

# Renewables lessons

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# The Australian Energy Infrastructure Commissioner



**Australian Government**  
**Australian Energy Infrastructure Commissioner**

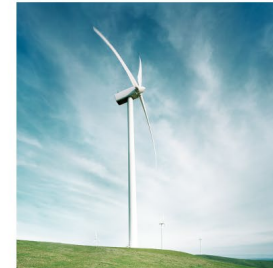
## **2021 Annual Report and Lessons Learned** **22-23 August 2022**

**Andrew Dyer**  
**Australian Energy Infrastructure Commissioner**  
[www.aeic.gov.au](http://www.aeic.gov.au)

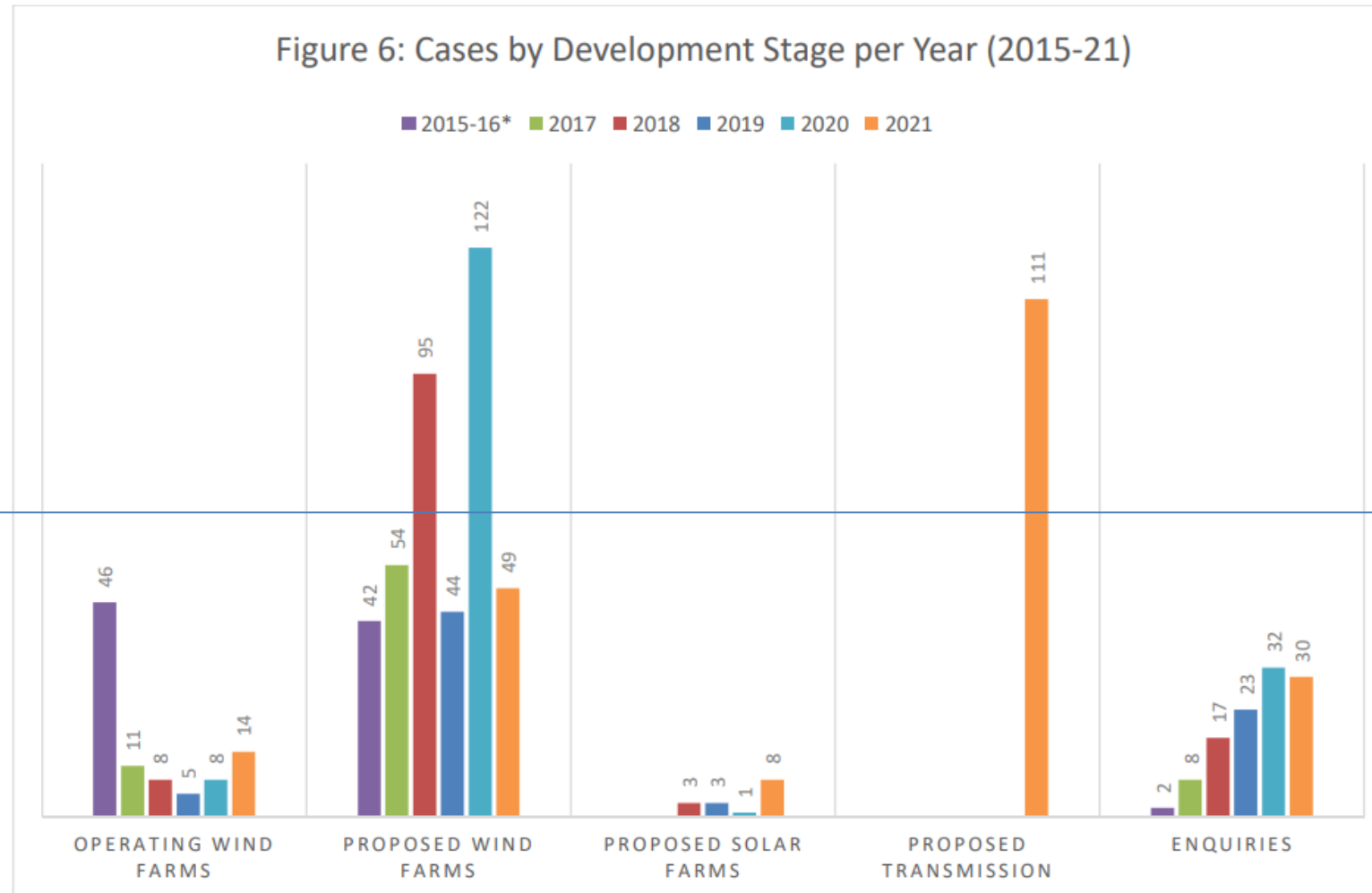


**Australian Government**  
**Australian Energy Infrastructure Commissioner**

## **Annual Report** to the Parliament of Australia Year ending 31 December 2021



## COMPLAINT DATA

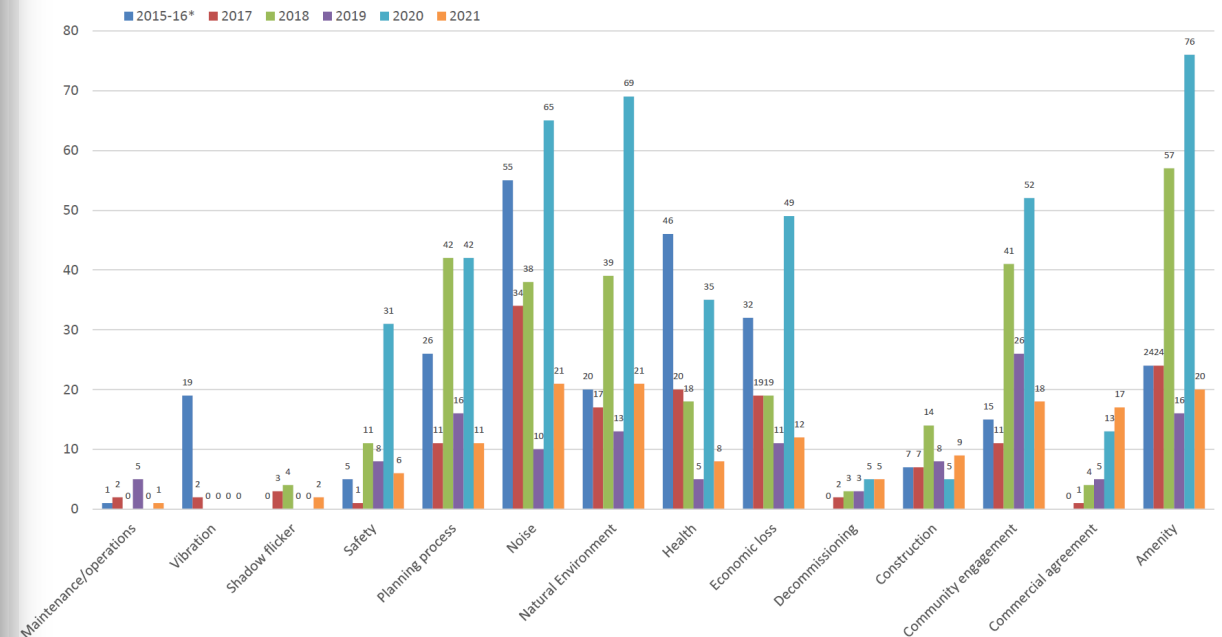


\*2015-16 – refers to case volumes from inception of the Office on 1 November 2015 through 31 December 2016

## Recent concerns – wind and solar

- Wind farms – concerns relating to aviation safety lighting, decommissioning, visual impacts, commercial agreements, safety incidents, recycling of blades.
- Solar farms – concerns relating to hydrology impacts, loss of use of agricultural land, visual impacts, bushfire ignition and fire fighting limitations, recycling of panels.
- Construction issues (landholders) – damage to property, re-routing of roads, gates, road design and other impacts on farming, extended land use, rubbish removal, sub-contractor issues.
- Construction issues (community) – noise and dust, disruption and inconvenience, impacts to local businesses and resources, dislocating the social order.
- Litigation challenges – planning & permit procedures, allegations regarding noise impacts, health impacts and nuisance.

## Issues raised in cases (renewables)



## Suggestions for industry best practices

- Community engagement – start early and remain active in the local community; consider employing locally based community engagement staff. Engage the community to solve problems:
  - Seek opportunities for involving community in relevant aspects of the project
  - Much more likely to embrace the solution if participant in its development
  - Other examples include tower design, review of collateral, various processes.
- Complaint handling – an effective complaints handling procedure should remain in place through development, construction and operational phases.
- Ensure transparency and accessibility for communities, including regular project updates, up-to-date accessible website, and consider establishing local shopfront(s).
- Use plain English in communications, such as for landholder correspondence, agreements, regular updates provided to affected communities, media releases and media relations, fact sheets and when explaining technical information to stakeholders.
- Consult widely on your construction plan (landholders, local communities, councils, state and federal MPs, stakeholder groups/associations, other local industries).
- Recognise that a large-scale energy project will lead to changes and divisions in communities – decide how best to proactively address these changes.

## Contact and Resources

### Contact details:

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### Website:

<http://www.aeic.gov.au/>

(Annual Reports, Guidelines, variety of useful resources and links)