

# Renewable energy infrastructure

## What should I do if I have a complaint?



### Contact the energy infrastructure entity first

- Clearly state your issue, what you expected and what you need now.
- Keep a record of your conversation/s.
- If you are not satisfied, ask to speak with a senior staff member.

### Contact EWON on 1800 246 545 for advice or complaint resolution

- Contact us for free, fair and independent advice and information if your issue remains unresolved.
- We can investigate complaints about energy infrastructure entities which are members of EWON.
- If we can't resolve your complaint, we will refer you to the right organisation.

#### Energy & Water Ombudsman NSW (EWON)

- Provides free, fair and independent dispute resolution service for landholders and community members impacted by renewable energy infrastructure development.
- Assists with electricity, gas and water complaints – including billing, metering, etc.

##### Contact us about:

- Energy infrastructure entity / contractor actions affecting your property.
- Poor / lack of engagement.
- Land access and agreements.
- Strategic Benefit Payments Scheme.
- Energy account / billing concerns.

 [www.ewon.com.au](http://www.ewon.com.au)

 1800 246 545  
Freecall Mon - Fri, 9am to 5pm

#### Australian Energy Infrastructure Commissioner (AEIC)

- Handles complaints about new or existing wind projects, large solar projects (5MW+) and energy storage sites such as pumped hydro or batteries (1MW+).
- Works with communities, governments, and industry to ensure processes are fair and transparent.

##### Contact them about:

- Consultation practices, safety concerns and environmental impacts.
- Developers scoping wind, solar and battery projects.

 [www.aeic.gov.au](http://www.aeic.gov.au)

 1800 656 395

#### Centre for Property Acquisition NSW

Provides information about property acquisition and helps impacted landholders access support services.

##### Contact them about:

- The acquisition process and your rights.
- Engaging your own valuer.
- Types of compensation available.
- Accessing free mental health and wellbeing services.

 [www.nsw.gov.au/property-acquisition](http://www.nsw.gov.au/property-acquisition)

 1300 029 146

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### Department of Planning, Housing & Infrastructure

#### Responsible for:

- Assessing major projects in NSW that are State Significant Developments and Infrastructure.
- Tracking the planning process via their Planning Portal website.
- Monitoring impacts and compliance for State Significant Projects that have been granted approval in NSW.

#### Contact them about:

- Making a submission on a Major Project Application that is on public exhibition.
- Issues related to compliance of project consent conditions.

 [www.planningportal.nsw.gov.au/major-projects](http://www.planningportal.nsw.gov.au/major-projects)

 1300 305 695

### Transport for NSW

#### Responsible for:

- Planning, policy and regulation for NSW roads, cycling, walking pathways and public transport.
- Coordinating road upgrades required to build renewable energy zones.

#### Contact them about:

- Upgrades of major roads and their impacts (noise, flooding, air quality and biodiversity impacts).
- Port to REZ Road Upgrades Program.

 [www.transport.nsw.gov.au](http://www.transport.nsw.gov.au)

 1800 684 490

### Your Local Council

Contact your Local Council about planning decisions / development applications managed by local Council, local roads, traffic and parking, and waste management or pollution (including noise pollution).

Large-scale energy projects are assessed by the NSW government. Solar projects less than 5MW are assessed by Council.

To find your local Council, visit [olg.nsw.gov.au/public/find-my-council](http://olg.nsw.gov.au/public/find-my-council)

### Your Local MP

Contact your Local Member of Parliament (MP) about community or government issues. MPs assist with problems, take action on your behalf or refer you to someone who can assist.

Visit [elections.nsw.gov.au](http://elections.nsw.gov.au) and enter your address to find your Local MP.