



# National Wind Farm Commissioner

## Hawkesdale Community Meeting Presentation

**22 September 2017**

**Andrew Dyer**  
National Wind Farm Commissioner

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

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# Agenda

- The role of the Commissioner
- Achievements to date
- Wind farm information
- Complaint statistics
- Annual Report Observations and recommendations
- Reforms and initiatives

# Role

- Commenced in November 2015 for a three year term to:
  - ✓ Facilitate the handling of complaints from concerned community residents about planned and operating wind farms;
  - ✓ Identify and promote best practices for industry, government and related agencies to adopt with regard to the planning, operation and governance of wind farms; and
  - ✓ Improve information access and transparency about proposed and operating wind farms and the industry.
- National, independent role – reporting directly to the Federal Minister for the Environment and Energy.
- Commissioner’s Terms of Reference at [www.nwfc.gov.au](http://www.nwfc.gov.au).

# Achievements to date

- Establishment of office and employment of staff
- Implementation of complaint policy, systems and process
- Independent website launched – [www.nwfc.gov.au](http://www.nwfc.gov.au)
- Extensive stakeholder engagement – more than 600 stakeholders including government, community, industry and experts
- Site visits to numerous operating/proposed wind farms and complainants
- Received and handling a wide variety of complaints
- Identification of systemic issues and their resolution
- Identification and promotion of best practices
- Developed a range of preliminary observations & recommendations – detailed in the Commissioner's 2016 Annual Report to Parliament.

# Wind Farms Visited

\*proposed

## **Victoria:**

Ararat  
Bald Hills  
Cape Bridgewater  
Hawkesdale\*  
Hepburn  
Lal Lal\*  
Macarthur  
Moorabool\*  
Oaklands Hill  
Waubra  
Wonthaggi  
Willatook\*

## **NSW:**

Bango\*  
Collector\*  
Coppabella\*  
Crudine Ridge\*  
Cullerin Range  
Gullen Range  
Gunning  
Jupiter\*

## **South Australia:**

Hallet  
Palmer\*  
Snowtown  
Waterloo

## **Tasmania:**

Musselroe

# Wind farms: overview

## Operating wind farms

| State        | Number of wind farms | Number of turbines | Total Capacity |
|--------------|----------------------|--------------------|----------------|
| VIC          | 18                   | 602                | 1250           |
| NSW          | 12                   | 361                | 668            |
| SA           | 19                   | 689                | 1595           |
| QLD          | 2                    | 22                 | 13             |
| TAS          | 7                    | 124                | 310            |
| WA           | 21                   | 308                | 491            |
| NT           | 0                    | 0                  | 0              |
| ACT          | 0                    | 0                  | 0              |
| <b>TOTAL</b> | <b>79</b>            | <b>2180</b>        | <b>4803</b>    |

Note: all data sourced from public domain

# Wind farms: overview

## Proposed wind farms - approved

| State        | Number of wind farms | Number of turbines | Total Capacity |
|--------------|----------------------|--------------------|----------------|
| VIC          | 21                   | 1027               | 2850           |
| NSW          | 8                    | 929                | 3265           |
| SA           | 9                    | 189                | 601            |
| QLD          | 5                    | 258                | 965            |
| TAS          | 1                    | 49                 | 144            |
| WA           | 1                    | 22                 | 55             |
| NT           | 0                    | 0                  | 0              |
| ACT          | 0                    | 0                  | 0              |
| <b>TOTAL</b> | <b>45</b>            | <b>2474</b>        | <b>7880</b>    |

Note: all data sourced from public domain

# Wind farms: overview

## Proposed wind farms – under assessment

| State        | Number of wind farms | Number of turbines | Total Capacity |
|--------------|----------------------|--------------------|----------------|
| VIC          | 5                    | 183                | 451            |
| NSW          | 4                    | 258                | 863            |
| SA           | 9                    | 322                | 942            |
| QLD          | 3                    | 318                | 805            |
| TAS          | 1                    | 300                | 1000           |
| WA           | 0                    | 0                  | 0              |
| NT           | 0                    | 0                  | 0              |
| ACT          | 0                    | 0                  | 0              |
| <b>TOTAL</b> | <b>22</b>            | <b>1381</b>        | <b>4061</b>    |

Note: all data sourced from public domain



# Wind farms: overview

- Industry in Australia began in late 1990s, most wind farms built after 2000.
- Approximately 79 operating wind farms in Australia.
- Total current capacity = 4,803 MW (2,180 turbines).
- Some 67 wind farms in the 'development' pipeline.
- Approximately 12,000 MW of capacity and 3,800 turbines in pipeline.
- Majority of wind farms proposed are for VIC (26), SA (18) and NSW (12).
- Additional 4,000 MW (approx.) required to meet the 2020 RET.
- Industry comprises both prospective developers and longer term owner/operators.

# Key Development Tasks

## Pre-permit processes

- Site Selection
- Landowner agreements (hosts)
- Landowner agreements (easements)
- Weather monitoring
- Preliminary design
- Grid availability analysis
- Expert assessments and management plans, including:
  - noise
  - environmental impact
  - amenity
  - aviation
- EPBC Act referral (and possible assessment)
- Community engagement
- Neighbour agreements
- Permit application
- Planning panel
- Permit approval

# Key Development Tasks (cont.)

## Post-permit processes

- Turbine selection
- Permit modifications
- Updates to assessments
- Background noise testing
- Construction plan
- Community Consultative Committee
- Approval of any modifications
- Grid connection application (Australian Energy Market Operator)
- Securing equity partners
- Securing debt providers
- Power purchase agreement and financial close
- Accreditation by Clean Energy Regulator
- Construction phase
- Post-construction compliance testing

The voice for Australia's clean energy industry  
**ecogeneration**

# Wind Map of Australia 2017

Compiled and published by Ecogeneration Pty Ltd. Tel: +61 2 8426 9555 | Email: queries@ecogeneration.com.au  
 For additional copies of this map, and for advertising enquiries, email queries@ecogeneration.com.au  
 NOTE: This map is a summary, for illustration only, and does not represent the location of major wind projects that are operating or under construction as of January 2017. It does not show other project locations.  
 Wind resources and wind data provided by: DECC  
 The wind resource map overlay shows the wind speed at 100 metres above ground and is based on TERA's 5km gridded data set. The data set was created using an advanced meteorological model developed in cooperation with Research and Forecasting (RAF). Small-scale terrain features were masked by combining a number of 5MP resolution observations were used to smooth the data. Small-scale terrain features were masked by combining a number of 5MP resolution observations were used to smooth the data. Small-scale terrain features were masked by combining a number of 5MP resolution observations were used to smooth the data.

### LEGEND

Place name  
 Under construction  
 Commissioned



### WESTERN AUSTRALIA

No. Project name, Owner, Commissioning year, Capacity (MW), Number of turbines, Turbine manufacturer

- 1 Albany Wind Farm, Forterra, 2015, 33MW, 18, ENERCON
- 2 Collier Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
- 3 Denmark Community Wind Farm, Denmark Community Wind Farm, 2015, 12MW, 2, ENERCON
- 4 Coas Coast Wind Farm, Sunlight Corporation, 2016, 30MW, 45, Vestas
- 5 Innespeak Wind Farm, Sunlight, 2016, 24MW, 2, ENERCON
- 6 Ashburton Wind Farm, Sunlight, 2017, 24MW, 2, ENERCON
- 7 Barkly Wind Farm, Sunlight, 2017, 24MW, 2, ENERCON
- 8 Murrumbidgee Wind Farm, Sunlight, 2017, 24MW, 2, ENERCON
- 9 Ten Mile Crosswind Wind Farm, Sunlight, 2017, 24MW, 2, ENERCON
- 10 Ten Mile Crosswind Wind Farm, Sunlight, 2017, 24MW, 2, ENERCON
- 11 Murrumbidgee Wind Farm, Sunlight, 2017, 24MW, 2, ENERCON

### SOUTH AUSTRALIA

No. Project name, Owner, Commissioning year, Capacity (MW), Number of turbines, Turbine manufacturer

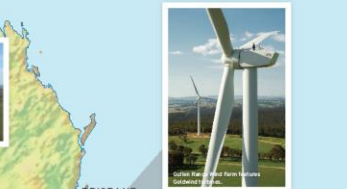
- 12 Canunda Wind Farm, International Power, 2005, 48MW, 23, Vestas
- 13 Central Coast Wind Farm, PacificNorth, 2015, 46MW, 73, Vestas
- 14 Cleveleys Gas Wind Farm, PacificNorth, 2015, 55MW, 23, Vestas
- 15 Hallett 1 (Hallett 1) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 16 Hallett 2 (Hallett 2) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 17 Hallett 3 (Hallett 3) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 18 Hallett 4 (Hallett 4) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 19 Hallett 5 (Hallett 5) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 20 Hallett 6 (Hallett 6) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 21 Hallett 7 (Hallett 7) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 22 Hallett 8 (Hallett 8) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 23 Hallett 9 (Hallett 9) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 24 Hallett 10 (Hallett 10) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 25 Hallett 11 (Hallett 11) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 26 Hallett 12 (Hallett 12) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 27 Hallett 13 (Hallett 13) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 28 Hallett 14 (Hallett 14) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 29 Hallett 15 (Hallett 15) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 30 Hallett 16 (Hallett 16) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 31 Hallett 17 (Hallett 17) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 32 Hallett 18 (Hallett 18) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 33 Hallett 19 (Hallett 19) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 34 Hallett 20 (Hallett 20) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 35 Hallett 21 (Hallett 21) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 36 Hallett 22 (Hallett 22) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 37 Hallett 23 (Hallett 23) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 38 Hallett 24 (Hallett 24) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 39 Hallett 25 (Hallett 25) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 40 Hallett 26 (Hallett 26) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 41 Hallett 27 (Hallett 27) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 42 Hallett 28 (Hallett 28) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 43 Hallett 29 (Hallett 29) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 44 Hallett 30 (Hallett 30) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 45 Hallett 31 (Hallett 31) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 46 Hallett 32 (Hallett 32) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 47 Hallett 33 (Hallett 33) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 48 Hallett 34 (Hallett 34) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 49 Hallett 35 (Hallett 35) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 50 Hallett 36 (Hallett 36) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain
- 51 Hallett 37 (Hallett 37) Wind Farm, PacificNorth Investment Partners, 2007, 24MW, 45, Sustain



### QUEENSLAND

No. Project name, Owner, Commissioning year, Capacity (MW), Number of turbines, Turbine manufacturer

- 43 Windy Hill Wind Farm, BACON Australia, 2010, 20MW, 20, ENERCON



### NEW SOUTH WALES

No. Project name, Owner, Commissioning year, Capacity (MW), Number of turbines, Turbine manufacturer

- 44 Boree Wind Farm, Ennova Energy, 2010, 24MW, 10, Vestas
- 45 Boree Wind Farm, Ennova Energy, 2010, 24MW, 10, Vestas
- 46 Boree Wind Farm, Ennova Energy, 2010, 24MW, 10, Vestas
- 47 Boree Wind Farm, Ennova Energy, 2010, 24MW, 10, Vestas
- 48 Boree Wind Farm, Ennova Energy, 2010, 24MW, 10, Vestas
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- 99 Boree Wind Farm, Ennova Energy, 2010, 24MW, 10, Vestas
- 100 Boree Wind Farm, Ennova Energy, 2010, 24MW, 10, Vestas

### VICTORIA

No. Project name, Owner, Commissioning year, Capacity (MW), Number of turbines, Turbine manufacturer

- 31 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
- 32 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
- 33 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
- 34 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
- 35 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
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- 41 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
- 42 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
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- 44 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas
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- 100 Loral Wind Farm, ISES Global Asset Management, 2015, 20MW, 10, Vestas

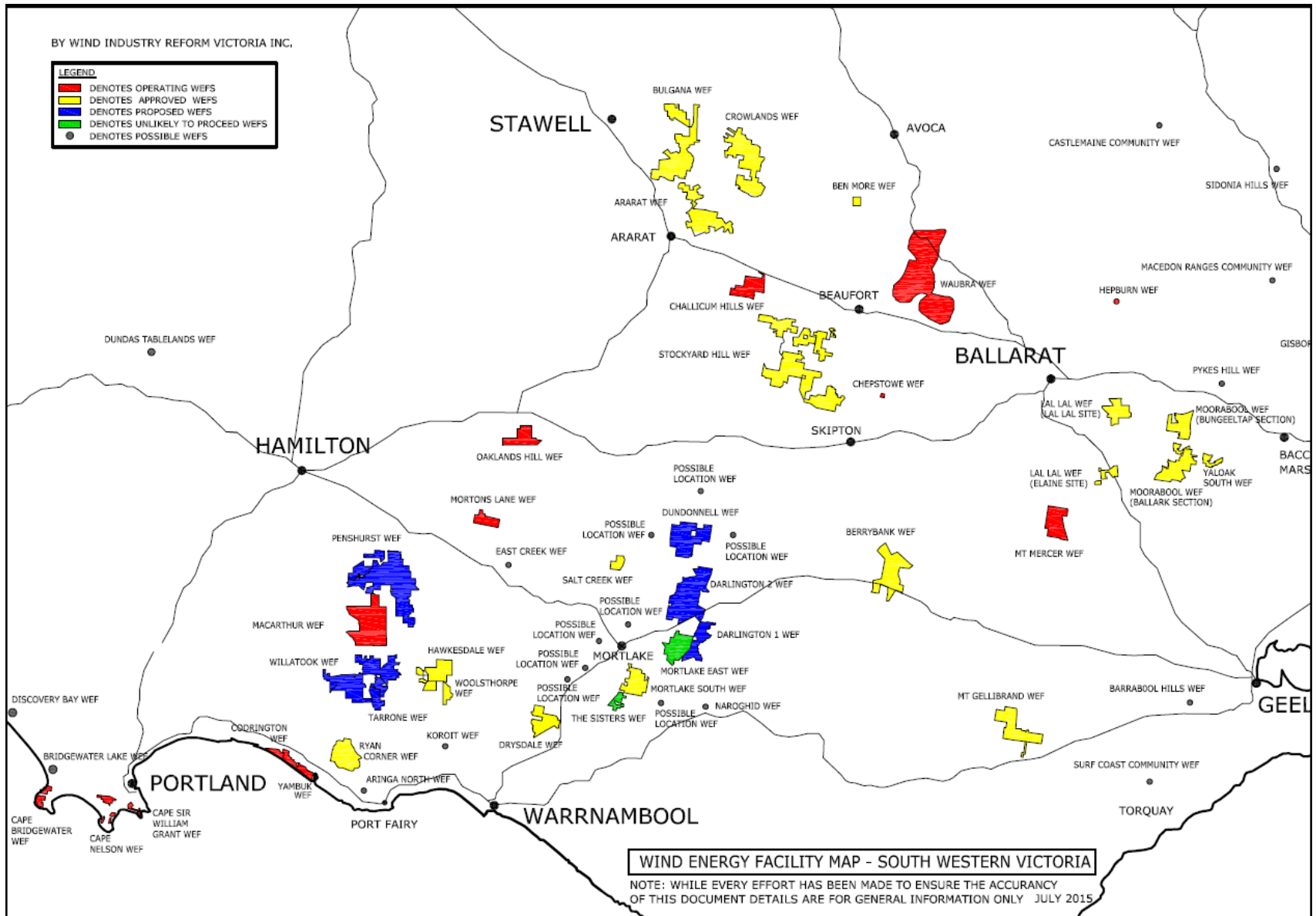
### TASMANIA

No. Project name, Owner, Commissioning year, Capacity (MW), Number of turbines, Turbine manufacturer

- 29 Bull Point Wind Farm, Woodsum Wind Farm Holdings, 2012, 63MW, 37, Vestas
- 30 New Island Structure Hill Wind Farm, Woodsum Wind Farm Holdings, 2012, 2, Vestas, Vestas
- 31 New Island Structure Hill Wind Farm, Woodsum Wind Farm Holdings, 2012, 2, Vestas, Vestas
- 32 Standard Bay Wind Farm, Woodsum Wind Farm Holdings, 2011, 75MW, 25, Vestas





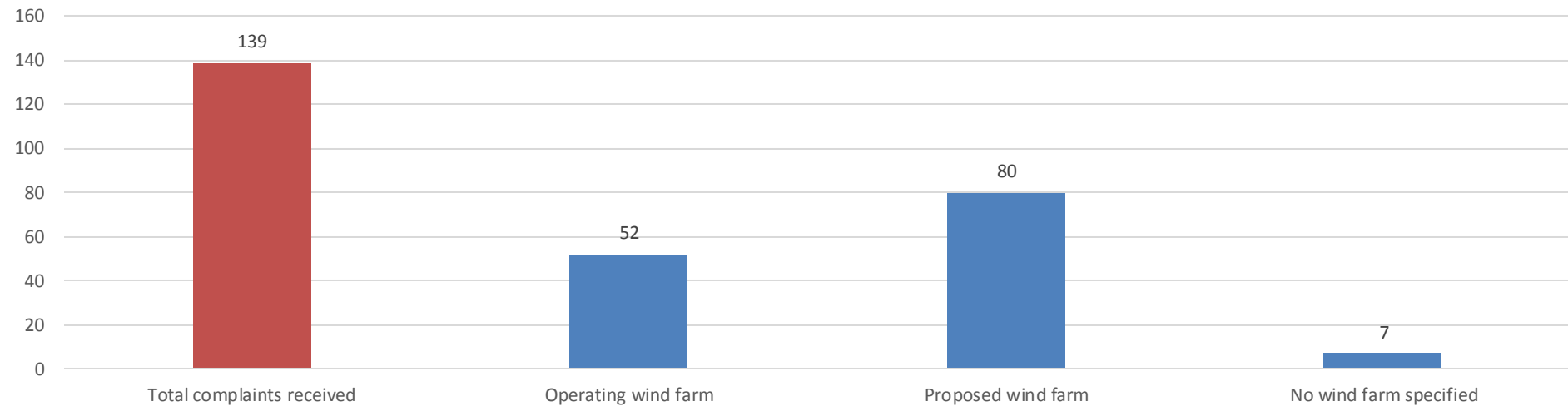


# Wind Farms – Hawkesdale region

| Wind Farm   | Proponent                   | Status   | Number and capacity of turbines | Tip height of turbines (max) | Comments  |
|-------------|-----------------------------|--|---------------------------------|------------------------------|---|
| Hawkesdale  | Global Power (Union Fenosa) | Permit approved, modification under assessment | 26 x 4 MW (104 MW)              | 180m (proposed)              | <ul style="list-style-type: none"> <li>Modification proposal to reduce to 26 turbines from 31 turbines.</li> <li>Commissioner seeking briefing with proponent.</li> </ul>   |
| Macarthur   | AGL                         | Operating                                      | 140 x 3 MW (420 MW)             | 140m                         | <ul style="list-style-type: none"> <li>Commissioned in 2013</li> </ul>  |
| Penshurst   | RES Australia               | Permit under assessment                        | 223 x 3.4 MW (758.2 MW)         | 186m (proposed)              | <ul style="list-style-type: none"> <li>Proposal announced in 2010, a number of media articles over years have highlighted community concerns</li> <li>Variation request made in 2013 during assessment process.</li> </ul>  |
| Ryan Corner | Global Power (Union Fenosa) | Permit approved, modification under assessment | 56 x 4 MW (224 MW)              | 180m (proposed)              | <ul style="list-style-type: none"> <li>Permit approved 2006, modification allowed in 2010</li> <li>New modification proposal to reduce to 56 turbines from 68 turbines.</li> <li>Community submissions to Council open in June 2017.</li> </ul>   |
| Willatook   | Wind Prospect               | Proposed                                       | 98 x 3.6 MW (352.8 MW)          | 220m (proposed)              | <ul style="list-style-type: none"> <li>Proposal announced in 2010, planning permit application expected to be submitted December 2017</li> <li>Modification proposal to reduce to 98 turbines (220m tip height) from 145 turbines.</li> <li>Commissioner meeting with proponent on 12 September for briefing of project.</li> </ul> |
| Woolsthorpe | Wind Farm Developments      | Approved                                       | 20 x 3.1 MW (68 MW)             | 168m                         | <ul style="list-style-type: none"> <li>Permit approved 2006</li> <li>Permit modification approved in May 2017, no current details as yet on construction schedule.</li> <li>Commissioner met proponent in August 2017</li> </ul>  |

# Complaint statistics

(as at 18 September 2017)



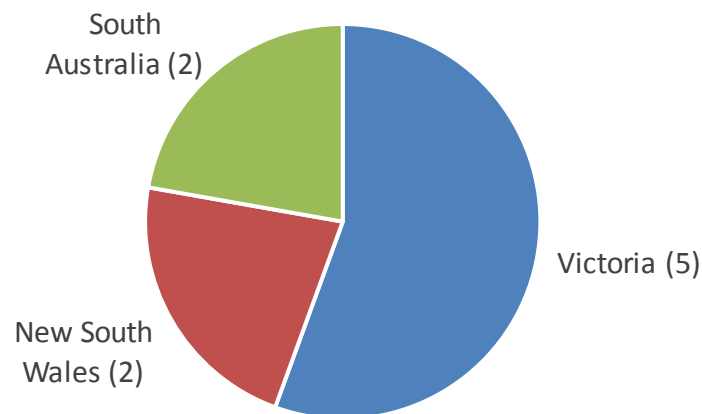
- 139 complaints received
- 52 complaints are from 9 operating wind farms
- 80 complaints are from 27 proposed wind farms
- 7 complaints did not specify a wind farm
- 106 cases closed, remaining 33 cases at various stages of our complaint handling process.



# Complaint statistics – operating wind farms

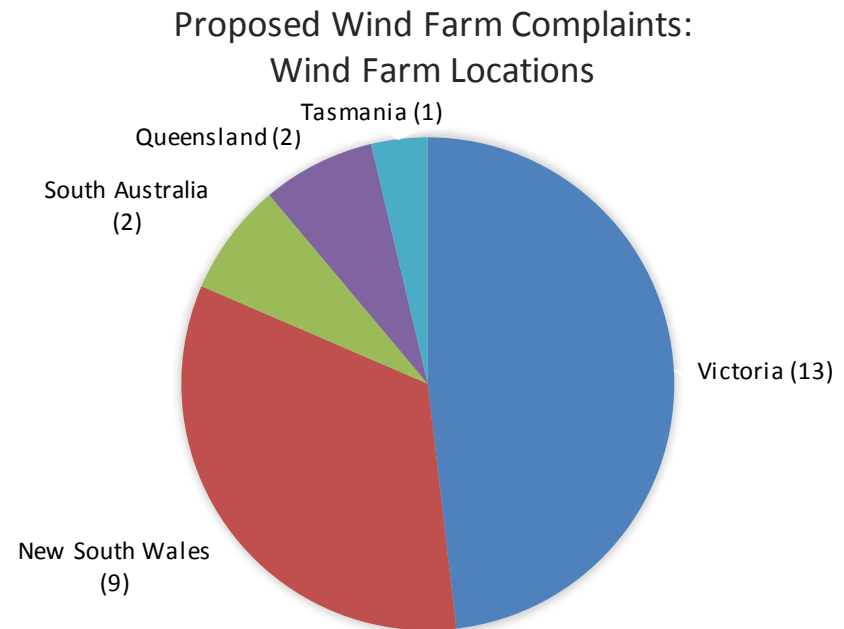
- 52 complaints about nine operating wind farms:
  - Victoria – 29 complaints
  - NSW – 6 complaints
  - South Australia – 16 complaints.
- 48 of these cases have been closed.

Operating Wind Farm Complaints:  
Wind Farm Locations



# Complaint statistics – planned wind farms

- 80 complaints about 27 proposed wind farms:
  - Victoria – 45 complaints
  - NSW – 25 complaints
  - South Australia – 7 complaints
  - Queensland – 2 complaints
  - Tasmania – 1 complaint.
- 52 of these cases have been closed.



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# Top 8 complaint issues

- Complaint issue type in order of prevalence:
  - Noise and annoyance from operations (including noise testing process and noise standards)
  - Health concerns
  - Planning process and transparency
  - Economic loss (property & opportunity)
  - Amenity and impact on views
  - Vibration
  - Natural environment
  - Community engagement.
- Resolutions range from provision of helpful information through to commercial settlements.

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# 2016 Annual Report

## Observations and Recommendations

1. Host landowner negotiations
2. Neighbour consultation and agreements
3. Community engagement
4. Length and renewal of planning permits
5. Governance and compliance of standards and permit conditions
6. Selection and use of experts
7. Complaint handling and emergency procedures
8. Site selection
9. Health matters

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# Observations and Recommendations

## 1. Host Landowner Negotiations

- Landowner expectations should be properly managed from the outset (eg. advised of risks of reduction of turbines).
- Agreements should:
  - be fair and reasonable (landowner should also obtain independent advice prior to entering agreement)
  - be written in plain English
  - clearly outline responsibilities relating to liability insurance, decommissioning (including sources of funding for decommissioning) and other applicable rates, taxes and levies.
- Developers should consider providing a level of compensation to all potential host landowners, regardless of final turbine layout.

# Observations and Recommendations

## 2. Neighbour agreements

- All neighbours within a vicinity of 5km of the wind farms proposed turbines should be identified and consulted.
- Planning authorities and investors should require evidence of effective neighbour consultations as part of due diligence and approval criteria.
- If used, neighbour agreements should:
  - be negotiable
  - be fair, reasonable and in plain English
  - not restrict neighbours from making complaints about the wind farm
  - not allow the wind farm to subject neighbours to conditions that exceed permit limits (unless neighbour is an involved participant).
- Proposed mitigation measures such as screening solutions should be realistic and effective.

# Observations and Recommendations

## 3. Community Engagement

- Developers should invest in community engagement as early as possible. Operators considering purchasing established wind farms should also assess effectiveness of community engagement undertaken by the original developer prior to purchase.
- In developing an engagement plan, proponents should consider the following:
  - establish relationships with key community stakeholders
  - establish a Community Consultative Committee (CCC)
  - establish a range of information opportunities for the community
  - establish a transparent and effective complaints handling process
  - assess appropriate ‘make-good’ activities and beneficial improvements in local infrastructure (eg. mobile phone services)
  - establish and maintain a community engagement fund
  - provide evidence to planning authorities and other stakeholders of community engagement plans and outcomes.
- Councils and State Governments should also proactively engage with community and promote community engagement initiatives.

# Observations and Recommendations

## 4. Planning Permits

- Developers should require a licence to prospect and develop a wind farm project.
- Developers should be transparent about requested permit changes in cases where there are material changes to wind farm design and provide updated impact assessments where necessary.
- Planning authorities should carefully review pre-construction assessments and apply current policies and standards when assessing renewals of permits.
- Planning authorities should carefully consider cumulative impacts of other wind farms when assessing permit renewals and modifications.
- Vendors selling properties should disclose known wind farm proposals that are in proximity.
- Maximum period between issue of a wind farm permit and completion of construction should be 7.5 years (based on an initial permit period of 5 years plus an extension period of 2.5 years to complete construction).



# Observations and Recommendations

## 5. Governance and Compliance

- State Governments should review current arrangements for setting environmental standards and how compliance is enforced.
- States should consider the role of independent compliance authorities, such as the EPA, to include:
  - Set and maintain the noise and environmental standards applied to wind farms
  - Review planning applications and recommend permit conditions
  - Where practical, issue and monitor license conditions for the operation of the wind farm
  - Facilitate peer review/independent audit of reports, testing and modelling programs (e.g. noise testing, shadow flicker, environmental impact) that are required for permit
  - Receive and investigate noise and environmental complaints as well as other alleged breaches of compliance
  - Confirm, or otherwise, compliance of a wind farm with regard to noise and environment permit requirements to the appropriate bodies.

# Observations and Recommendations

## 5. Governance and Compliance (cont.)

- Permits should outline responsible authorities for compliance, processes for lodging alleged breach complaints and processes to be followed if wind farm is found to be non-compliant.
- Opportunity to also harmonise noise and environmental standards across jurisdictions – yielding consistent approach for industry, experts, planners as well as standards to be expected by the community.
- Recommended standards and limits include:
  - noise - 35 dB(a) or background noise plus 5 dB(a)
  - shadow flicker - 15 hours per year and no more than 30 minutes on a given day
  - set-back distances - 1.5km from residence and 200m from property boundary
  - infrastructure set-back distances – 100m from a residence (eg. transmission lines).
- New NSW Visual Amenity Guidelines will also contribute to planning outcomes.

# Observations and Recommendations

## 6. Experts

- Process relies on predictive modelling during the planning phase (to obtain the permit) and then post-construction testing to confirm accuracy of models and therefore compliance. Experts are often the same for both pre-assessments and post-construction testing.
- Can create the perception of conflict of interest, both in the commercial arrangements between proponent and expert, as well as the fact that the expert tests their own modelling for accuracy.
- States should consider:
  - Independent selection of experts used during the planning phase (e.g. from an approved panel)
  - Requirement to use a different expert to assess the operating wind farm (post-construction) from the predictive modelling expert
  - Peer review of expert's process and reports by an independent government-appointed auditor at both design and post-construction stages
  - Ability of auditor to identify and determine compliance or non-compliance and advise the primary compliance authority.

# Observations and Recommendations

## 7. Complaint Handling and Emergency procedures

- Typically, complaint management conditions and permits are limited to noise and construction complaints only.
- Our Office has observed that, while complaint handling procedure documents do exist, few have been published on websites and procedures are not being followed by wind farm operators.
- We have approached a number of wind farms and requested their complaint handling procedure be published – all have complied/agreed to date.
- States should consider modifying permit conditions to reflect:
  - Expanding complaint handling procedure requirements to include all complaint types in a prominent section of the permit
  - Introducing a permit condition requiring the complaint handling procedure to be published
  - Introducing a permit condition requiring the complaint handling procedure to be followed
  - The ability and powers to audit a wind farm's complaint handling activities and complaints register to confirm compliance with the procedures and therefore the permit.

# Observations and Recommendations

## 7. Complaint Handling and Emergency procedures (cont.)

- Operators should have capacity to handle emergency complaints and have appropriate controls, protocols and procedures in place.
- In developing emergency procedures and protocols, operators should consult emergency services authorities.
- Wind farm access roads to turbines provided to be both an effective firebreak and enabled on the ground access to fight the fire.
- Turbines not likely to present a hazard to aerial fire-fighting – they can be clearly identified by pilots.
- Turbines should be locked in the ‘rabbit ear’ or ‘Y’ position to maximise air space for low level flight between the turbines.
- Communication protocols between the wind farm operators and emergency response need to be clear with regard to wind farm shut down instructions.
- While wind turbines can be readily identified, other assets such as meteorological masts, transmission lines and radio towers are more difficult to identify and need to be transparent from the air.

# Observations and Recommendations

## 8. Site Selection

- Our experience so far indicates there is a much higher likelihood of issues and community concerns when proposed or operating wind farms are located near or in more populated areas.
- There can be also multiple proposed wind farms in a region, having the potential to surround a resident – leading to compounding noise, amenity and other issues.
- Conversely, there are minimal issues with wind farms located on large land holdings or land areas well away from neighbours and residents
- According to CEC/CEFC data, there is approximately 3-4x the amount of wind generation capacity in the project pipeline versus capacity required to meet 2020 RET targets.
- Prospectors should obtain prior approval from planning authorities before initiating a potential project in a community.

# Observations and Recommendations

## 8. Site Selection (cont.)

- States and stakeholders should consider:
  - A review of wind farm project pipelines and prioritising those projects which are least likely to affect residents and communities.
  - Once a wind farm has been approved and has commenced construction, re-review the appropriateness of adjoining proposed wind farm projects for any compounding affects on residents and reserve rights to vary permit approvals.
  - Processes to obtain clear evidence from the proponent and other sources of consultations with affected landowners and that appropriate host and neighbour agreements are in place.
  - Adopting a wider range of criteria in assessing and prioritising site selection, including consideration of benefits to local industries and improved power and infrastructure.
  - A review of current and planned transmission infrastructure and grid augmentation to provide grid locations/connections in more appropriate locations for wind farm development.
  - Use of 'reverse auction' schemes (e.g. ACT) to encourage and support wind farm projects in preferred locations as well as promote best practice community engagement.

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# Observations and Recommendations

## 9. Health Matters

- Governments should continue to review and assess health research outcomes to inform standards and policies.
- Residents with health issues should be encouraged to seek appropriate medical advice to treat their condition and ensure that the known causes of the conditions are being addressed.
- Medical practitioners should report any possible causal links between diagnosed health conditions and wind farm operations.



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# Questions?