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Hunter Power Project Complaints Register - 9 November 2026

ID	Date	Time	Nature of Complaint	Description	Response
001	06/05/2025	09:02	Noise	- Complaint received via Community Hotline. - The stakeholder (SH) reported a noise disturbance the previous night for approximately 30 minutes. - SH described the sound as similar to the crashing noise of heavy objects being dropped. - SH also reported that they had experienced a similar sound on several other occassions (dates unknown).	- HPP Communication and Stakeholder Engagement Manager (CSEM) received the initial call. - CSEM confirmed she would refer the issue to the construction team to identify any potential causes of the noise and update SH. - CSEM updated SH on her progress with the construction team at 11:38 on 6/5/25. - CSEM and the construction team identified a potential source of the noise, however, they could not conclude it was the definitive source. The team implemented mitigation measures as a precaution. CSEM updated the stakeholder 16:55 on 6/5/25. - Noise monitoring was administered at various points throughout the night to ensure mitigation measures were effective. It was noted by the team that a nearby warehouse was also producing noise at this time. - CSEM is continuing to work with SH.
002	08/07/2025	14:14	Smoke & Odour	- Complaint received by Snowy Reception. - The stakeholder (SH) in Heddon Greta reported an acrid smell when she went outside to put her rubbish out. - SH described having stinging eyes and nausea from the odour.	- SHL Reception Cooma received the initial call and emailed details to HPP Communication and Stakeholder Engagement Manager (CSEM) at 2:14 pm. - CSEM and HPP Environment Manager (EM) called SH back at 2:58 pm. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
003	08/07/2025	15:17	Smoke & Odour	- Complaint received via Community Hotline. - The stakeholder (SH) in Sawyers Gully reported experiencing smoke and odour at their premises.	- HPP Environment Manager received the initial call at 3:17 pm. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
004	08/07/2025	15:55	Smoke	- Complaint received by Snowy Reception. - The stakeholder (SH) in Buchannan reported experiencing smoke at their premises which was affecting her asthma.	- SHL Reception Cooma received the initial call and emailed details to SHL Manager - Environment and Lands at 3:55 pm who forwarded the email to at 2:14 pm. - HPP Environment Manager (EM) called SH back at 2:58 pm. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
005	08/07/2025	17:06	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in West Wallsend reported a diesel odour at their premises.	- HPP Environment Manager received the initial call at 5:06 pm. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
006	09/07/2025	10:55	Smoke & Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Pokolbin who was concerned about the impact of the emissions on the vinyards.	- HPP Environment Manager received the initial call at 10:55 am. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
007	09/07/2025	10:55	Smoke	- Complaint received by Community Hotline. - The stakeholder (SH) in Buchannan who was concerned about the impact of the emissions on residents using tank water.	- SH left a voicemail at 10:55 am and HPP Environment Manager returned the call at 11:06 am. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
008	09/07/2025	11:00	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) reported a diesel odour at their premises.	- SH left a voicemail at 11:00 am and HPP Environment Manager returned the call at 11:48 am. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
009	09/07/2025	11:19	Smoke & Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in West Wallsend reported smoke and a diesel odour at their premises.	- SH left a voicemail at 11:19 am and HPP Environment Manager returned the call at 11:39 am. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
010	09/07/2025	11:33	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Belmont reported a diesel odour at their premises.	- HPP Environment Manager received the initial call at 11:33 am. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
011	09/07/2025	11:49	Smoke & Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Heddon Greta reported smoke a diesel odour at their premises.	- HPP Environment Manager received the initial call at 11:49 am. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
012	09/07/2025	11:35	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Kurri Kurri reported a diesel odour at their premises.	- HPP Environment Manager received the initial call at 11:35 am. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
013	09/07/2025	12:14	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Heddon Greta reported a diesel odour at their premises.	- HPP Environment Manager received the initial call at 12:14 pm. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
014	09/07/2025	12:29	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in West Wallsend reported a diesel odour at their premises.	- HPP Environment Manager received the initial call at 12:29 pm. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.

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ID	Date	Time	Nature of Complaint	Description	Response
015	09/07/2025	12:47	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in West Wallsend reported a diesel odour at their premises.	- HPP Environment Manager received the initial call at 12:47 pm. - EM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
016	09/07/2025	12:57	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Bolton Point area reported a diesel odour at their premises.	- Communication and Stakeholder Engagement Manager (CSEM) received the initial call at 12:57 pm. - CSEM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
017	09/07/2025	12:59	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Elebana reported a diesel odour at their premises.	- SH left a voicemail at 12:56 pm and Communication and Stakeholder Engagement Manager (CSEM) returned the call at 12: 59 pm. - CSEM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
018	09/07/2025	13:16	Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Kurri Kurri reported a diesel odour at their premises.	- Communication and Stakeholder Engagement Manager (CSEM) received the initial call at 1:16 pm. - CSEM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
019	09/07/2025	14:29	Smoke & Odour	- Complaint received by Community Hotline. - The stakeholder (SH) in Kurri Kurri reported a diesel odour at their premises.	- Communication and Stakeholder Engagement Manager (CSEM) received the initial call at 2:29 pm. - CSEM explained to SH that the smoke and odour being experienced were a normal part of the process of commissioning the power station and that the impacts would subside over the coming week.
020	08/07/2025	13:56	Odour	- Complaint received to the community email. - The stakeholder (SH) in Kurri Kurri reported a dieself odour at their premises.	- SH sent email at 1:56 pm. Communication and Stakeholder Engagement Manager (CSEM) responded via email at 5:23 pm on 17 July 2025. - Communication and Stakeholder Engagement Manager (CSEM) responded advising the stakeholder that the odour was due to the process of commissioning the power station and has been paused while the project considers how to mitigate these impacts.
021	09/07/2025	22:16	Odour	- Complaint received to the community email. - The stakeholder (SH) reported a dieself odour at their premises.	- SH sent email at 10:16 pm. Communication and Stakeholder Engagement Manager (CSEM) responded via email at 5:26 pm on 17 July 2025. - Communication and Stakeholder Engagement Manager (CSEM) responded advising the stakeholder that the odour was due to the process of commissioning the power station and has been paused while the project considers how to mitigate these impacts.
022	10/07/2025	10:50	Smoke & Odour	- Complaint received to the community email. - The stakeholder (SH) reported a diesel odour at their premises and smoke.	- SH sent email at 10:50 am. Communication and Stakeholder Engagement Manager (CSEM) responded via email at 5:29 pm on 17 July 2025. - Communication and Stakeholder Engagement Manager (CSEM) responded advising the stakeholder that the odour and smoke was due to the process of commissioning the power station and has been paused while the project considers how to mitigate these impacts.
023	25/07/2026	21:45	Noise & Vibration	- Compliant received via Community Info Line and Email - The stakeholder (SH) reported noise and vibration at their premises in Heddon Greta.	- Following receipt of complaint, Snowy Hydro acknowledged and provided an initial response. - Noise monitoring personnel redirected to the area of the complaint, with monitoring indicating compliance with noise criteria, but also some low frequency noise. - Follow up visit to the resident by SHL personnel to further discuss their concern, advise of SHL's control measures to mitigate the impacts.
024	26/07/2026	01:10	Noise, Vibration & Odour	- Compliant received via Community Info Line and Email - The stakeholder (SH) reported noise and vibration at their premises in Heddon Greta, along with a chemical-like odour.	- Following receipt of complaint, Snowy Hydro acknowledged and provided an initial response - Occupational Hygienists deployed to the area following earlier plant trip. They noted intermittent odour in the area, which dissipated after a short duration. - Noise monitoring personnel redirected to the area of the complaint, with monitoring indicating compliance with noise criteria, but also some low frequency noise. - Additional resources arranged to conduct community odour surveys during the early morning/day following commissioning activity, which is additional to the resources completing night work. - Follow up visit to the resident by SHL personnel to further discuss their concern, advise of SHL's control measures to mitigate the impacts.