

Snowy 2.0 Main Works CSSI 9687: Public Complaints Summary

How to Lodge a Complaint

If you have concerns regarding any aspect of the Snowy 2.0 Project 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

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: 2020

Month	Number of Complaints	Method of Notification	Public Complaint Type
May 2020	1	In-person	Traffic Management
June 2020	0	-	-
July 2020	1	Email	Traffic Management
August 2020	0	-	-
September 2020	0	-	-
October 2020	0	-	-
November 2020	3	Email	Traffic Management
December 2020	0	-	-

Year: 2021

Month	Number of Complaints	Method of Notification	Public Complaint Type
January 2021	0	-	-
February 2021	1	Email	Visual Amenity/Noise
March 2021	2	Email, phone	Traffic Management
April 2021	1	Email	Traffic Management
May 2021	0	-	-
June 2021	0	-	-
July 2021	1	Phone	Security
August 2021	0	-	-
September 2021	1	Phone	Noise & Vibration
October 2021	0	-	-

November 2021	1	Phone	Traffic Management
December 2021	0	-	-

Year: 2022

Month	Number of Complaints	Method of Notification	Public Complaint Type
January 2022	1	Email	Traffic management
February 2022	1	Phone	Traffic management
March 2022	1	Email	Accommodation
April 2022	1	Phone	Litter
May 2022	1	Phone	Traffic Management
June 2022	1	Email	Vehicle damage
July 2022	2	Phone	Driver behaviour
			Traffic management
August 2022	1	Email, phone	Parking
September 2022	1	Phone	Parking
October 2022	0	-	-
November 2022	0	-	-
December 2022	1	Email	Stakeholder engagement

Year: 2023

Month	Number of Complaints	Method of Notification	Public Complaint Type
January 2023	0	-	-
February 2023	0	-	-
March 2023	0	-	-
April 2023	1	Email	Stakeholder engagement
May 2023	1	Phone	Traffic management
June 2023	0	-	-
July 2023	1	Phone	Traffic management
August 2023	3	Email, phone	Traffic and project vehicle management
September 2023	0	-	-
October 2023	2	Phone	Traffic management
November 2023	2	Phone	Traffic management
December 2023	1	Email;	Vehicle damage

Year: 2024

Month	Number of Complaints	Method of Notification	Public Complaint Type
January 2024	1	Phone	Traffic management
February 2024	1	Phone	Traffic management
March 2024	1	Phone	Worker behaviour
April 2024	1	In-person	Driver behaviour
May 2024	3	Email, phone	Traffic management and driver behaviour
June 2024	1	Text message	Traffic management
July 2024	0	-	-
August 2024	2	Phone	Driver behaviour and social impacts
September 2024	2	Phone	Traffic management and driver behaviour
October 2024	0	-	-
November 2024	2	Phone	Driver behaviour and parking
December 2024	2	Phone and text message	Driver behaviour

Year: 2025

Month	Number of Complaints	Method of Notification	Public Complaint Type
January 2025	0		
February 2025	1	In person (to FGJV)	Worker parking
March 2025	1	Phone (1800 FG community line)	Heavy vehicle movements
April 2025	0		
May 2025	0		
June 2025	3	Email (info@snowyhydro.com.au)	Driver behaviour
		Email (FGJV community inbox)	Alleged theft
		In person (to FGJV)	Worker behaviour
July 2025	0		
August 2025	3	Phone (1800 FG community line)	Driver behaviour
		Phone (1800 FG community line)	Driver behaviour
		In person (to FGJV)	Driver behaviour
September 2025	7	In person (to FGJV)	Worker behaviour
		Via text message (to FGJV)	Worker parking
		FGJV online form	Worker behaviour
		Phone (1800 FG community line)	Payment issues
		via text message to FGJV Community rep	Worker parking
		In person with FGJV Community rep	Worker parking
		Phone (FG community team)	Worker parking
October 2025	1	Email (SHL)	Safety

November 2025	2	Email (SHL)	Accommodation
		FGJV online form	Traffic Management
December 2025	0		

Year: 2026

Month	Number of Complaints	Method of Notification	Public Complaint Type
January 2026	4	Social media	Traffic Management
		Via text message (to FGJV)	Worker parking
		1800 project infoline	Driver behaviour
		1800 project infoline	Driver behaviour
February 2026	2	Project Website	Power outage
		Text Message	Worker parking
March 2026	1	Text Message	Worker Parking
April 2026	1	Phone call	Noise
	4	Via text message (to FGJV)	Heavy Vehicle parking
May 2026	3	Via text message (to FGJV)	Heavy Vehicle parking
	1	Phone call	Driver behaviour
June 2026	1	1800 project infoline	Traffic control
July 2026	1	1800 project infoline	Worker housing
August 2026			
September 2026			
October 2026			
November 2026			
December 2026			