

Television, Radio and Telephone (EMI) Complaint Response Process

This factsheet describes Goldwind Australia's (GWA) process for effective management of EMI complaints in relation to Moorabool Wind Farm (MWF) and in accordance with the GWA Complaints and Enquiries Policy.

Condition 33 of the Planning Permit for MWF requires a Television, Radio and Telephone Reception Plan. This factsheet is based on that endorsed plan, which has been endorsed by the Department of Environment, Land, Water and Planning (DELWP).

Moorabool Shire Council (MSC) is the responsible authority for enforcement of the planning permit.

Overview

- During the planning and development stages of MWF, independent and qualified consultants prepared a Television, Radio and Telephone Reception Plan and undertook 27 pre-construction assessments.
- The definition of area to be covered by the plan (defined area) is 5km from a wind turbine. Therefore, complaints received from Non host dwellings within 5km of a wind turbine will be investigated further.
- Complaints received from beyond 5km will be determined as not within the defined area and therefore not eligible for investigation.
- Dwellings within the defined area that existed at the date of the pre-construction survey (31st March 2017) are eligible.
- Expert advice will be provided in report format as to whether the EMI disturbance is due to the operation of MWF. This will be provided to the complainant and MSC.
- Where EMI disturbance is deemed to be caused by the wind farm, a rectification proposal will be provided at the time of the expert opinion report.
- The mitigation measures shall return the affected reception to **pre-construction quality** and be undertaken at the cost of the wind energy facility operator, all to the satisfaction of the responsible authority, MSC.

Contact Us

For further information please contact:

- **Freecall:** 1800 019 660,
- **E:** info@mooraboolwindfarm.com,
- **Information Centre:** 120 Inglis Street, Ballan, Wed to Fri 9am to 12pm, Sat by appointment only, 0459 895 912
- **Web:** www.mooraboolwindfarm.com

EMI Complaint Response Process

Step 1

An EMI complaint is received and registered in an online Complaint Database.

Step 2

Community Engagement Manager (CEM) notifies MSC and the wind farm owner and operator, of the complaint.

Step 3

CEM will determine the distance of the dwelling from a wind turbine and therefore the eligibility of the property.

Step 4

If eligible, MWF will commission an investigation of the complaint by an expert consultant.

Further surveying by the consultant at an individual property may **not** be required at this stage.

Step 5

On conclusion of an investigation, expert advice will be provided in report format as to whether the EMI disturbance is due to the operation of MWF. This will be provided to the complainant and the responsible authority.

Step 6

Where EMI disturbance is caused by the wind farm, a rectification proposal and timeframe for implementation will be provided to the complainant and the responsible authority.

The mitigation measures offered to the complainant shall be to return the affected reception to pre-construction quality and be undertaken at the cost of the wind energy facility operator.

For Example, for television interference:

1. Change the antenna and/or orientation of antenna to receive an alternative station if available, e.g. Melbourne instead of Ballarat.
2. Reposition antenna in height or horizontally on the dwelling.
3. Replacement of receiving antenna system with a higher gain more directive model.
4. Install an antenna elsewhere on the property and cable to dwelling.
5. Provision of an alternative satellite service e.g., the Viewer Access Satellite Television (VAST)

Step 7

Mitigation Measures to be agreed upon by the complainant and operator prior to works being undertaken. A short Agreement will be provided to the complainant for signature prior to the works commencing.

Step 8

Works implemented by the consultant at the dwelling to be documented and reported to the CEM and recorded.

Step 9

Confirmation that mitigation measures have rectified the issue to be provided by the consultant.

External escalation of a complaint.

If a resolution cannot be achieved with the complainant, MWF will seek assistance in resolving the complaint from the Responsible Authority.

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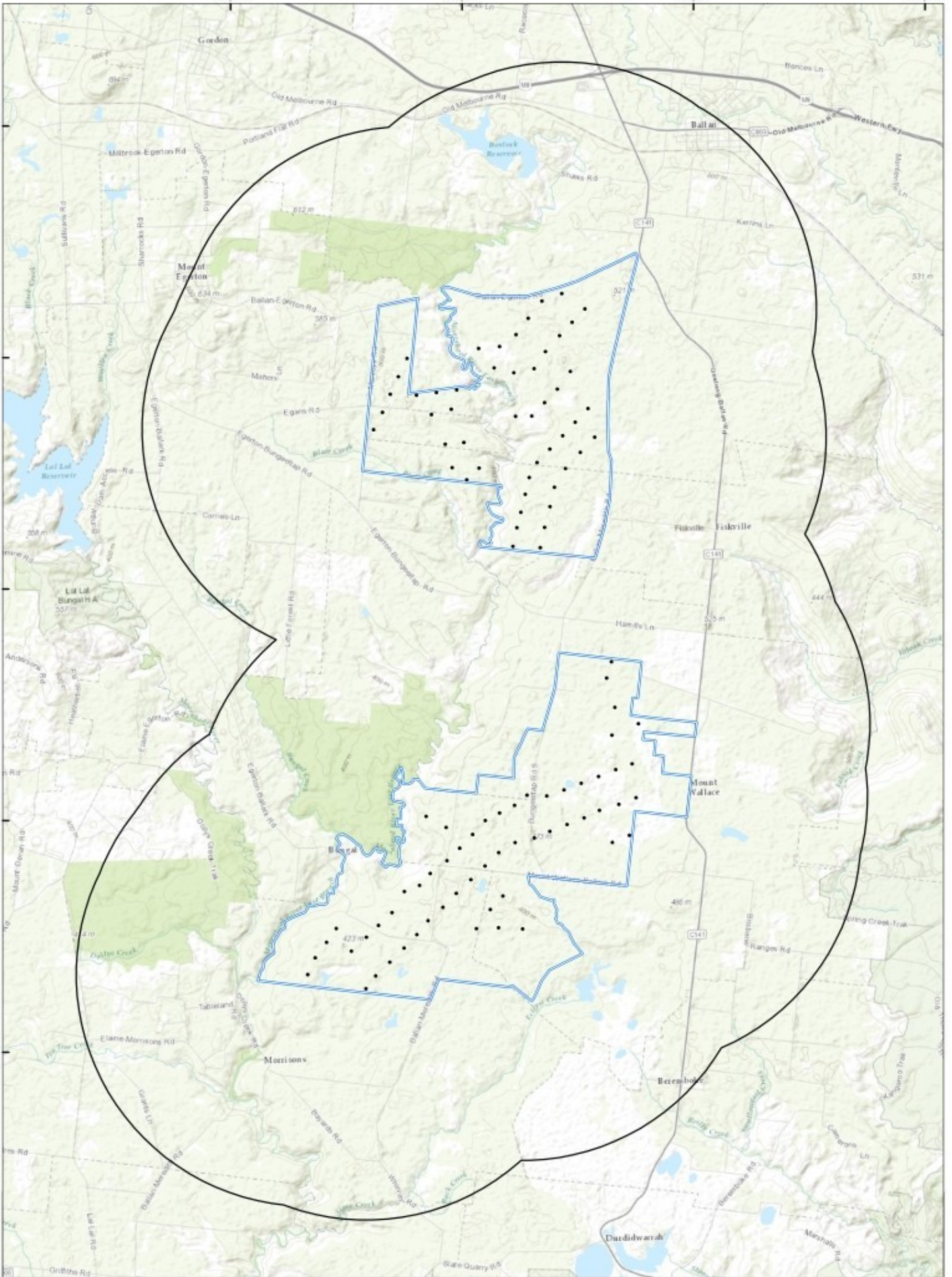
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 Coordinate System: GDA04 MGA55



LEGEND

- Permitted Turbine Location
- 5km from Nearest Turbine
- ▭ Project Boundary

PROJECT

Moorabool Wind Farm

TITLE

EMI Pre-Construction Survey - Defined Area

