

Bolivar Power Station

Noise Management Plan

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IBERDROLA
AUSTRALIA

ENVIRONMENT PROTECTION AUTHORITY

THIS IS THE APPROVED Noise Management Plan

REFERRED TO IN CONDITION U-1582

OF EPA AUTHORISATION NUMBER 51712

DELEGATE

A handwritten signature in black ink, appearing to be 'D. G.', written over the printed name 'M19523'.

M19523

DATE 02/05/2023

Revision History

Date	Author/Reviewer	Version	Revision Notes
01/09/2022	Tim Maddever	A	First draft
12/10/2022	Tim Maddever	B	First Issue
26/10/2022	Tim Maddever	C	Second issue after discussions with EPA
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Contents

1.	Introduction	4
2.	Background	4
3.	Existing Environment	5
3.1	Noise Sensitive Receptors (NSR's)	5
3.2	Measured Ambient Noise Levels	5
4.	Operational Activities	6
4.1	Noise Criteria	7
4.2	Noise Predictions	7
5.	Noise Management Measures	8
5.1	Commissioning Noise Measurements	8
5.2	Potential Noise Impacts.....	8
5.3	Noise Mitigation Measures	9
5.4	General	9
5.5	Operation of Gas Turbine Generators and Ancillary Plant	9
5.6	Site Traffic and Mobile Plant Activities.....	9
5.7	Site Maintenance Works	9
5.8	Noise Measurement and Monitoring Process	10
6.	Communication	10
6.1	Iberdrola's Community Engagement Process.....	10
6.2	Complaints Handling Process	10
7.	Reporting	11
APPENDIX A	- Community Engagement Plan	12
APPENDIX B	- Operations Complaints Management Plan	13
APPENDIX C	- BPS Noise Hazard / Impact Identification Assessment	14

1. Introduction

The Iberdrola Australia SAGT Pty Ltd (Iberdrola) Bolivar Power Station (BPS) facility is comprised of four (4) GE TM 2500 GEN8 Gas Turbine Generators and associated Balance of Plant (BOP) equipment. Iberdrola leases the main generation equipment from the Government of South Australia and the BPS facility provides up to 128 Megawatts (MW) of electricity into the National Electricity Market (NEM).

2. Background

The equipment was originally installed by the Government of South Australian at Lonsdale, South Australia, in November 2017 and operated as an emergency power station. Under the terms of the 25-year lease, Iberdrola relocated the main generation equipment from Lonsdale to 9 Bolivar Interchange Connector Road, Bolivar, South Australia. The Bolivar Power Station was commissioned on fuel oil in December 2022 and is due to be commissioned on gas in May 2023.

Iberdrola is registered in the NEM to operate the facility as an electricity market generator. Iberdrola operates the facility to support renewable energy generation from Iberdrola's wind and solar power generation portfolio and to supply electricity customers in South Australia.

Iberdrola obtained a Development Approval (361/V025/20) for the construction of Bolivar Power Station in 2021. As part of the process to obtain the Development Approval, environmental matters and potential impacts to surrounding areas were assessed.

In coordination with the Environmental Protection Authority (EPA) of South Australia, Iberdrola carried out noise monitoring of the plant when installed at Lonsdale and has used this data to predict its noise emissions and any impacts on relevant noise sensitive receptors at its new location at Bolivar. Iberdrola also conducted a background noise level assessment at Bolivar prior to construction of the plant to assist in determining the environmental noise criteria and for the design of additional noise attenuation for the gas turbines which was installed at BPS.

It is intended that the implementation of this Noise Management Plan (NMP) is in accordance with the conditions of Section 2.6.2 of the Environmental Licence 51712.

The purpose of this NMP is to provide management measures to ensure that any potential noise impacts of the facility on Noise Sensitive Receptors (NSRs) are addressed and minimised where possible. The NMP aims to outline the following:

- Existing environment
- Description of the operational activities, noise data and potential noise impacts
- Noise measurements
- Noise management measures and additional testing required
- Description of roles and responsibilities for implementation
- Community engagement and complaints handling policies

3. Existing Environment

3.1 Noise Sensitive Receptors (NSR's)

The BPS site is located within the Infrastructure Zone as defined in the Planning and Design Code. Nearby NSRs are located within:

- Animal Husbandry Subzone of the Rural Living Zone to the Southeast (Globe Derby Park)
- Rural Zone to the East (Globe Derby Park)
- General neighbourhood Zone to the East (Parafield Gardens)

The closest residences are located approximately 1.0 km and 1.1 km away to the Southeast and East, respectively. The site (red hatching) and closest NSRs (blue shading) are shown in the figure below.



Figure 1 - Bolivar Power Station Site and Surrounding Area

3.2 Measured Ambient Noise Levels

The current acoustic environment is dominated by road traffic noise from the Northern Connector and Port Wakefield Road with some influence from industrial noise from the SA Water Bolivar Wastewater Treatment plant. Background ambient noise measurements were measured in June 2021 (Animal Husbandry Subzone) and August 2021 (Rural Zone and General Neighbourhood Zone).

Animal Husbandry Subzone

The lowest background noise level (L_{90}) recorded during the 7-day period was 41 dB(A) at night (10:00pm to 7:00am) with typical levels of 45 dB(A) at night. The lowest background noise level (L_{90}) recorded during the day (7:00am to 10:00pm) was 44 dB(A) with typical levels of 51 dB(A).

The lowest equivalent noise level (L_{eq}) recorded at any time was 45 dB(A) with typical levels of 50 dB(A) at night and 56 dB(A) during the day.

These levels are indicative of an urban area with the continuous influence of traffic noise.

Rural Zone

The lowest background noise level (L_{90}) recorded during the 7-day period was 37 dB(A) at night (10:00pm to 7:00am) with typical levels of 49 dB(A) at night. The lowest background noise level (L_{90}) recorded during the day (7:00am to 10:00pm) was 50 dB(A) with typical levels of 60 dB(A).

The lowest equivalent noise level (L_{eq}) recorded at any time was 51 dB(A) with typical levels of 61 dB(A) at night and 67 dB(A) during the day.

These levels are indicative of an urban area heavily influenced by traffic noise.

General Neighbourhood Zone

The lowest background noise level (L_{90}) recorded during the 7-day period was 40 dB(A) at night (10:00pm to 7:00am) with typical levels of 48 dB(A) at night. The lowest background noise level (L_{90}) recorded during the day (7:00am to 10:00pm) was 48 dB(A) with typical levels of 56 dB(A).

The lowest equivalent noise level (L_{eq}) recorded at any time was 45 dB(A) with typical levels of 55 dB(A) at night and 60 dB(A) during the day.

These levels are indicative of an urban area with the continuous influence of traffic noise.

4. Operational Activities

Iberdrola operates the plant within the National Electricity Market (NEM). Based on modelling forecasts of previous market conditions in South Australia, Iberdrola anticipates that it is likely to operate the plant as follows:

- Subject to electricity market conditions, the BPS facility is expected to operate on average between 2-4 hours on any one operational day, and approximately 650 - 850 hours total operation per annum (~7-10% of the time)
- Based on approximate average operating hours of 850 hours per annum, BPS is expected to be run for about 600 hours during the 'day' (7am to 10pm) which is about ~11% of the time, and about 250 hours during the 'night' (10pm to 7am) which is about ~8% of the time

- In a typical year the average amount of time that BPS will operate once it has commenced operation is expected to be about 2-4 hours continuously.

4.1 Noise Criteria

The Development Approval requires that the BPS be established in accordance with the *Iberdrola Gas Turbines - Bolivar - Environmental Noise Criteria*, Sonus Report Reference S6452C9.

S6452C9 specifies that the Policy is achieved if:

The noise from the power station

- *when measured at a residence,*
- *in accordance with the Environment Protection (Noise) Policy 2007,*
- *without adjustment for noise character,*
- *in CONCAWE Weather Category 4 conditions,*

is no greater than:

- *46 dB(A) within the Animal Husbandry Subzone;*
- *50 dB(A) within the Rural Zone; and*
- *45 dB(A) within the General Neighbourhood Zone.*

It is proposed that testing for compliance would be conducted in accordance with the above.

In addition, noise monitoring would be conducted in downwind conditions for information purposes.

4.2 Noise Predictions

Noise predictions have been conducted by Sonus and presented in their report (S6452C14, October 2022), based on a traditional noise model (CONCAWE) under neutral weather conditions. The predictions also include the effect of exhaust stack silencers with the following resultant stack sound power level:

31.5 Hz	63 Hz	125 Hz	250 Hz	500 Hz	1000 Hz	2000 Hz	4000 Hz
126 dB	1298 dB	120 dB	114 dB	107 dB	88 dB	69 dB	89 dB

The predictions result in the following expected far field noise outcome:

Location	CONCAWE Meteorological Category 4
Animal Husbandry Subzone NSRs	46 dB(A)
Animal Husbandry Subzone NSRs	46 dB(A)
General Neighbourhood Zone NSRs	45 dB(A)

Table 1 - Predicted noise levels at the NSRs under neutral weather conditions

5. Noise Management Measures

Noise management measures for operational activities and noise monitoring processes are described in this section of the NMP.

5.1 Commissioning Noise Measurements

The commissioning noise measurement methodology for environmental noise emissions (i.e. far field) is detailed in the Noise Compliance Testing Plan. It generally consists of the following:

- Unattended Class 1 or Class 2 noise monitors installed at a representative location for each NSR group. That is, within the Animal Husbandry Subzone, Rural Zone and General Neighbourhood Zone (i.e., three unattended noise monitors in total).
- Logging duration to be for a minimum of one month to capture at least 30 hours of running time of the BPS (note monitors to be left on site for longer if 30 hours running time is not captured).
- Meteorological data to be captured from the nearest BoM weather station at Parafield Gardens and/or from a local weather station installed at the BPS site.
- Operational parameters of the BPS to be captured via SCADA system to aid with acoustic data analysis and processing.

If the commissioning noise measurements demonstrate compliance with the criteria outlined in Section 4.1, further monitoring will be conducted in accordance with Section 5.4. If the commissioning measurements demonstrate non-compliance with the criteria outlined in Section 4.1, this Noise Management Plan will be updated to consider all reasonable and practicable measures to reduce the impact of the noise.

5.2 Potential Noise Impacts

The potential impact of noise from the BPS is dependent on a number of factors. These include:

- The time of operation;
- The frequency of operation;
- The ambient noise environment while operating;
- The meteorological conditions present;
- The number of turbines operating; and
- The power output of each of the turbines.

Consideration of these factors along with those outlined in the *Environment Protection (Noise) Policy 2007* (Clause 19) must be taken into account when determining the suitable course of action in the event of non-compliance with criteria or a noise complaint.

5.3 Noise Mitigation Measures

5.4 General

A noise hazard/impact identification assessment has been prepared for BPS, refer to APPENDIX C.

5.5 Operation of Gas Turbine Generators and Ancillary Plant

The noise emitted from the exhaust stacks accounts for the majority of all material noise emissions from the Bolivar Power Station, this is also the case for any Open Cycle Gas Turbine unit/s. The individual GE TM2500 Gas Turbine Generators that were installed at the Lonsdale Site and subsequently transferred to BPS are housed inside the OEM standard enclosure packages and are fitted with OEM standard gas turbine exhaust silencers, the enclosures and the exhaust silencers being the means for noise attenuation on the original standard TM2500 gas turbine units.

Noise studies and modelling demonstrated that the standard OEM measures were not sufficient to achieve noise emissions within permitted levels. Iberdrola engaged a specialist engineer to study, specify and design purpose built two-stage noise attenuators for each of the four TM2500 gas turbine generators in order to comply with noise emission requirements and protect the NSR's from impact. The two stage silencers increase the overall height of the exhaust stacks by approximately 10 meters, to a total height of 17 meters per stack, and significantly increase the noise absorption material which exhaust gas is exposed to. At BPS the new two-stage silencers are the primary means for noise mitigation of the operation of the gas turbine generators and ancillary plant.

5.6 Site Traffic and Mobile Plant Activities

Traffic and mobile plant activities, including both heavy and light vehicles, are not assessed as posing either material hazard or impact to the identified NSR's. This is on basis of; the localised nature of the noise emissions, the power and frequencies of the noise emissions and also the low frequency & time of operations being undertaken.

Despite traffic and mobile plant activities being assessed as not representing a material hazard or impact to the NSR's, administrative controls restrict heavy vehicle and mobile plant operations from occurring between 10pm and 6am under normal operating conditions.

5.7 Site Maintenance Works

Site maintenance activities are not assessed as posing either material hazard or impact to the identified NSR's. This is based on the 'light' nature of mechanical works applicable to the TM2500 aero-derivative gas turbine generators, which are physically smaller units and involve predominantly hand-held mechanical tooling used by a single worker or small team of workers, as opposed to larger industrial turbines where larger mechanical tooling and more numerous work parties are required for mechanical maintenance activities.

Despite site maintenance works being assessed as not representing a material hazard or impact to the NSR's administrative controls and restrictions on the permitted hours of these activities are being implemented with all maintenance works prohibited between 6pm-6am under normal operating conditions.

Noise from site maintenance works may represent an occupational health hazard to individual workers in the immediate vicinity of works, this hazard and risk is addressed under processes for the WHS Act and Regulation separate to this Plan.

5.8 Noise Measurement and Monitoring Process

Once the BPS has been commissioned, and the commissioning noise measurements as outlined in Section 5.1 have been completed (with compliance being demonstrated), the BPS will operate the plant subject to demand within the South Australian electricity market conditions.

Over the course of the first year of operation, unattended monitoring in the far field, as described in Section 5.1, will be repeated on a quarterly basis (i.e., on three further occasions) to cover all seasons.

Following this, regular reporting (outlined in Section 7) will be provided to demonstrate that the BPS operational conditions have not changed and that the plant has been appropriately maintained. The far field monitoring, as described in Section 5.1, will occur once (for one month only) every five years to demonstrate on-going compliance with the environmental noise criteria. However, should non-compliance be suspected or identified at any point during operations, further noise testing will occur to verify noise levels to determine if compliance is or is not being achieved.

6. Communication

6.1 Iberdrola's Community Engagement Process

As part of Iberdrola's planned commissioning activities associated with the establishment of BPS, Iberdrola will undertake systematic and proactive communications directly with both residential and business occupancies that are located within the identified NSR's in order to inform them of the existence of the BPS facility, of Iberdrola's commitment to playing a positive role within the local communities in which it operates and also the available mechanisms for contacting Iberdrola in the case of concerns relating to its operations.

Throughout the life of the BPS facility Iberdrola will engage with the community in accordance with its Community Engagement Plan (attached in Appendix A).

6.2 Complaints Handling Process

Iberdrola will respond to and manage complaints in accordance with the Iberdrola Complaints Management Policy and BPS Operations Complaints Management Plan.

Complaints shall also be managed by Iberdrola in accordance with conditions of the Environmental Licence Section 2.3 (S-1).

Where complaints are made regarding noise from the BPS operations, each complaint will be investigated. Initially the investigation will include an assessment of the complaint by Iberdrola with respect to the operation at the time of the event, the known noise characteristics of the facility, and any other activities that occurred on site at the time that may have contributed to the complaint. Based on the internal evaluation, Iberdrola will provide feedback to the complainant and seek satisfactory closure of the matter by the complainant. If the matter is not suitably resolved, Iberdrola will investigate the matter further and may engage an independent noise consultant to assist in further investigation/s.

If recommended by the consultant, Iberdrola will undertake noise monitoring at the location of the complainant's residence to further assist in the investigation. Once monitoring data is available and assessed by the specialist noise consultant, how Iberdrola will address the any issues can be determined and communicated to the complainant.

All noise complaints are recorded in a Noise Complaints Register, including name and address of complainant, address of the event of concern, date and time of day, and the nature of the noise complaint.

7. Reporting

Iberdrola will provide a written annual report to the EPA within 30 days of the end of each reporting period. This report will include the following information:

- Total number of hours of operation for the reporting period (expressed as both total number of hours and the percentage of the total hours in the reporting period)
- Total number of operations/starts for the calendar year as at the end of the reporting period
- If any noise monitoring was undertaken to confirm performance of the facility, the results of noise monitoring undertaken during the reporting period
- Total number of any noise complaints received during the reporting period and the actions taken to address any complaints

The purpose of the reporting is in regard to the implementation and effectiveness of the NMP, pursuant to condition U-1582;

In accordance with the EPL Iberdrola will make the Noise Management Plan and Annual Report available to the public on the Iberdrola Australia website. The NMP will be made available within 7 days of it being approved, and the Annual report will be made available within 7 days of submission.

APPENDIX A - Community Engagement Plan

Bolivar Power Station

Community Engagement Plan

Doc No: BPSG1-IBA-PRJ-PLN-0016



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Revision History

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01/04/2023	Tim Maddever	0	First draft
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Contents

1.	Purpose.....	4
2.	Introduction	4
3.	Stakeholders.....	4
4.	Engagement.....	4
4.1	Levels of Engagement.....	4
4.2	Future Engagement.....	6
5.	Managing Feedback.....	6
5.1	Enabling Feedback.....	6
5.2	Managing Feedback.....	7
5.3	Stakeholder Management Database	7
6.	Review.....	8
7.	Contact Details	8

1. Purpose

The purpose of this document is to provide a framework for how Iberdrola proposes to consult, engage and communicate with the community in relation to the liquid fuel generators based at the Bolivar site. Iberdrola is committed to supporting a culture of quality and effective stakeholder and community engagement. Good engagement helps to create better decisions by bringing the voices of citizens and stakeholders into the issues that are relevant to them. This plan has been developed to support the operation of Bolivar Power Station under EPA Licence 51712.

2. Introduction

The Iberdrola Australia SAGT Pty Ltd (Iberdrola) Bolivar Power Station (BPS) facility is comprised of four (4) GE TM 2500 GEN8 Gas Turbine Generators and associated Balance of Plant (BOP) equipment. Iberdrola leases the main generation equipment from the Government of South Australia and the BPS facility provides up to 128 Megawatts (MW) of electricity into the National Electricity Market (NEM).

3. Stakeholders

The following list identifies the key community, government and industry stakeholders:

- Local residents and businesses around the Bolivar site
- SA Power Networks
- SA Water (including the sewerage treatment plant)
- Environment Protection Agency (SA)
- Department of Energy and Mining (SA)
- Department of Planning, Infrastructure and Planning (SA)
- City of Salisbury Council
- Local community groups, including those interested in understanding more about the National Electricity Market

4. Engagement

4.1 Levels of Engagement

During general operation of BPS, communication with stakeholders will be as required for usual business exchange and general information on the BPS available on the Iberdrola Australia web site. In the event of unusual activities on site, a specific engagement process will be undertaken to ensure relevant stakeholders are informed and are given the opportunity to provide input to the circumstance at hand. In accordance with the International Association for Public Participation framework, Iberdrola proposes to adopt the following techniques:

Inform	
Public Participation Goal	To provide the public with balanced and objective information in regard to Bolivar Power Plant operations.
Commitment	For unusual operational circumstances, keep stakeholders informed of relevant information
Public Participation Tools	Bolivar Power Station information is published on the Iberdrola Australia web site

Consult	
Public Participation Goal	To allow and obtain public feedback regarding the ongoing operations of the facility
Commitment	To keep the public informed, listen and acknowledge concerns and provide information on how public input may have influenced decision making processes
Public Participation Tool	Iberdrola website, Complaints Hotline and points of contact for the Bolivar Power Station

Involve	
Public Participation Goal	To work directly with the public operational life of the facility to ensure that public concerns and aspirations are consistently understood and considered
Commitment	To work together with the community to obtain and incorporate their feedback, advice and recommendations into any decisions that may affect them.
Public Participation Tool	Iberdrola website, Complaints Hotline, points of contact for the site and one-on-one meetings where requested by a stakeholder or considered necessary by Iberdrola

Collaborate	
Public Participation Goal	Inform the surrounding community members of the existence and normal operations of the facility
Commitment	To seek advice when formulating a solution or decision that may impact the local community and stakeholders
Public Participation Tool	Plant and/or operations change management public participation which may impact stakeholders associated with the Bolivar Power Station facility.

4.2 Future Engagement

In the event a major maintenance activity of a significant logistics nature is required, Iberdrola will inform relevant stakeholders, e.g., local residences, SA Water, DTF and Salisbury council.

5. Managing Feedback

Iberdrola Energy is committed to addressing any complaints or feedback that may be received from the general public, businesses or local residents.

Complaints handling will require relevant staff to exercise reasonableness, impartiality, fairness and ethics in the decision-making process by officially acting in the public interest.

Iberdrola will endeavour to address complaints in line with its Complaint Management Policy and Protocols.

The table below demonstrates the guiding principles of managing feedback and complaints and provides examples of how these are being implemented or addressed:

5.1 Enabling Feedback

Principle	Detail	Action
People focused	Acknowledge that everybody has the right to provide feedback, and ensure a people focused and proactive approach is adopted when seeking feedback and receiving complaints	Each response is dealt with in a consistent manner to ensure that every correspondent is treated equally
Ensure there is no detriment to the correspondent	No detriment should be suffered by the individual that is providing feedback	Contact details only provided to those who require it to respond to the correspondent
Visibility and Transparency	Well publicised information about how and where feedback can be provided, for example via website, email or phone	Information is easily accessible on the Iberdrola website (www.iberdrola.com.au) and the general public are able to contact Iberdrola via our Dedicated Operations Centre Complaints Line: 1800 917 372

Accessibility	Ensure all communications are accessible.	Communications and engagement tools will meet accessibility standards.
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5.2 Managing Feedback

Principle	Detail	Action
Responsiveness	Promptly acknowledging all feedback received and assess and advise correspondent about process and timelines.	An acknowledgement email will be provided to those who send feedback or complaints via the online submission tool. In respect to phone calls, if an immediate answer cannot be provided, contact details will be taken and a response will be provided as soon as possible.
Objectivity and fairness	All feedback should be managed in an objective, fair and unbiased manner. Each person should be treated respectfully and in the same way no matter what issue is being raised.	Each response will be dealt with in a respectful and consistent manner to ensure that every correspondent is treated fairly and equally.
Privacy and disclosure	Personal information should only be disclosed or used in compliance with relevant privacy laws.	Contact details will only be provided to those who require it to correspond with the complainant.
Communication	Communicate the reason behind your decision to the correspondent, so they understand the facts and reasoning that formed the basis of the decision.	Communications will be reviewed by the relevant technical experts to ensure appropriate level of detail included in each response.

5.3 Stakeholder Management Database

A stakeholder management database will be used to track community engagement. The database will assist in the collation of stakeholder contact details, issues and concerns, resolution, method of contact, contact notes and outgoing communications.

6. Review

This Community Engagement Plan will be reviewed and updated if and when there are any changes at either site that impact on the community or other stakeholders, and require a change to the way in which Iberdrola communicates with the community.

7. Contact Details

Dedicated Operations Control Centre Complaints Line
(9am – 5pm, Monday – Friday)

+61 (02) 8031 9947

Email: complaints@iberdrola.com.au

Website: <https://www.iberdrola.com.au/our-assets/firming-assets/#e223>

APPENDIX B - Operations Complaints Management Plan

Bolivar Power Station



Iberdrola Australia SAGT Pty Limited
ABN 77 635 710 360
Level 17, 56 Pitt Street, Sydney, NSW, 2000
T: 02 8031 9900

Complaints Management Plan

Guidelines for receiving, recording and handling of complaints related to the Bolivar Power Station facility.

SEPTEMBER 2022

Document Reference: BPSG1-PRJ-IBA-PLN-0011-0

Bolivar Power Station

Complaints Management Plan



Revision History

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11/4/2020	Andrew Davis	0	Draft for Internal Review
4/6/2020	Andrew Davis	1	Draft for EPA Review
8/9/2020	Andrew Davis	2	Issue for EPA Review
22/02/2022	Tim Maddever	3	Issue for IBA review
23/02/2022	Stephen Murphy	3.1	Migrated doc to IBA standard template, revised for Bolivar Power Station
6/4/2022	Tim Maddever	3.2	Issued.
21/07/2022	Brenda Harris	0	Controlled to BPSG1
29/9/2022	Stephen Murphy	1	Revised

Bolivar Power Station

Complaints Management Plan



1. INTRODUCTION

This protocol outlines the complaints management procedure to be used by Iberdrola Australia in relation to communication with external stakeholders wishing to register an inquiry or raise a complaint relating to the operation of the Bolivar Power Station (Facility), or during the construction and relocation of the plant from the current location at Lonsdale to the new location at Bolivar.

The definition of 'complaint' as per Iberdrola Australia's Complaints Handling Policy is *"an expression of dissatisfaction made by a third party to Iberdrola Australia, including to its agents and employees, which relates to Iberdrola Australia and its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected."*

i. Purpose

The objective of this protocol is to ensure there is a transparent process in place to efficiently and respectfully resolve legitimate issues, concerns or problems raised by individuals or groups in relation to the operation or relocation of the Facility.

The sections below identify the key personnel relevant to this process; describe the procedural obligations of each internal stakeholder; and set out minimum requirements for what information is recorded at the time a complaint or inquiry is received.

ii. Background

Bolivar Power Station is comprised of four (4) GE TM 2500 Gas Turbine Generators and Balance of Plant (BOP) leased from the Treasurer of the State Government of South Australia by Iberdrola Australia SAGT Pty Ltd (Iberdrola Australia). The lease and operation of the Plant by Iberdrola Australia commenced on November 1, 2021.

The Facility provides up to 128MW of electricity to the National Electricity Market (NEM) and is operated by Iberdrola Australia as a commercial firming generation asset. The Plant was previously located in Lonsdale, South Australia, however, has now been relocated to Bolivar, South Australia.

Construction of the plant at Bolivar commenced in February 2022. The plant is scheduled to be recommissioned and returned to commercial operation by the 1st December 2022.

Bolivar Power Station

Complaints Management Plan



The key planning and environmental approvals that govern the project are the Bolivar Development Approval (ref 145/V041/20, dated 29 May 2020) (DA) and the Lonsdale Environmental Protection Authority Licence 51178.

The aspects of these approvals relevant to this Protocol include:

iii. Noise Management Plan and Community Engagement Plan

The DA requires Iberdrola Australia to obtain an environmental authorisation that will include conditions. A condition of the Environmental Licence, Section 2.9, requires Iberdrola Australia to prepare and comply with a Community Engagement Plan (CEP) and a Noise Management Plan (NMP) which details ongoing noise monitoring to be undertaken and include provisions for reporting at the end of each season (four times per year) during the operational phase of the development.

The quarterly reports shall include:

- total number of hours of commercial operation for the season (expressed as both a total number and the percentage of the total hours in the season);
- total hours of commercial operation for the calendar year as at the end of the relevant season;
- results of noise monitoring during the relevant season; and
- the number of noise complaints received, and the actions taken to address these during the relevant season.

iv. Environmental Protection Authority (EPA) Licence

For Lonsdale site Licence 51178 issued by the South Australian Environment Protection Authority (**EPA**), Section 2.3 Complaints Register (S-1) requires that complaints register exists and includes;

- a) The date and time that the complaint was made;
- b) Details of the complaint including the likely cause of events giving rise to the complaint;
- c) The contact details of the complainant (if permitted by the complainant); and
- d) Details of any action take in response to the complaint by the Licensee.

The Environmental protection Licence for yet to be issued for Bolivar Power Station will require a similar complaint management process.

Bolivar Power Station



Complaints Management Plan

The complaints register will be managed by the Bolivar Power Station (BPSG1) Operations and Projects team.

2. CONTACT DETAILS

2.1 Website

The Iberdrola Australia website contains information relating to BPS.

The website is located at <https://www.iberdrola.com.au/our-assets/firming-assets/>

2.2 Social Media

Complaints made on Iberdrola Australia's social media platforms, e.g., Facebook or Twitter channels, are not considered as formally submitted complaints.

When a complaint regarding the South Australian Gas Turbines is made on any of Iberdrola Australia's social media channels, the General Manager, Corporate development, Sustainability and Communications (or other team members of the Communications Team monitoring Iberdrola Australia's social media channels), should advise the external stakeholder of the formal complaints management procedure outlined in this document.

The Operations Manager and relevant Project Manager should also be notified of any such complaint.

2.3 Postal Address

Correspondence to BPS operations team can be sent to Iberdrola Australia can be contacted at the following postal address:

Operations Manager
Iberdrola Australia SAGT Pty Ltd
PO Box 300
Brighton, South Australia, 5048

2.4 Email

The enquiries email address for the project is: complaints@iberdrola.com.au

The recipients of an email sent to this address include Iberdrola Australia's:

Bolivar Power Station



Complaints Management Plan

- Operations Manager – Bolivar Power Station
- General Manager – Operations & Projects
- QHSE Manager – Operations Project Manager – Bolivar Power Station Project

2.5 Phone Calls

Iberdrola Australia has set up a 24-hour phone number for any inquiries, which is:

Dedicated Operations Centre Complaints Line: 1800 917 372

2.6 Bolivar Power Station Project Site Contact

During the SAGT Relocation Project construction works a representative from Iberdrola Australia will be present at site during site operating hours. Any inquiries and/or complaints received in person at site shall be recorded in the register and forwarded to the BPS Project Manager and the BPS Operations Manager.

3. HANDLING INQUIRIES & COMPLAINTS

3.1 Receiving inquiries or complaints

All inquiries and/or complaints address via any of the communication routes and media outlined in Section 2 shall be treated seriously and met with respect.

When receiving a verbal complaint, it is important to record and confirm the complainant's details, if permitted by the complainant (i.e., name, contact number, date and time the complaint was made and an accurate date and time that the complaint is relevant to).

Any person with an inquiry or complaint should be encouraged to provide all the information required to enable Iberdrola Australia to understand the nature of the inquiry and the potential impact or urgency relating to the inquiry.

Once details have been recorded the person making the inquiry or complaint should be advised that their complaint will be registered in a register and that a representative from Iberdrola Australia will respond to their inquiry and/or complaint shortly.

Complaints Management Plan

3.2 Registering the complaint. On receipt of an inquiry or a complaint, it shall be registered immediately in the BPS Stakeholder Engagement Register [BPSG1-PRJ-IBA-REG-0004-A Stakeholder Engagement Register](#) and forward an e-mail notification to:

- complaints@iberdrola.com.au
- BPS Project Manager, Cameron Moore, cameron.moore@iberdrola.com.au
- BPS Operations Manager, Stephen Murphy, stephen.murphy@iberdrola.com.au
- General Manager Liberalised Operations & Projects, Stuart Black, stuart.black@iberdrola.com.au

If the inquiry and/or complaint is in regard to another party works or infrastructure, then we should record the details of the inquiry and forward the details and/or complaint to the third party as appropriate and then respond to the person who raised the inquiry/complaint that we have actioned this with details of who it has been passed through to.

If the complaint is regarding noise, and the OCC Operator did not receive and register the call, advise the OCC of the date and time of the complaint so wind speed and direction can be determined if necessary for far field noise emission impact.

Resolution of the complaints process will be the responsibility of the BPS Project Manager and BPS Operations Manager with support from others within the business depending on the nature of the inquiry and/or complaint.

When responding or communicating and responding to inquiries and/or complaints copies of any correspondence shall be linked and filed in the register itself so that all correspondence can be retrieved and checked.

The register shall be updated with the appropriate actions taken to resolve the complaint or respond to the inquiry.

To ensure consistency with the Iberdrola Australia Group Complaints Handling process:

- the initial response acknowledging receipt of an inquiry or complaint shall be responded to as soon as practicable, and normally within seven days;
- where feasible all complaints should be resolved within 30 days of being received. Any complaint not resolved within 30 days of being received should be referred to Iberdrola Australia's General Manager for Operations;
- once resolution of an inquiry or complaint has been determined, the complainant should be advised of the action made in relation to the complaint

Bolivar Power Station

Complaints Management Plan



and any further remedies (if any) available to the complainant if they are not satisfied with the outcome; and

- subject to any statutory requirements, complaints handling will be conducted at no charge to the complainant.

The BPS register shall be reviewed on a monthly basis and a summary of any inquiries or complaints shall be reported in the internal monthly report.

Refer link to Iberdrola Australia's website:

<https://www.iberdrola.com.au/assets/Complaints-Handling-Policy-12pt-font.pdf>

<https://www.iberdrola.com.au/about-us/about-iberdrola-australia/>

APPENDIX C - BPS Noise Hazard / Impact Identification Assessment

Bolivar Power Station (BPS) Noise Hazard/Impact Identification Assessment							
Noise Emission Source	Impact to NSR?	Occupational Exposure Hazard?	Near Field Noise Model dB(A)	Far Field Model dB(A)			Noise Mitigation Measures
				Animal Husbandry Subzone NSRs	Animal Husbandry Subzone NSRs	General Neighbourhood Zone NSRs	
Stack Emission - Gas Turbine Generators	Yes	Yes	88	46	46	45	Elimination N/A Substitution N/A Engineering Design, Fabrication, Installation and Maintenance of new two-stage noise attenuating exhaust silences Administration Baseline Noise Study of BPS Site Noise Monitoring at Lonsdale Noise Modelling Initial Noise Monitoring BPS Periodic Noise Monitoring Complaints Management Processes PPE Hearing protection required inside BPS boundaries during unit operation
Ancillary Plant - Gas Systems, Diesel and Water Pumps, Air Compressors	Yes	Yes	<88	<46	<46	<45	Elimination N/A Substitution N/A Engineering Enclosures on individual equipment/equipment sets Administration Baseline Noise Study of BPS Site Noise Monitoring at Lonsdale Noise Modelling Initial Noise Monitoring BPS Periodic Noise Monitoring Complaints Management Processes PPE Hearing protection required inside BPS boundaries during unit operation
General Site Operations - Light & heavy vehicle traffic and crane/mobile plant operation	No	Yes	Undefined	Not Applicable	Not Applicable	Not Applicable	Elimination N/A Substitution N/A Engineering Enclosures on individual equipment/equipment sets Administration Restriction on heavy vehicle and mobile plant operations between 6pm-6am under normal operating conditions PPE Task based risk assessment to identify hearing protection requirements
Site Maintenance - Mechanical and steel works	No	Yes	Undefined	Not Applicable	Not Applicable	Not Applicable	Elimination N/A Substitution N/A Engineering Enclosures on individual equipment/equipment sets Administration Prohibition on maintenance works between 6pm-6am under normal operating conditions PPE Task based risk assessment to identify hearing protection requirements