line:** 1800 766 992 (1800 Snowy2) (Available 24 hours)

**Email:** [community@snowyhydro.com.au](mailto:community@snowyhydro.com.au)

**Mail:** PO Box 332, Cooma, NSW 2630

### **Our Process:**

Snowy Hydro Limited aims to acknowledge all complaints within 24 hours and provide a formal resolution or progress update within 5 business days. For urgent out-of-hours safety concerns, please contact 1800 766 992.

Year: 2021

Month	Number of Complaints	Method of Notification	Nature of Public Complaint
January	0		
February	0		
March	0		
April	1	via community@futuregenerationjv.com.au	Truck operations
May	0		
June	0		
July	0		
August	0		
September	1	via community@futuregenerationjv.com.au	Noise and vibration
October	0		
November	1		Noise
December	0		

Year: 2022

Month	Number of Complaints	Method of Notification	Nature of Public Complaint
January	0		
February	0		
March	0		
April	0		
May	0		
June	0		
July	0		



August	0		
September	0		
October	0		
November	0		
December	0		

Year: 2023

Month	Number of Complaints	Method of Notification	Nature of Public Complaint
January	0		
February	0		
March	0		
April	0		
May	0		
June	0		
July	0		
August	0		
September	0		
October	0		
November	0		
December	0		

Year: 2024

Month	Number of Complaints	Method of Notification	Nature of Public Complaint
January	0		
February	0		
March	0		
April	1	Via 1800 project line	Noise
May	1	Via 1800 project line	Truck operations
June	0		
July	0		
August	1	Via 1800 project line	Driver behaviour
September	0		
October	0		
November	0		
December	1	Phone call	Worker behaviour

Year: 2025

Month	Number of Complaints	Method of Notification	Nature of Public Complaint
January	0		
February	0		
March	1	FGJV online form	Driver behaviour
April	0		
May	0		
June	0		
July	0		



August	0		
September	0		
October	0		
November	0		
December	0		

Year: 2026

Month	Number of Complaints	Method of Notification	Nature of Public Complaint
January	0		
February	0		
March	0		
April			
May			
June			
July			
August			
September			
October			
November			
December			