



Trustpower

Palmer Wind Farm
Development Application Report

Volume 2
Community and Stakeholder Engagement

August 2014

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1. Introduction

Trustpower is committed to consulting widely with the local community and key stakeholders on all projects. Trustpower has undertaken a comprehensive voluntary community consultation process for the proposed Palmer Wind Farm prior to and as part of the development application process. The purpose of this engagement has been to provide accurate information on the project and wind farms in general. Community consultation commenced in September 2013 and is ongoing.

The consultation program utilised a range of activities including meetings, newsletters, site visits, visual simulations, community information days and community workshops.

As discussed in Chapter 2, it is typical for large and complex projects to evolve over a period of time in response to information from the community, stakeholders and technical studies. This has occurred throughout the life of this project and it is assumed that this will continue as part of the Development Assessment process.

The following section describes the consultation process that has occurred in terms of the efforts made by Trustpower to disseminate information about the project and to seek input from stakeholders and community members and the feedback and responses provided to address issues raised.

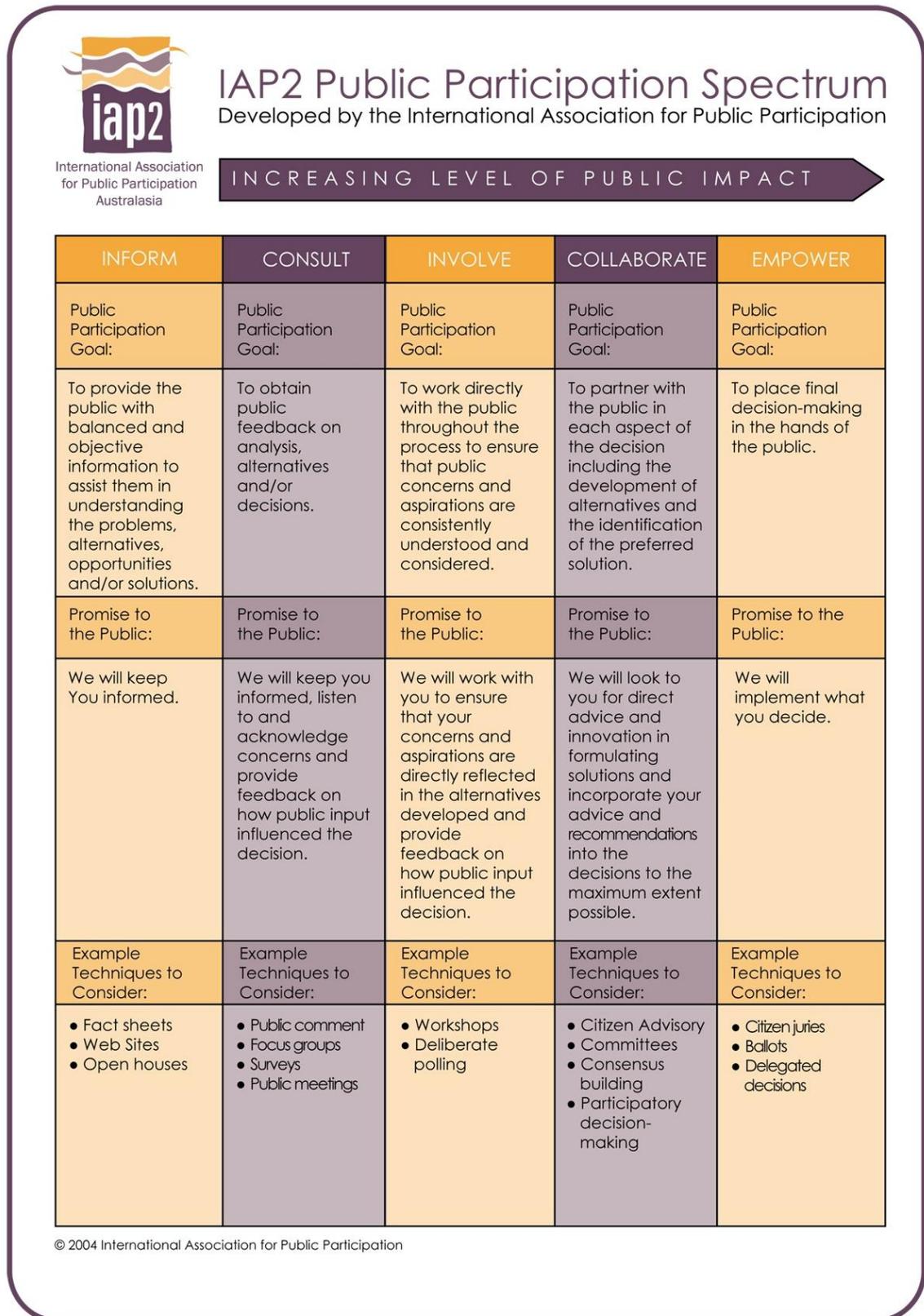
2. Consultation Objectives

2.1 Guidelines for best practice

To ensure best practice, the project was guided by the industry standard for stakeholder engagement – the International Association for Public Participation (IAP2) core values. This framework is presented in Figure 1. Generally, the engagement activities delivered during the approvals phase of the project are seeking to achieve a 'Consult' level of engagement.

However different activities and scenarios as the project progresses may provide the opportunity for the 'Involve' level of engagement and others will be undertaken at the 'Inform' level of engagement to ensure community members are made aware of project updates and any activities in a timely manner.

Figure 1 IAP2 Framework for Public Participation



2.2 Communication Objectives and Approach

Trustpower is committed to developing and maintaining positive long-term relationships with the local Palmer community and other key stakeholders.

Given that there was a heightened level of community interest about wind farms in the local area, it was recommended that a personal and intensive focus be given to consultation and engagement with the landowners, the neighbours and the local communities potentially impacted. Such an approach over a period of time enables a deeper level of stakeholder and community knowledge regarding the wind farm and greater awareness of the processes to which Trustpower is committed to in order to mitigate or manage potential impacts. Through this process greater trust, a level of tolerance and potentially acceptance may be developed between the community and the project team.

The focus of communications during the planning phase of the project was to seek input from the community about the proposed development, in particular what they value about their community, and respond to and address the community's concerns in a timely manner.

2.2.1 Communication Objectives

The objective of this strategy was to:

- Develop strong links with direct neighbours to enable understanding of expected implications and impacts, develop tolerance and potentially support for the wind farm;
- Build an effective stakeholder and community engagement framework and process that can be measured and modified in response to community needs and expectations;
- Build a deeper knowledge base within the community about the actual expected impacts and how the project impacts will be managed;
- Build greater understanding in the community about the benefits of the project;
- Provide opportunities for the community and stakeholders to ask questions and to identify areas of concern regarding the project;
- Establish and strengthen relationships with community members and stakeholder groups;
- Provide regular, factual information that is easy to understand about the project;
- Ensure project information is widely available to those stakeholders with an interest;
- Provide timely responses to the community's concerns;
- Provide greater rigour to the document management and complaints management processes; and
- Demonstrate how community feedback is being used in the development of the project.

2.2.2 Trustpower Engagement Principles

The principles outlined below have guided the Palmer project team to nurture stakeholder and community trust in the project. The principles provided guidance as to how engagement should be undertaken with stakeholders and the community.

Engage early

Trustpower must be the first to inform about the project, its context, its risks and benefits and anything else that will potentially impact communities.

Be visible

Ensure that Trustpower has a representative who can be the main point of contact for the community throughout the project and is available for a face to face meeting if required. Trustpower must commit appropriate senior management for community forums and other relevant community or stakeholder meetings.

Be part of the community

Look for opportunities to involve the community – employ locals where possible, use local accommodation, buy food and beverages locally. Ensure sponsorships or financial investments into the community are in the long-term interest of that community and have the community's support.

Do what we say we'll do

Deliver on our promises to the community.

Be an effective communicator

Talk with, not at. Be inclusive in communication, consider others point of view. Use transparent, simple and straightforward communication. Do not go under the radar. Be aware who might be listening.

Behave Appropriately

Behave in line with Trustpower values. Demonstrate empathy. Be sensitive and respectful and acknowledge community concerns.

Monitor continuously

Plan and implement this engagement program and monitor and review the effectiveness and outcomes.

Be flexible

Change the strategy if it's not working.

2.3 Stakeholder and Community Engagement Plan

Trustpower engaged consultant GHD to prepare a Stakeholder and Community Engagement plan to provide structure and rigour to communications throughout the planning phase of the Palmer Wind Farm Project to the lodgement of the development application.

This overarching strategy provided the framework to facilitate a consistent approach and allowing for proactive stakeholder and community engagement during the project development application process. The stakeholder and community engagement approach developed was designed to be dynamic and flexible so that adjustments could be made to meet the expectations of the community.

The purpose of the plan was to identify stakeholders, issues and risks, the approach and methodology for engaging the stakeholders and community. The overall aim was to better equip the Palmer Wind Farm project team with techniques and a tool kit to proactively respond to the stakeholders and community members through the planning phase of the development. An overview of the plan is provided below.

Task No.	Communication Tool	Objective	Target stakeholders	Actions	Completed
1	Develop a consultation and enquiry database management system using Consultation Manager™	Assist in tracking issues, identifying trends and providing early identification of concerns. Provides a framework for monitoring enquiries. Allows instant generation of issues/responses for reporting requirements.	All	Develop a consultation and enquiry management system using Consultation Manager.	Yes
2	Develop a community information line, project email and postal address	The 1800 number is a critical support tool for issues management.	All	Widely promote on all project communication materials.	Yes
4	Website feedback	Provides a direct line of communication to Trustpower and an effective mechanism for reporting concerns.	All	Develop a dedicated “Register your Interest” mechanism on website.	Yes
5	Communication collateral	To build capacity and knowledge of the potential project impacts.	All	Develop collateral including: <ul style="list-style-type: none"> • Project Fact Sheet. • Frequently Asked Questions. • Newsletters. 	Yes
8	Regular updates to Trustpower website	To provide a ‘one stop shop’ for all project information.	All	Project status. Contact details via email. Update with all newly published material as it is finalised and distributed.	Yes and ongoing
9	Telephone calls	To seek a face to face meeting and to offer a site tour to allay project concerns and build acceptance of the project.	Directly affected landowners within 2km of turbines.	Develop database of key neighbouring landowners. Make phone calls to offer to meetings.	Yes

Task No.	Communication Tool	Objective	Target stakeholders	Actions	Completed
10	Face to face meetings	To provide factual information on the project and identify any specific area of concerns or interest. To build confidence in Trustpower project team and the approval process. To start to build partnerships with the community.	Landowners immediately adjacent to the host turbine properties. Local MPs. Progress Associations. Ministers – Planning and Infrastructure. Key Stakeholder.	Schedule meetings with landowners and key stakeholders and develop Q and As so that responses are prepared for each key issue. Record discussions in the contact database and follow up with responses to concerns raised that were not able to be immediately addressed.	Yes
11	Personalised letters to key stakeholders	To demonstrate willingness to answer questions and concerns and provide them with more information. Offer to come and meet with them and give a presentation on the project.	As identified in stakeholder analysis and any neighbouring individuals that could not be contacted by phone for face-to-face meetings.	Draft letter and offer opportunity for Trustpower to come and meet to give a briefing on the project.	Yes
12	Presentation / Briefing Sessions	Brief peak body or representative stakeholders/groups on the project to explore concerns and to ensure concerns are adequately captured and addressed.	As identified in stakeholder analysis.	Identify stakeholders, set up meeting and attend.	Yes
13	Community Workshops	Identify community values and issues.	General community, landowners and stakeholder.	Design, deliver and facilitate focus groups.	Yes
14	Site visit to Trustpower's Snowtown Wind Farm	To build understanding of the impacts of wind farms and how they coexist in regional communities.	Interested members of Palmer Wind Farm community and public.	Host bus trip for host or neighbouring land owners.	Yes
15	Community Information Sessions	To provide information on the project, address community concerns and get community buy-in to the project.	Broader community and adjoining landowners.	Design, deliver and attend Community Information Days.	Yes

Task No.	Communication Tool	Objective	Target stakeholders	Actions	Completed
16	Newspaper advertorials	To raise awareness of the project and build community capacity. To leverage active consultation projects by encouraging people to participate in consultation programs. To correct misinformation in the public domain and potentially allay community concerns.	Broader community.	Develop calendar of dates to run advertorial draft and place advertorials.	Yes
17	Project information stand/centre	To build a presence in the community and be more proactive in providing information about the project.	Broader community.	Provide a project information stand located in the Mid Murray Council Offices and update with regular information.	Yes
18	Visual Simulations	Provide accurate representation of project visual impact on individual properties.	Immediate neighbours within 2km.	Contact landowners, offer simulation and produce.	Yes

3. Overview of Community Engagement Activities

An intensive community consultation has been undertaken from September 2013 to inform and gain support in the development of the Palmer Wind Farm proposal. The key methods for providing information and seeking input into the project are listed in Table 1 below:

Table 1 Engagement Tools and Techniques

Engagement Tools and Techniques	Trustpower Project Team	Key internal Trustpower Stakeholders	Politicians	Government agencies	Industry and business groups	Neighbouring Landowners	Community and Interest groups	Media
Telephone Calls	✓	✓		✓	✓	✓	✓	✓
1800 Number			✓		✓	✓	✓	
Information Pack			✓	✓	✓	✓	✓	
Letters			✓	✓	✓	✓	✓	
Website			✓	✓	✓	✓	✓	✓
Facebook Page	✓				✓	✓	✓	
FAQ's					✓	✓	✓	
Project Email					✓	✓	✓	
Face to Face Meetings	✓	✓	✓	✓	✓	✓	✓	
Information Stands	✓	✓	✓		✓	✓	✓	
Snowtown Site Visit	✓					✓	✓	
Community Information Days	✓	✓	✓	✓	✓	✓	✓	✓
Community Workshops	✓	✓	✓	✓	✓	✓	✓	✓
Media Articles			✓	✓	✓	✓	✓	✓
Media Releases				✓				✓
Press Advertising								✓
Neighbour Benefit Scheme						✓		✓
Government Meetings				✓				
Visual Simulations						✓		

3.1.1 Consultation approach

Over the course of the community consultation phase a database was established and maintained. This database keeps a detailed account of all landowners directly affected by the proposed wind farm, broader landowners, community members, councils and community groups. It also kept a record of all interactions with any individual and Trustpower. The Trustpower project team will continue to maintain a record of all interactions with project stakeholders.

3.1.2 Individual Phone Calls

Trustpower established an 1800 648 690 number for individuals specifically related to this project. This allowed stakeholders to have a central, free number to call and for Trustpower to respond to all calls in a timely manner.

Initially Trustpower made phone contact with affected landowners and adjoining landowners within 2 kilometres of proposed turbines as a priority to offer a briefing session and/or a face to face meeting to allay project concerns and provide factual information on the project.

3.1.3 Project Introductions

Project introductions were undertaken by Trustpower. This involved Trustpower employees approaching landowners in a 2km radius to the proposed wind farm and meeting on their properties to ensure that these individuals were well informed about the proposed wind farm and also given the land owners an opportunity to voice their concerns. Trustpower employees also distributed Information Packs to landowners whom requested further information.

Any landowners that could not be contact via telephone or email were left an information pack and a calling card.

3.1.4 Mail Out

As detailed in section 3.1 a comprehensive database of stakeholders has been compiled over the course of the consultation process. As a result of this data base numerous mail-outs have been undertaken providing information on the proposed wind farm, invitations, information days and project updates were sent to all individuals in the database.

3.1.5 Communication Collateral

- Website – www.trustpower.co.nz/palmerwindfarm

Trustpower formulated a website where all information regarding the proposed Wind Farm project can be found.

- Facebook Page - <https://www.facebook.com/#!/palmerwindfarm?fref=ts>

A Facebook page titled '*Trustpower Palmer Wind Farm*' was created as another way for the community to find out information regarding upcoming events and also to communicate with a Trustpower project member.

- Project Fact Sheet Appendix A.

Project Fact Sheet was formulated and distributed to the community as a way of obtaining more information in relation to the proposed Palmer Wind Farm.

- Frequently Asked Questions 2013 Appendix B.

Two sets of Frequently Asked Questions were formulated to ensure the community had answers to general questions relating the Palmer Wind Farm Proposal.

- Newsletter Appendix C.

A newsletter was developed throughout the consultation phase and was used to provide updates on the Palmer Wind Farm Proposal.

3.1.6 Face to face Meetings

Trustpower recognises that face to face meetings are critical to engagement within the community. Meetings were arranged with landowners immediately adjacent to the host turbine properties, the Mid-Murray Council and other relevant key stakeholders. Discussions were recorded in the consultation manager database and concerns raised that Trustpower were not able to immediately address were also recorded.

3.1.7 Community Information Stands

The project team set up two community information stands at the Mid-Murray Council offices in October 2013. The stand included, a layout map, Frequently Asked Questions document and invitations to the either the Community Information Days or Community Workshops. The information at the information stand was regularly up-dated by the Trustpower project team.

3.1.8 Snowtown Wind Farm site visit

Trustpower organised a site visit to the Snowtown wind farm to show first hand an operational wind farm, build an understanding of the impacts of the wind farms and how they co-exist in regional communities.

Snowtown Wind Farm sits on the Barunga and Hummocks Ranges, 170 kilometres north of Adelaide, South Australia. Trustpower has been the owner and operator of this wind farm since 2008. The completion of stage one has seen 47 Suzlon S88 2.1 MV wind turbines constructed and stage two will see a further 90 Siemens 3 MW direct drive wind turbines built.

The site visit was organised on the 12 October 2013 from 8:30 – 4:30pm and was organised on Snowtown's 135th birthday. Approximately 17 neighbouring landowners and/or potentially interested parties were in attendance along with Trustpower representatives.

A bus was organised to collect participants and depart from Palmer. On arrival in Snowtown attendees were given the chance to enjoy the festivities and a lunch was provided. This was then followed by a bus tour of the operating wind farm. This site visit gave individuals an opportunity to meet the local and community landholders living in or around the Snowtown Wind Farm and also presented an opportunity to see functioning wind farms close-up.

3.1.9 Community Information Day

Community Information Days were held at the Collier Park Pavilion in Palmer as follows;

- 16 October 2013 (11:00am - 8:00pm)
- 1 November 2013 (3:00pm - 8:00pm)
- 2 November 2013 (9:00am - 12:00pm)
- 27 February 2014 (2:00pm - 8:00pm)

The objective of the information days was to provide the local community with further information on the proposed wind farm and provide an opportunity to discuss and raise any issues with a Trustpower team member or specialist technical consultant.

All three rounds of community information days were advertised extensively, including):

- Advertorials placed in three local papers.
- Mail out and emails to all land owners and stakeholders identified in the database, various local and regional environmental and community groups.
- Invite posted on the 'Trustpower Palmer Wind Farm' Facebook page and Trustpower website.
- Information posters displayed in local town post offices and prominent locations.

Consultants in attendance at the Information days included:

- Trustpower – Rontheo van Zyl, Rodney Ahern, Ryan Piddington, Kenneth McNiff and Michael Head.
- GHD – Birgit Porter and Guinevere Flavel (Community Consultation).
- GHD – Adrian Sasu (Transport).
- Sonus – Chris Turnbull (Noise).
- Australian Cultural Heritage Management P/L. Michael Field (Cultural Heritage).
- Hudson Howells – Phil Hudson (Economic).
- EBS Ecology – Alison Derry (Flora and Fauna).
- WAX – Warrick Keates (Visual).
- AMBIDJI – Ian Jennings (Aviation) (16 October 2013).

Each Community Information Day session was attended by approximately 80 people including, landowners, adjoining landowners, councillors and broader community members.

The questions and concerns raised at the sessions are generally categorised as follows:

- Noise impacts.
- Health impacts.
- Property value impacts.
- Scale of the wind farm.
- Cultural heritage impacts.
- Construction impacts.

3.1.10 Community Workshops

In response to the first Community Information Day Trustpower made a decision to run a series of community workshops. The purpose of the community workshops was to allow for smaller scale, round table discussions around the communities concerns and issues with the project with the community.

The objective of the workshops was to:

- To identify local community values, beliefs and issues about the proposed wind farm.
- To provide the attendees with a detailed presentation of the proposal, in particular how elements of the environmental assessment are being undertaken.
- To provide a local community case study on Snowtown, by a Snowtown resident.
- To identify elements of the proposed community benefits fund.
- To identify how the community would like to be consulted throughout the planning and assessment process.

Two rounds of two, three hour workshops were held as follows:

- 7 November 2013, Glenroy Homestead, Sanderston, 12:00pm - 3:00pm and 6:00pm - 9:00pm.
- 6 February 2014, Glenroy Homestead, Sanderston, 12:00pm - 2:00pm and 6:00pm - 8:00pm.

The workshops were widely advertised through the following:

- Advertorials placed in three local papers.
- Mail out and emails to all the people on the contact mailing list established through prior community consultation and all landowners in the database.
- Invite posted on the 'Trustpower Palmer Wind Farm' Facebook page and Trustpower website.
- Information posters displayed in businesses in local town post offices and prominent locations.

Workshop Format

The format of the workshops was designed to facilitate small group discussions interaction, where groups of diverse individuals can exchange and weigh ideas and opinions.

An agenda was prepared for the first round of workshops (7 November 2013) and the second round of workshops (6 February 2014).

The workshops were also attended by the Trustpower Project Team members and independent consultants including:

- Trustpower – Rontheo van Zyl, Rodney Ahern, Kenneth McNiff and Michael Head.
- GHD – Barbara Company and Birgit Porter (Facilitators).
- GHD – Chris Dunn (Transport).
- Sonus – Chris Turnbull (Noise).
- Hudson Howells – Phil Hudson (Economic) (7 November 2013).
- EBS Ecology – Alison Derry (Flora and Fauna).
- WAX – Warrick Keates (Visual).
- Maloney – Graham Martin (Property Valuation) (6 February 2014).

The workshops were attended by community members and represented a diverse group of participants. Russel Peate, CEO Mid Murray Council attended the first round of workshops. Each workshop was attended by 19 to 30 people Table 2.

Table 2 Workshop Attendees

Workshop	Time	Number of attendees
7 November 2013	12:00 – 3:00pm	19
7 November 2013	6:00 – 9:00pm	24
6 February 2014	12:00 – 2:00pm	30
6 February 2014	6:00 – 8:00pm	19

As a result of the first workshop (7 November 2013) a Community Workshop Outcomes Report November 2013 was distributed. The report purpose was:

- To provide an unedited summary of the issues discussed in the duration of the workshop.
- To provide Trustpower with comprehensive list of community concerns and issues with the proposed wind farm.
- To provide Trustpower with feedback on the communities views on the establishment and management of the proposed community benefit fund.
- To provide Trustpower with feedback on how the community would like to be consulted throughout the planning and assessment project.

The report was to provide transparency in the engagement process, providing participants with accurate feedback from the workshops held on the 7 November 2013.

Following this report a Responses Report February 2014 was formulated. This report purpose was:

- To provide a summary of the questions and issues discussed in the duration of the workshop.
- To provide answers to the questions that were raised by participants during both workshop sessions.
- To provide transparency in the engagement process and provide participants with accurate feedback from the workshops held on the 7 November 2013.

3.1.11 Media Releases

Media releases were used by Trustpower to promote the Community Information Days and Community Workshops.

The media releases were distributed to The Leader, Barossa and Light Herald, Murray Valley Standard, 5MU (Murray Bridge) and ABC Riverland.

3.1.12 Visual Simulations and photo montages

In response to concerns raised during the initial consultations, Trustpower offered to produce visual simulations and/or photo montages to immediate neighbours within 2 kilometres of a proposed wind turbine. The visual simulations provide an accurate representation of the projects visual impact on individual properties. Trustpower has produced 29 individual visual simulations, 15 photo montages and 10 public photo montages.

3.1.13 Neighbour Benefit Scheme

In response to an issue that was consistently raised through the various community consultations, regarding only host landholders typically getting any direct financial benefits from wind farms, Trustpower agreed to offer direct neighbours to the proposed project a voluntary Neighbouring Benefit Scheme agreement. This neighbouring scheme will be in addition to the ultimate wider community benefit scheme to be implemented following construction.

Eligible neighbouring landowners with residences located within 2km of a wind turbine or property boundaries within 1km of a turbine were contacted by phone and personal letters to offer to meet face-to-face to present the voluntary offer.

A total of over 50 landholders were identified as eligible to the neighbouring benefit scheme and contacted with interest expressed and face-to-face meetings held with the vast majority.

3.1.14 Presentations to Council and Community Groups

Agency Consultation

A number of consultations were undertaken with various statutory authorities, local, regional and state organisations. The agencies consulted with included:

State Government

- Department of Transport, Planning and Infrastructure (DPTI).
- Environmental Protection Agency (EPA).
- Native Vegetation Council (NVC).
- Department of Defence.
- SA Water.
- SEAgas.
- CASA.
- Air Services Australia.
- Renewables SA – Department for Manufacturing, Innovation, Trade, Resources and Energy (DMITRE)

Local Government

- Barossa Council.
- Mid Murray Council.

Traditional Landowners

- Peramangk Traditional Owners/Mannum Aboriginal Community Association Inc (MACAI).

Environmental Groups

- Mid Murray Local Action Planning (LAP) Committee.
- Eastern Hills and Murray Plains Catchment Group (EHMPCMG).
- Murray Darling Basin Natural Resources Management Board (MDBNRMB), Palmer Progress Association, and Conservation Council.

Other Local and Regional Groups

- Regional Development Australia (RDA) – Murraylands.
- Regional Development Australia (RDA) – Barossa.

Heritage

- Dry Stone Walls Association of Australia (DSWAA).

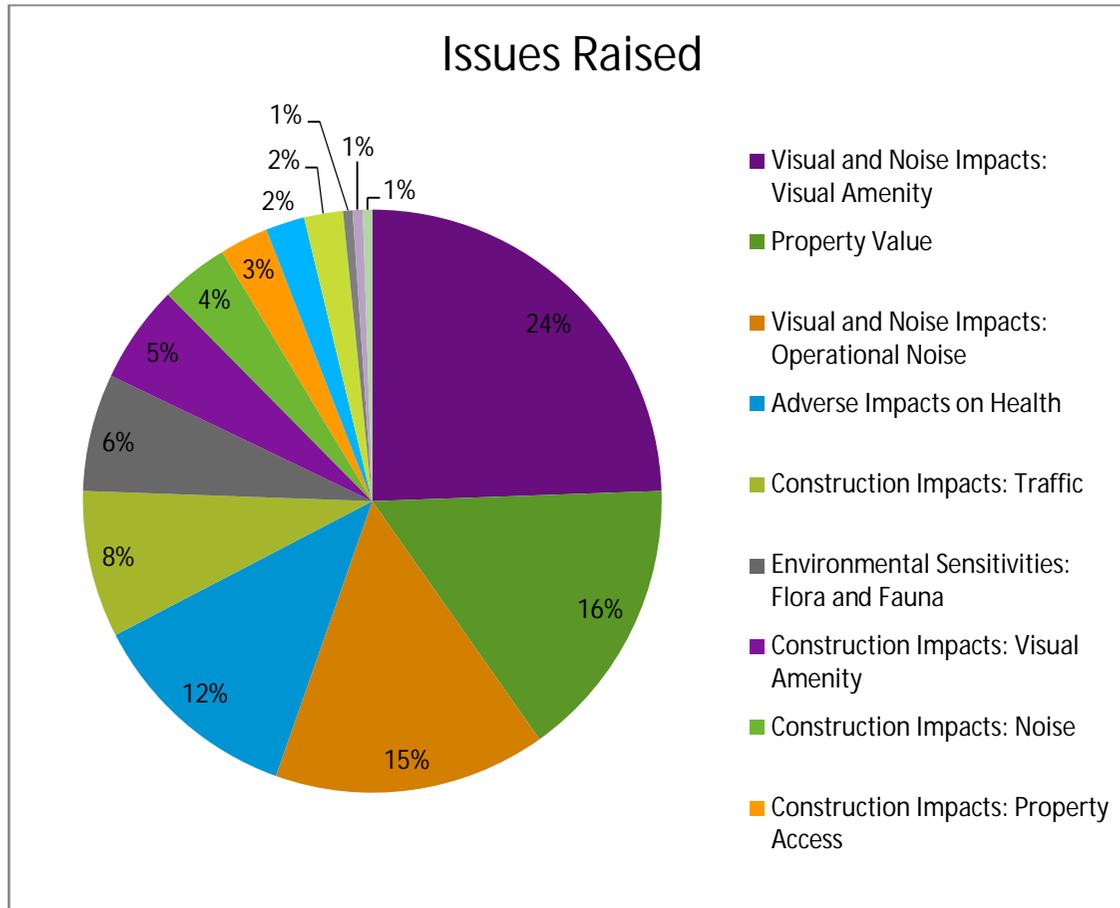
Country Fire Service (CFS)

- CFS – Statutory Planning.
- CFS State Coordination Centre.
- CFS – Palmer.

4. Issue Analysis and Response

A vast range of issues have been raised during the community consultation to date. As detailed in Section 3.1, a database was maintained throughout the consultation period. The following pie chart presented in Figure 2, demonstrates a summary of the issues raised throughout the consultation process as captured through the consultation database.

Figure 2 Issue Summary



Issues	Percentage (%)
Visual and Noise Impacts: Visual Amenity	24
Property Value	16
Visual and Noise Impacts: Operational Noise	15
Adverse Impacts on Health	12
Construction Impacts: Traffic	8
Environmental Sensitivities: Flora and Fauna	6
Construction Impacts: Visual Amenity	5
Construction Impacts: Noise	4
Construction Impacts: Property Access	3
Approval Authority	2
Cultural Heritage: Indigenous Heritage	2
Environmental Sensitivities: Dust Generation	1
Construction Impacts: Property Restoration	1
Construction Impacts: De-commissioning	1

The feedback provided to Trustpower through community engagement has informed and influenced the design and the successive reduction in the number of turbines from 130 to 114. Specifically the following table identifies the key issues as outlined by the community and the proposed responses to these issues. For a more detailed response refer to the Trustpower Responses Report February 2014.

Table 3 Issues Analysis

Summary of Issues	Strategy/Response
Visual Amenity	A landscape character and visual assessment was undertaken by Wax to identify the potential impacts of the Palmer Wind Farm. The size and nature of the wind turbines has meant that certain visual impacts were unavoidable; however feedback from the community on particularly high scenic value locations within the wind farm site were incorporated and considered in the detailed visual impact assessment. A total of 29 individual visual simulations were prepared for neighbouring landowners where requested to get a better understanding of the potential visual impacts of the project from their residence. As a result of feedback from the community and detailed visual impact assessments a number of turbines were relocated or removed from deemed high visually sensitive areas, including Harrison Gorge and the surrounding landscape areas which are defined by the Baker Creek and Reedy Creek corridors. Table 5.2.2 in Volume 4 of the <i>Landscape Character and Probable Visual Effect Assessment</i> summarises the management of the visual effect that resulted in the removal and relocation of wind turbines and the reduction of the development from 130 to 122 and then further to 114 wind turbines.
Property Values	Trustpower commissioned Maloney Field Services to undertake targeted comparable research in South Australia as a result of the concerns raised that other national and international studies may not necessarily reflect the lifestyle blocks found around the Palmer Wind Farm. The findings of this preliminary study support larger independent studies showing no statistical evidence that overall property values near turbines will be affected post construction or post announcement.
Operational Noise	Trustpower has conducted extensive acoustic assessments to quantify any potential noise impacts and has ensured that the final turbine layout proposed for the Palmer Wind Farm will comply with the high regulatory standards, set by the South Australia Environmental Protection Authority (EPA). Background noise monitoring was conducted at 16 nearby dwellings as part of the studies. As result of the modelling 8 turbines were removed and relocated from adjacent the Rural Living Zone in Area A to ensure compliance with the EPA noise criteria.
Adverse Impacts on Health	There is overwhelming scientific evidence and findings that indicate wind farms do not cause health issues and that the EPA criteria for wind farm noise are adequate to ensure wind farms will not cause health issues, including the very recent findings released by the National Health and Medical Research Council (NHMRC) in February 2014 stating that there was no reliable or consistent evidence that noise from wind turbines is associated with human health effects. Trustpower will ensure that the Palmer Wind Farm will comply with the same SA EPA noise criteria.
Traffic	Trustpower have undertaken a Traffic and Transport Assessment which addresses the issues raised regarding traffic during and after construction. Trustpower will negotiate a final traffic and road management plan with the appropriate authorities prior to commencement, to comply with industry standards and any specific Council requirements.

Summary of Issues	Strategy/Response
Flora and Fauna	Trustpower engaged EBS Ecology to undertake flora and fauna assessments within the proposed Palmer Wind Farm area. Mitigation measures and recommended set back distances have been adopted by Trustpower within the final proposed design of the turbine layout to avoid impacts and clearing of native vegetation. Given that fauna typically take refuge, breed and forage within vegetated areas, ensuring quality vegetated areas remain will play a role in preventing fauna from leaving. The majority of remnant riparian habitat areas are generally in the valleys and therefore have been avoided by the turbine design and associated infrastructure being on the ridge tops. Fauna surveys have identified all nest sites of key bird species including Wedge Tail Eagles and Peregrine Falcons within close proximity to the wind farm. Prescribed set back distances have also been incorporated into the final design and layout of the wind farm. Appropriate bird monitoring will also be agreed and implemented as part the Construction Environmental Management Plan for the wind farm prior to construction, including an adaptive management plan to measure the effectiveness of the mitigation measures.
Noise (Construction)	Trustpower will be seeking approval for working hours in line with the EPA construction criteria, typically Monday to Saturday between 7:00am – 7:00pm with appropriate EPA approvals for any construction activities outside of these hours, such as turbine erection activities to capitalise on low wind conditions. Any construction works will be required to meet the Mid Murray Council Plan and Environmental Protection Authority restrictions for noise which will be different for daylight and night time hours. Restrictions are tighter for night time hours to essentially ensure a quieter environment at night. Any work hours that are applied for will also need to meet these restrictions for the different activities undertaken. It is anticipated that any typical noisy construction works will most likely be limited to daylight hours. The noise assessment conducted by Sonus shows the proposed wind farm is compliant with all construction activity EPA noise criteria.
Property Access	Trustpower have undertaken a Traffic and Transport Assessment which addresses the issues raised regarding vehicles accessing landowner's properties. These issues will also be covered off under a final Construction Environmental Management Plan to be approved by Council prior to construction –a draft of which is provided in the planning application documentation.
Indigenous Heritage	Trustpower engaged specialist consultants ACHM to undertake on site cultural heritage surveys of the proposed Palmer Wind Farm development site and to work with the Peramangk People (traditional owners of the region). From this a number of sites have been identified and exclusion areas agreed. No Peramangk rock art will be damaged during the construction or operation of the wind farm. Trustpower will be avoiding all sites of significance as recommended through the cultural heritage assessment and agreed by MACAI. Cultural heritage awareness and exclusion areas will be included in the site induction training for all contractors.
Dust Generation	Trustpower have developed a comprehensive Construction Environmental Management Plan that incorporates dust management measures and will agree any specific road upgrade or treatments works to adequately address dust mitigation with Council prior to construction.
De-commissioning	De-commissioning will be implemented through a rigorous Construction Environmental Management Plan to be approved with Council.

Summary of Issues	Strategy/Response
<p>Neighbouring benefits</p>	<p>In addition to the above listed issues tracked through the database, a common concern expressed at a number of community consultation events were the lack of direct financial benefit to neighbouring landholders. As a result Trustpower agreed to offer direct neighbours to the proposed project a voluntary Neighbouring Benefit Scheme agreement. This neighbouring scheme will be in addition to the ultimate wider community benefit scheme to be implemented following construction.</p> <p>Eligible neighbouring landowners with residences located within 2km of a wind turbine or property boundaries within 1km of a turbine were contacted by phone and personal letters to offer to meet face-to-face to present the voluntary offer.</p>

5. Conclusions

During the preparation of the Development Application Trustpower have undertaken extensive community consultation and have responded to the issues raised by the community. Trustpower will continue to consult, liaise and engage with the community and affected landowners. Community and Stakeholder consultation is vital to the success of the project as is the professional reputation of Trustpower.

Continued positive and transparent engagement with the community is a high priority. Trustpower is committed to developing and maintaining positive long-term relationships with its local Palmer Wind Farm community and other key stakeholders.

Appendices

Appendix A – Project Fact Sheet

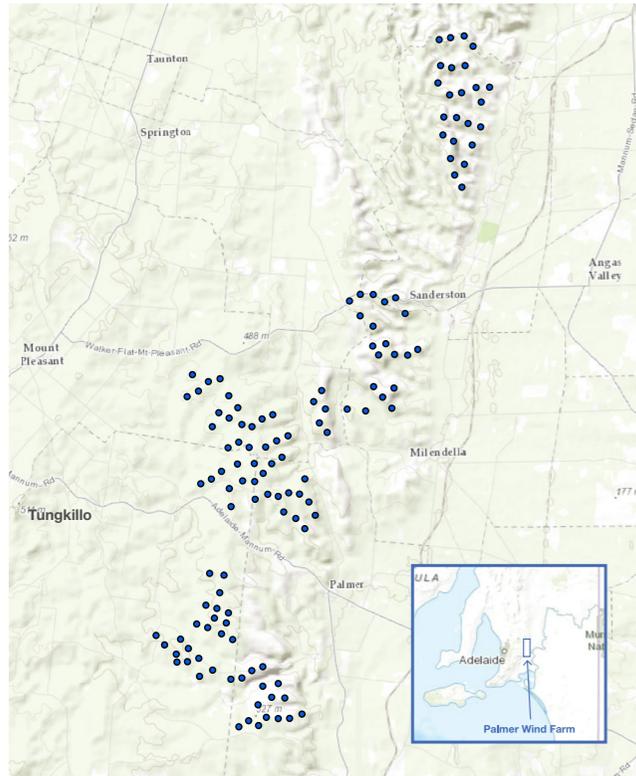
Project Description

TrustPower Australia is investigating the potential for a **wind farm** development in the Mid Murray Council area located on the ranges between the settlements of Palmer, Tungkillo and Sanderston.

This site is approximately 30km long along the ridgelines on roughly 10,000 hectares and has been selected due to the **excellent wind energy potential** and its close proximity to the Tungkillo substation.

The proposed project will include up to 130 turbines. Each turbine will be up to a tip height of 165m, with an approximate installed capacity of up to 390 MW. The turbines will be connected by underground and overhead electrical cables to up to two on-site substations.

Palmer Wind Farm Approximate Turbine Location Areas



www.trustpower.co.nz/palmerwindfarm

Project Facts

- **project site = 10 000 ha (approx)**
- **approximate installed capacity = up to 390MW**
- **max no. of turbines = up to 130**
- **max turbine height (to blade tip) = 165m**
- **operational facility areas including:**
 - **turbine platforms**
 - **operations maintenance buildings**
- **2 substations**
- **overhead transmission line 275 kV and 33 kV**

For more information please visit the **project website**
www.trustpower.co.nz/palmerwindfarm
or
www.facebook.com/palmerwindfarm
or **contact the Project Team on**
1800 648 690
or **email**
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Trust
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www.trustpower.co.nz/palmerwindfarm

TrustPower Palmer Wind Farm Fact Sheet



www.trustpower.co.nz/palmerwindfarm

Who is TrustPower?

TrustPower Australia Holdings Pty Ltd is a wholly owned subsidiary of TrustPower Limited, a publicly owned company, operating in Australia and New Zealand. We own and operate primarily renewable energy assets, including 36 hydro stations, four wind farms in New Zealand and two wind farms in South Australia, including the **Snowtown Wind Farm** Stage 2 currently construction. Snowtown Wind Farm Stage 1 (48 turbines) has been operating since 2008 with Stage 2 consisting of a further 90 turbines.

We develop wind farms with the ultimate goal of owning and operating them for the life of the projects. TrustPower began investigating wind farm sites in Australia in 2001. Initial efforts focused on the South Australia region, due to its strong wind resource and proximity to transmission and load centres. TrustPower is also investigating wind generation opportunities in four other Australian states.

TrustPower will be the **owner and operator** of the Palmer Wind Farm.



Project Benefits

The **clean energy** produced by the \$700m Palmer Wind Farm will assist the Commonwealth government to achieve its 20 % target for Australia's electricity supply coming from renewable sources by 2020.

The proposed wind farm will produce up to 390 MW of renewable energy each year which is enough to **power over 250,000 homes**.

The Palmer Wind Farm will employ around 250-300 people during construction and around 12-15 people during on-going operations for the estimated 25-30 year life of the project. It will **create local jobs** and significant economic injection into the local communities during both the construction phase and general operations. This will contribute to strengthening and **diversifying the local economy**, generate new streams of income for farmers and other local businesses, and provide income support for community services.

If you are interested in finding out more about the employment opportunities associated with the Palmer wind farm, or would like to register your interest to provide goods or services to the wind farm project then please visit our webpage or contact us directly.



The Palmer Wind Farm will provide various additional benefits to local farmers including:

- Additional income;
- Funds to assist in the productive use of existing farm land; and
- Roads developed to service the wind farm that can result in access improvements as well as additional fire breaks.

TrustPower will maintain an active presence within the local communities providing on-going funding to support **community benefit programs**. Inputs will be sought from the community to inform and shape how a community investment fund could be implemented. Snowtown's 'Lend a Hand' Foundation has proven to be a very successful initiative and beneficial locally within the Snowtown Wind Farm community.



The Planning Approval and Consultation Process

The Mid Murray Council Development Assessment Panel (CDAP) will be the approval authority for the Palmer Wind Farm development application. The diagram below shows the steps in the **development application process**.



We have completed preliminary investigations (step 1 above) and are commencing detailed planning application studies and **community and stakeholder engagement** to help shape the final project feasibility and design. As part of this process interested and effected parties will have opportunity to find out more about the details of the project and to provide valuable input into the final design.

TrustPower is currently also undertaking investigations to gain a greater **understanding** of the **potential impacts** the wind farm may have on the local environment and amenity.

It is envisaged the planning application will be lodged following an extensive consultation process towards the end of 2013. More details on the consultation process can be found on our website which will be updated regularly.

Project Objectives

The Palmer Wind Farm has the following objectives:

- to deliver clean, renewable energy to SA energy users and other customers in the National Electricity Market(NEM);
- to maximise the available resource in an efficient and environmentally acceptable manner;
- to minimise the impacts of the wind farm on the local environment and on local amenity;
- to maximise the regional development and economic benefits of the wind farm;
- to ensure that the community and key stakeholders have the opportunity to provide feedback into the design of the wind farm and to help minimise any adverse impacts ; and
- to ensure quality, safety and environmental standards are maintained throughout the development, construction and operation of the project.



Appendix B – Frequently Asked Questions

- [Frequently Asked Questions 2013](#)
- [Frequently Asked Questions December 2013](#)



TrustPower Palmer Wind Farm Frequently Asked Questions 2013

TrustPower is investigating the possibility of developing the Palmer Wind Farm in the Mid Murray Council area located on the ranges between Palmer, Tungkillo and Sanderston.

In many parts of the world governments are introducing policies to address the potential effects of climate change. Currently wind energy is the cheapest form of renewable energy available on the market.

This project responds to the Federal Government's Large Scale Renewable Energy Target introduced on January 1, 2011 which requires all electricity retailers to increase the amount of energy they purchase to 20% from large-scale renewable sources.

This booklet provides information on some of the most frequently asked questions regarding wind farms. More information can be found on the Palmer Wind Farm website: www.trustpower.co.nz/palmerwindfarm or by calling 1800 648 690 or email: palmerwindfarm@trustpower.com.au

Why was this location chosen?

This site was chosen for three reasons:

- Its close proximity to the electrical grid and the ease of connection into this grid;
- The wind resource; and
- Its proximity to the Adelaide demand centre.

Is it certain that the wind farm will go ahead?

Before the wind farm can be constructed, TrustPower requires planning consent from the Mid Murray Council. The planning consent process gives the public and any other stakeholders the opportunity to make submissions regarding the proposal. TrustPower is focused on gaining planning consents for development projects with a view to construct and operate these projects to meet the future renewable demand.

What research and studies have been undertaken?

A number of different studies are currently being undertaken to determine the feasibility of the Palmer Wind Farm, and to assist in ensuring the construction and operation of the wind farm is undertaken with as little adverse impact on the environment possible. These studies consider effects relating to:

- Planning;
- Noise;
- Visual Assessment;
- Civil and Geotechnical;

- Aviation Assessment;
- EMI and Telecommunications Assessment;
- Ecology;
- Traffic and Transport;
- Archaeology (Indigenous culture); and
- Hydrology and Geology.

Maintaining Local Amenity

TrustPower are committed to minimising impact to the local amenity of the area surrounding the Palmer Wind Farm. Currently TrustPower are undertaking investigations on potential amenity impacts with regards to noise, visual and traffic impacts.

Noise

The 2009 South Australian EPA "Wind Farms: Environmental Noise Guidelines" are considered to be amongst the most contemporary and onerous of any jurisdiction in the world.

TrustPower are currently conducting extensive acoustic assessments to quantify any potential noise impacts, and ensure that the final turbine layout proposed for the Palmer Wind Farm will comply with the high regulatory standards, set out by the South Australian Environment Protection Authority (EPA).

Do the turbines create any noise?

Wind turbines do create sound across the range of the frequency spectrum, including infrasound. Infrasound represents the lowest frequencies of the sound spectrum. Infrasound, as with other sound, is all around us. It is generated by natural sources including wind, waves and thunder and engineered sources such as traffic, industry and aircraft.

However, unlike other parts of the sound spectrum, it is often at levels that are well below the perception threshold. The infrasound levels from wind farms can be measured and are several orders of magnitude below the perception thresholds. A person would need to be within 200m of more than 30 turbines to approach the perception threshold for infrasound from a typical wind farm. For these reasons infrasound from wind farms is not required to be assessed in any of the contemporary standards and guidelines used by Australian and International authorities.

Will people hear the turbines?

Most wind farm sites are located within or next to areas where low ambient noise levels are a significant component of that area's amenity.

The criteria in the EPA guidelines have been established to address these scenarios and developed in accordance with the objectives of the Environment Protection Act¹. However, the EPA Guidelines are not established to ensure inaudibility, so there will be times at which a wind farm will be audible. Depending on the proximity to the wind farm, wind direction and background sound levels, those living very close by may hear the turbines from time to time.

The EPA Guideline's criteria are established to ensure any audible noise is low enough in level so that it does not adversely impact on health or amenity. Modern turbines have been subject to years of advancement in technology to enable them to operate within these guidelines.

The Palmer Wind Farm will be designed so that it meets these strict guidelines and be built using the best technology of the time.

Visual Impact

A landscape character and visual impact assessment is currently being undertaken to identify the potential impact of the Palmer Wind Farm. The assessment will aim to evaluate the existing landscape character and the degree of visual change that will be produced by the wind farm and associated infrastructure. The potential visual impact will be assessed through a detailed methodology which includes on-site assessments, consultation with the community regarding landscape values, and the preparation of photo montages anticipating the visual effect of the Palmer Wind Farm.

What will the wind farm look like and what will be the effect on landscape and the visual amenity of the area?

The nature and size of wind turbines mean that some visual impacts will be unavoidable. However every effort will be made through location and orientation of the turbines to minimise the adverse visual effect of them on major public vantage points. The typical off-white / grey turbine colours will assist in minimising visual impacts against the sky backdrop.

Will the turbines cause glare?

The sun's rays reflecting off the turbine can result in glare. To mitigate this issue, the turbines will be painted in a specific non-reflective paint to prevent glare.

What is Shadow Flicker?

Shadow Flicker is a visual phenomenon that can be caused by wind turbines. However experience shows us this can easily be predicted and resolved. There are also strict standards protecting landowners near the proposed wind farm from experiencing shadow flicker as a result of the turbines.

TrustPower will ensure the Palmer Wind Farm complies with these standards.

Traffic Impact

TrustPower are currently undertaking a Traffic and Transport Assessment to determine the exact impact on the road network from construction and operation traffic for the Palmer Wind Farm.

What impact will there be on the road network from construction traffic?

A large portion of construction traffic will include over sized vehicles. Depending on the recommendations of the study there may need to be some degree of local road upgrades and widening.

The condition of local roads used during and following construction will be at least as good as their current state, or potentially improved.

After construction, there will be only smaller vehicles used by staff for maintenance. However heavy vehicles will be required at times for maintenance of the wind turbines.

A full Traffic Management Plan will be implemented during the construction phase of the project and will be developed in consultation with Council and the local community.

Protecting the Environment

When designing a wind farm TrustPower regards protecting the local environment critical to it's decision making.

What effects will there be on the ecology of the area?

Preliminary assessments of the ecology have been undertaken and have indicated that the wind farm would not adversely affect the ecology of the area. However, further extensive terrestrial, aquatic and avifaunal investigations to determine potential effects of the wind farm on these areas are currently being undertaken as a component of the overall planning approval process. Appropriate buffers or mitigation measures for significant ecological areas will be put in place to minimise any impacts of the construction and operation of the wind farm on the local ecology.





Will there be any impact on Aboriginal archaeological sites of the area?

Preliminary assessments of aboriginal heritage / archaeology have indicated that the wind farm will not cause significant adverse impacts. Further detailed assessments are currently underway to identify any sites of significance.

Will livestock be affected by the wind farm?

Wind farms integrate very well into the rural landscape and farming activity. History has shown that wind farms and livestock co-exist effectively without any adverse impacts.

Do wind farms harm birds?

South Australian planning conditions require extensive research on local bird life before and after construction of the wind farm.

Buffers for certain bird nests are provided to minimise the potential for birds to come into contact with turbines and also minimise any disturbance during breeding. Bird deaths as a result of wind farms do occasionally occur, however research demonstrates the effects are minor, especially when compared to bird deaths from collisions with buildings, cars, pesticides and communication towers².

A Safe Wind Farm

TrustPower views safety as the number one priority during the construction and operation of the Palmer Wind Farm. Wind energy has an excellent health track record.

Are there any health-related risks linked to wind farms?

Despite claims that wind turbines and in particular the non-audible perception of infrasound can make people sick, there is no peer-reviewed scientific evidence to substantiate these claims. A number of recent International and Australian scientific studies have concluded that there is no evidence linking risks to health as a result of a wind farm development. The studies show that it is not possible to physically experience infrasound below the established threshold of hearing.

Do wind turbines cause fires?

The risk of fire caused by wind farms is extremely low.

Each turbine is fitted with a comprehensive lightning protection system that safely transfers any high voltages or currents directly to the earth without affecting turbine performance avoiding the risk of fire. Australia's country fire authorities are consulted during the Development Application and construction and operational stage to ensure there is adequate access to the site via road in case of emergency³.

In many instances wind farm access roads provide significant fire fighting benefits by allowing access to previously inaccessible areas and providing natural fire breaks for grass fires.

Who is TrustPower?

TrustPower Australia Holdings Pty Ltd, is a wholly owned subsidiary of TrustPower Limited a publicly owned company, operating in Australia and New Zealand. It is the fifth largest generator and retailer of electricity in New Zealand.

TrustPower's head office is in Tauranga, with offices throughout New Zealand and Australia, including Adelaide. TrustPower has 200,000 New Zealand customers and owns and operates 36 small to medium hydro generation stations and four wind farms in New Zealand, with a further two wind farms in South Australia, including the Snowtown Wind Farm Stage 2 currently under construction.

TrustPower's culture is one of strong community focus. TrustPower holds a very active presence within the communities within which it operates through a number of community support programmes.

TrustPower in Australia

TrustPower began investigating in wind farm sites in Australia in 2001. Initial efforts focused on the South Australia region, due to its strong wind resource and proximity to transmission and load centres. TrustPower owns and operates the Snowtown Wind Farm Stage 1 (98MW), and is currently constructing Stage 2 (270MW). TrustPower is also investigating wind generation opportunities in four other Australian states.

TrustPower's generation assets are primarily from sustainable resources (wind and water), with minimal environmental impact and greenhouse gas emissions.



TrustPower Australia is entirely renewables. This is important as Australia moves towards meeting its international climate change obligations, and is in line with the Australian Government's long-term Energy Strategy.

How can I buy wind energy for my home?

You can purchase green energy through GreenPower, a voluntary government accredited program that enables your energy provider to purchase renewable energy on your behalf. A joint initiative of the ACT, NSW, SA, QLD, and VIC governments, GreenPower guarantees that the renewable electricity you buy from energy suppliers meets stringent environmental standards.

Green Power independently audits the renewable energy sector to ensure that when you buy GreenPower, the energy you are buying is helping to develop new infrastructure in the renewable energy sector. For more information visit www.greenpower.gov.au⁴

Other information on the Palmer Wind Farm

Will my property de-value?

Research from the Clean Energy Council suggests that there is no evidence that wind turbines cause property values to drop. However for more information on this question please refer to the Clean Energy Council fact sheet 'Wind Energy the Facts - Wind Farms and Property Prices'⁵.

How long will it take to construct the wind farm?

If planning approval is received, it is expected to take 24 months to construct the wind farm following the final decision to go ahead with the project.

What happens next?

TrustPower is currently embarking on community engagement with key stakeholders, the local community and adjacent land owners to help shape the final design. A Development Application will be lodged for Development Approval with the Mid Murray Council for consideration.



TrustPower will be consulting directly with immediate neighbours and hosting public information sessions for the wider community. These sessions are proposed to occur in November and December.

However, should you wish to talk to someone about the proposal sooner, see the details below.

Who can I talk to about the wind farm?

TrustPower staff are happy to meet with you if you would like to discuss the Palmer Wind Farm in further detail. Alternatively you can put your queries in writing or talk to someone on the telephone.

Other Links

These websites also offer information about wind energy and wind farm development

Clean Energy Council of Australia

www.cleanenergycouncil.org.au

New Zealand Wind Energy Association

www.windenergy.org.nz

American Wind Energy Association

www.awea.org/learnabout

Danish Wind Power

windpower.org/en/knowledge/windpower_wiki.html

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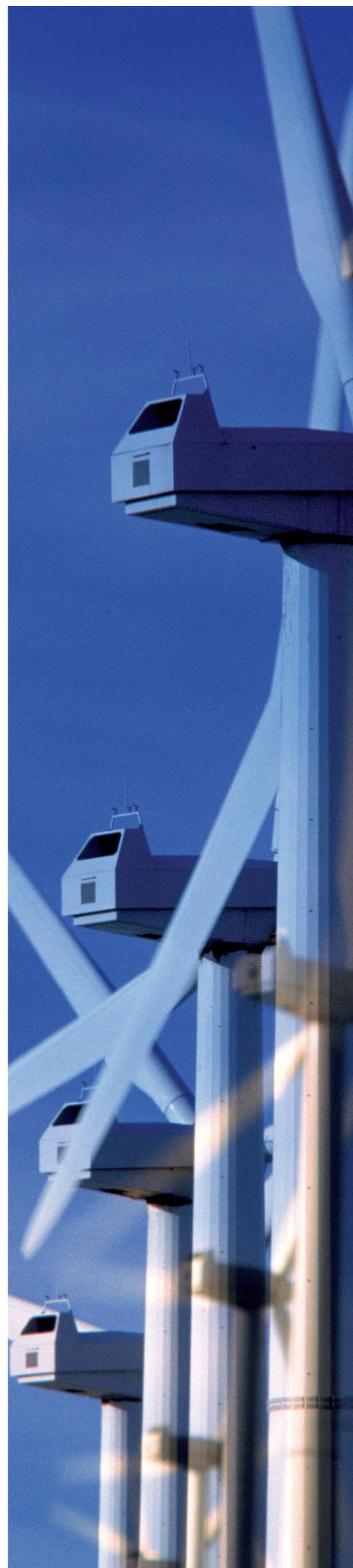
palmerwindfarm@trustpower.com.au

For more information you can visit

www.trustpower.co.nz/palmerwindfarm



www.facebook.com/palmerwindfarm



1. EPA, "Wind farms environmental noise guidelines", www.epa.sa.gov.au/xstd_files/Noise/Guideline/windfarms.pdf, p.2.
2. Clean Energy Council, "Wind Farms A Guide for Communities", www.cleanenergy.org.au, p.23.
3. Clean Energy Council, "Wind Farms A Guide for Communities", www.cleanenergy.org.au, p.25.
4. Greenpower, www.greenpower.gov.au
5. Clean Energy Council, "Wind Energy the Facts - Wind Farms and Property Prices", www.cleanenergy.org.au



Palmer Wind Farm

Frequently Asked Questions

December 2013

Trustpower is investigating the possibility of developing the Palmer Wind Farm in the Mid Murray Council area located on the ranges between Palmer, Tungkillo and Sanderston.

In many parts of the world governments are introducing policies to address the potential effects of climate change. Currently wind energy is the cheapest form of renewable energy available on the market.

This project responds to the Federal Government's Large Scale Renewable Energy Target introduced on January 1, 2011 which requires all electricity retailers to increase the amount of energy they purchase to 20% from large-scale renewable sources.

General

When will the planning application be lodged?

The Palmer Wind Farm project team is working hard to complete various site survey works and specialist technical studies to address queries raised by the community to date. In order to provide feedback to the queries raised before we lodge the formal planning application with Council and to accommodate concerns about availability for consultation over the Christmas school holidays, Trustpower has made the decision to postpone lodging the planning application until February 2014. This will allow sufficient time to go back to the community with the results of the technical studies through the follow-up workshops and information days at the end of January 2014.

When will residents get a map of the final proposed infrastructure (positioning of substations, overhead and underground power lines etc)?

The wind farm layout is continually being amended and modified to incorporate findings of the on-site technical surveys and feedback from stakeholders and community. As a result a total of 6 turbines have been removed from the original layout with a further relocation of many of the remaining 124 turbines. The locations of associated site facilities, transmission lines, on-site tracks and access road options have been further refined and are reflected in the latest map on the website.

Trustpower will be holding another series of community Information Days and workshops in January 2014 with final layout prior to lodging the Development Application with Mid Murray Council.

What has happened to the Palmer website and why was information not available for a while?

As you may have noticed Trustpower has completed its rebranding and this includes changing to a new website, which resulted in the website being offline for a few days.

This has now been rectified and as of 19 November 2013 the new website is now updated with all the updated information on the project.

Cultural Heritage

There are concerns regarding known sites, unknown sites and unregistered sites, how will this issue be dealt with? What assurance is there that no damage will be done to the Peramangk rock art?

Trustpower have engaged consultants ACHM to undertake on-site cultural heritage surveys of the proposed Palmer Wind Farm Development site, together with the Peramangk People as the traditional owners of the region. The surveys will include both anthropological and archaeological walk-over surveys to identify and where possible avoid any places of cultural significance, including rock art.

No Peramangk rock art will be damaged during the construction or operation of the wind farm.

Visual Amenity

Are you taking into consideration the visual views from properties?

A landscape character and visual assessment is currently being undertaken to identify the potential impacts of the Palmer Wind Farm. The nature and size of the wind turbines mean that some visual impact will be unavoidable. Trustpower is offering to undertake visual simulation from individual properties to show the anticipated visual effect of the Palmer Wind Farm. Should you be concerned about the visual impacts of the wind farm on your property please contact the Project Team to discuss your concerns further.

What is the status of visual simulations?

Due to the number of requests for visual simulations we have created computer generated simulations which will provide individuals with an indication of the number of turbines visible from their property. Following that full photographic montages will be prepared on an individual basis where still required. This approach will allow us to get the simulations out to everyone sooner than if the full photographic montages were to be completed now and will enable consideration of the latest layout refinements. Individuals have been notified of expected delivery timeframes.

Where else have 165m tall turbines been built before?

There are no 165m turbines currently in operation in either Australia or New Zealand. However there are onshore turbines up to these dimensions currently available in Europe and feedback from suppliers is that the new generation turbines likely to be available for the Palmer Wind Farm will be up to these dimensions. As a result some other projects in Australia are seeking approvals for similar heights.

The turbine height Trustpower are seeking is a future proofing exercise. This will allow the project to benefit from the improved technology which is likely to result in quieter machines etc.

Economic and Social

Will my property de-value?

Trustpower have not experienced properties de-valuing with our established wind farms. This position is also supported by a number of national and international studies (Refer to the Clean Energy Fact Sheet "Wind Energy the Facts – Wind Farms and Property Prices").

However, following concerns raised at the public information days and the recent workshops we have engaged an independent property value expert, experienced in infrastructure projects, to provide further advice on this topic with particular reference to the Palmer Wind Farm. We are hoping to be able to provide a further update of this at the next community information and workshop sessions.

Traffic and Construction

Will there be local jobs / training provided?

All our projects have resulted in substantial local employment and we will continue to recommend maximising local employment in our construction contracts. The majority of local employment is during construction but the operations phase also provides opportunity for local employment.

There will be between 250 – 300 people employed during the construction of the Wind Farm and 12-15 people employed for maintenance and operation of the wind farm. Other goods and services likely to be sourced locally include accommodation, engineering, freight services, construction materials and equipment, local labour, technical contractors, earth works services, fencing and landscaping.

An economic impact assessment completed for the project has identified the project will support a total of 3,700 person years of employment (average of over 1,230 jobs sustained per year over three years). From a regional perspective, the modelling indicates that the project will support 1,010 person years of employment (average of 340 jobs sustained per year over three years).

Once operational the project is estimated to support annually \$23 million of value added, and support directly and indirectly of the order of 210 jobs per year, with a regional equivalent of \$8 million and approximately 70 jobs per year.

If you are interested in finding out more about the employment opportunities associated with the Palmer wind farm, or would like to register your interest to provide goods or services to the wind farm project then please contact us directly.

What are the working hours during construction?

Trustpower will be seeking approval for working hours in line with the EPA construction criteria, typically between 7:00am – 7:00pm with additional extensions to this for the turbine erection activities. Any construction works will be required to meet the Mid Murray Council Plan and Environmental Protection Authority restrictions for noise which will be different for daylight and night time hours. Restrictions are tighter for night time hours to essentially ensure a quieter environment at night. Any work hours that are applied for will also need to meet these restrictions for the different activities undertaken.

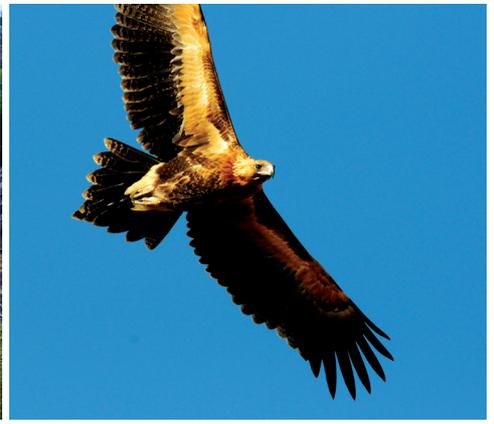
It is anticipated that any typical noisy construction works will most likely be limited to daylight hours.

Where will quarry material come from?

We are currently investigating options for material delivery from offsite but also opportunities to use material from onsite.

The quarry material source depends on the contractor appointed to install the wind farm and is typically sourced on-site or as local as possible. At this stage it is estimated that the majority of the quarry material required during construction will be supplied by quarries located in the Barossa Valley area (Angaston, Nuriootpa).





Does the reflective light cause traffic hazards?

The turbine blades are a white/grey colour and do not cause reflection/glare.

I have concerns about increased traffic and if this could cause fires?

Fire prevention is part of the Construction Management Plan. This outlines measures to be taken by the contractor to reduce fire risks. The final Construction Management Plan will include details of the fire prevention measures.

Examples of fire prevention measures include:

- Construction will cease during days when high fire ratings are forecast;
- Area around turbines and site compounds will be maintained to reduce the risk of a bush/grass fire;
- Procedures will be implemented and enforced to prevent vehicles from parking on grassed areas during dry seasons.

How is aerial fire fighting affected by the turbines?

The CFA's Emergency Management Guidelines for Wind Farms (2007), notes that the potential for fire from wind turbines is inherently low.

Aerial firefighting is not a primary response to fires in the proposed wind farm area. The improved and new road network to be constructed as part of the wind farm infrastructure will greatly improve accessibility to emergency and firefighting vehicles as the primary response to fires in the general area. In the event that aerial firefighting be deemed necessary to respond to a local fire, Trustpower will shut down the wind farm to alleviate any pilot concerns with operational wind turbines.

Fire Management Plans (FMPs) are developed for all Australian wind farms and apply to both the construction and operational phases of projects. The FMPs are developed in consultation with a range of stakeholders, including the CFS, Police and Local Council.

What is the likelihood of faulty blades?

There is an extremely low likelihood of faulty blades. Significant scrutiny will go into design standards and quality control in selecting the final turbine, to ensure they comply with strict international and national quality standards. However if any technical issues are experienced with the turbines the suppliers will have to ensure they are rectified in as short a time frame as possible, with substantial commercial penalties associated until addressed. Turbines will not be allowed to operate with any safety risks from faulty parts until rectified.

What type of rock will be excavated during construction?

Trustpower investigations to date have shown that the majority of the site is underlain by metamorphosed sedimentary rock or sandstones and some small deposits of limestone. Detailed geotechnical investigations will be undertaken on each of the final turbine locations prior to construction to confirm foundation requirements.

Will there be a temporary concrete batching plant?

It is expected that one or more concrete batching plants will be installed during construction. As part of the development application Trustpower will be seeking approval for up to three possible locations for batching plants but may not require using all three. The final decision on concrete supply and batching plant locations will be with the construction contractor. All onsite construction activities will be managed through a comprehensive Construction Environmental Management Plan that will be assessed for appropriateness against Council and EPA guidelines. These include noise and dust generation management. The proposed locations were made available at the previous info days and can be viewed on the latest project layout.

Flora and Fauna

Will the noise impact on the fauna?

It has been suggested in the past that wildlife will leave an area as a result from wind farm disturbance. However, there is no published evidence to suggest that wildlife, including kangaroos, emus, lizards, snakes and invertebrates will permanently vacate wind farm areas. It is, however, considered that some species may be disturbed by construction activities and noise, and may temporarily avoid parts of the wind farm site. Whilst fauna may leave the wind farm site initially due to noise disturbance, it can just be easily said that fauna may also return to the area once it has become accustomed to the noise.

Wind farms in operation around the world have not resulted in wildlife vacating the area they operate in and co-exist typically with little impact.

What measures are in play to prevent fauna from leaving?

Mitigation measures have been adopted by Trustpower within the design of the turbine layout in order to avoid impacts to native vegetation in the first instance and where complete avoidance is not possible to minimise potential impacts. Given that fauna will typically take refuge, breed and forage within vegetated areas, these measures will play a role in preventing fauna from leaving.

An example of a measure to minimise potential impacts on fauna is avoidance of clearance of preferable fauna habitat including riparian habitats and rocky outcrops. These areas are generally in the valleys and therefore have been avoided by the turbine design and associated infrastructure being on the ridge tops. Micro-siting of turbines, roads and other infrastructure during detailed design will further avoid the clearance of any isolated trees, vegetation patches and fauna habitat features.



What revegetation options will be in place for rehab?

A rehabilitation management plan will be produced for the wind farm. The rehabilitation management plan will focus on areas that have been utilised as part of the construction process but not required for the operational phase of the project. The plan will focus on reinstating vegetation to a standard that is similar to what was removed as part of the construction process. As a minimum, it will include the following components:

- Summary of vegetation types to be reinstated
- Management actions, specifically:
 - > List of prioritised actions.
 - > Details on methods for proposed actions.
 - > Details regarding ongoing requirements for proposed actions.

An indicative native vegetation offset requirement will be calculated for the final indicative planning application layout. As per the Snowtown Wind Farm agreed offset management plan, Trustpower will endeavor to identify an on-ground offset solution that will satisfy the NVC instead of the equivalent SEB payment. The details of indicative offset requirements will be available at our community information days prior to lodgment.

What effect does the turbine have on horses, eagles, bats and bees?

EBS Ecology has been engaged as a sub-consultant to undertake flora and fauna assessments within the proposed Palmer Wind Farm Area. As part of the fauna assessment, this has included undertaking surveying for eagles and bats. EBS is unable to comment with regards to bees and horses.

There are many arguments and literature reviews on the effects of turbines on birds and bats. EBS will be reporting on the results found from the ecological studies to Trustpower and will provide discussion with regard to some of these potential effects.

There are a lot of endangered species within the area what measures are in play to protect them?

The locations of conservation rated species have been recorded through the detailed site surveys and mitigation measures have been adopted within the design of the turbine layout to avoid these where possible.

Noise

If the noise criteria exceeds the limit what happens?

Trustpower will have to rectify any proven non-compliance. Depending on the nature of the non-compliance, options include addressing the noise levels at the receptor (house), such as double glazing windows or vegetation screening to increase background noise levels and / or at the turbine, such as running at lower outputs during certain wind conditions or shutting the turbine down as a worst case solution.

Health

Effects of wind farms on children and also on children with Autism

There are no credible studies indicating that wind turbines have any different effects on children in particular children with autism. It has been proven through numerous credible and scientific peer reviewed studies as well as State government expert reports and EPA findings that wind farms do not cause any human health problems if they comply with the EPA noise criteria.

There have been studies showing that there are health issues related to the Waterloo Wind Farm, how will this be prevented with the Palmer wind farm?

The EPA recently released the results of its noise study on EnergyAustralia's Waterloo Wind Farm to address the claims of non-compliance and health impacts. The study found that the wind farm was operating within its guidelines and that noise nuisance claims were not attributed to the wind farm (as they coincided with periods when the wind farm was actually turned off). The results of the study concluded "there is no evidence linking the noise from the wind farm to adverse impacts on residents" and that the EPA criteria for wind farm noise are adequate to ensure wind farms will not cause health issues. The summary report can be viewed here:

http://www.epa.sa.gov.au/environmental_info/noise/wind_farms/waterloo_wind_farm_environmental_noise_study/report_summary

Trustpower will ensure that the Palmer Wind Farm will comply with the same SA EPA noise criteria.

The overwhelming scientific evidence and findings support that wind farms do not cause health issues. This was further reinforced by a recent final approval by the Victorian Civil and Administrative Tribunal (VCAT) for Infigen Energy's Cherry Tree wind farm, after an initial decision was put on hold pending the outcome of several studies, including health impact. The decision reinforced advice from the NSW and Victorian Health Departments that there is no evidence to support claims that inaudible sounds can have direct physiological effects.

Contact Details

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Project Team | 1800 648 690
Email | palmerwindfarm@trustpower.com.au

For more information you can visit

www.trustpower.co.nz/palmerwindfarm or www.facebook.com/palmerwindfarm



Appendix C – Newsletter

- Palmer Wind Farm Newsletter 1
- Palmer Wind Farm Newsletter 2



Palmer Wind Farm

Newsletter 1 | October 2013

TrustPower is investigating the possibility of developing the Palmer Wind Farm in the Mid Murray Council area located on the ranges between Palmer, Tungkillo and Sanderston.

This site is approximately 30km long on roughly 10,000 hectares and has been selected due to the excellent wind energy potential and its close proximity to the Tungkillo Substation.

The Palmer Wind Farm is still in the early development stage however depending on the result of community engagement, technical and engineering studies, the wind farm may consist of up to 130 turbines and be capable of generating up to 390MW of clean energy annually, providing enough electricity to power around 320,000 average Australian homes.

Wind farms are the most technologically mature source of renewable energy. The proposed Palmer Wind Farm will make a significant contribution to the National renewables target which aims to source 20% of national electricity from renewable sources by 2020, whilst offsetting thousands of tonnes of CO2 per annum.

Wind farm projects also provide economic stimulus to regional areas. If approved, the Palmer Wind Farm will employ around 250-300 people during construction and around 12-15 people during on-going operations from the estimated 25-30 year life of the project.

TrustPower will be the owner and operator of the Palmer Wind Farm. TrustPower is a publicly owned company, operating in

Australia and New Zealand that owns and operates mostly renewable energy assets including the Snowtown Wind Farm.

The team from TrustPower believe early, open and transparent engagement with the local community is central to the wind farm development. TrustPower is committed to developing and maintaining positive long-term relationships with the local Palmer Wind Farm community. Our team will make regular visits to the Mid Murray region to engage with landowners, council, community groups, business groups and the broader community.

Project Objectives

The Palmer Wind Farm has the following objectives:

- To deliver clean, renewable energy to SA energy users and other customers in the national electricity market (nem);
- To maximise the available resource in an efficient and environmentally acceptable manner;
- To minimise the impacts of the wind farm on the local environment and on local amenity;

If you are interested in learning more about the project please contact the Palmer Wind Farm Project Information Desk so that we can respond to your queries

ph 1800 648 690 or email
palmerwindfarm@trustpower.com.au

Additional information can be found on the Palmer Wind Farm website

www.trustpower.co.nz/palmerwindfarm

and on the facebook page

www.facebook.com/palmerwindfarm



- To maximise the regional development and economic benefits of the wind farm;
- To ensure that the community and key stakeholders have the opportunity to provide feedback into the design of the wind farm and to help minimise any adverse impacts ; and
- To ensure quality, safety and environmental standards are maintained throughout the development, construction and operation of the project.

The Planning Approval and Consultation Process

The Mid Murray Council Development Assessment Panel (CDAP) will be the approval authority for the Palmer Wind Farm development application. The diagram below shows the steps in the development application process.



The Planning Application Process



We have completed preliminary investigations (step 1 above) and are commencing detailed planning application studies and community and stakeholder engagement to help shape the final project feasibility and design. As part of this process interested and affected parties will have opportunity to find out more about the details of the project and to provide valuable input into the final design.

It is envisaged the planning application will be lodged following the extensive consultation process towards the end of 2013. More details on the consultation process can be found on our website which will be updated regularly.

Snowtown Site Visit

To celebrate Snowtown's 135th birthday and the national Wind Farm Open Day, Snowtown Lions Club and TrustPower Australia will be holding a family fun day in Snowtown. For more information on the events that will be occurring in Snowtown as part of these festivities visit the Clean Energy Council website:

<http://www.cleanenergycouncil.org.au/cec/mediaevents/events/Wind-farm-open-day>

As part of these celebrations TrustPower will be running bus tours (leaving from Palmer) of the wind farm. This will give interested parties the opportunity to experience another of TrustPower's wind farms operating in South Australia.

During the visit the Palmer Wind Farm project team will be available to provide information to you about

- How the turbines work;
- What's involved in running a wind farm; and
- The benefits of wind energy and what they mean for you.

Saturday 12th October

Time: 8:00am - 6:00pm

Itinerary

8:00am	Leave Palmer (morning tea on the bus)
10:30am	Arrive in Snowtown (1.5 hr to spend enjoying the festivities)
12:00pm	Lunch (provided)
1:00pm	Bus tour of Wind Farm (2hrs)
3:00pm	Afternoon tea
3:30pm	Leave Snowtown (arrive in Palmer approximate 6:00pm)

R.S.V.P

TrustPower by Monday 7th October if you are interested in attending.

ph 1800 648 690

email

palmerwindfarm@trustpower.com.au





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Palmer Wind Farm

December 2013

TrustPower is investigating the possibility of developing the Palmer Wind Farm in the Mid Murray Council area located on the ranges between Palmer, Tungkillo and Sanderston.

This site is approximately 30km long on roughly 10,000 hectares and has been selected due to the excellent wind energy potential and its close proximity to the Tungkillo Substation.

This newsletter provides an update on the Palmer Wind Farm project status, next steps and proposed timing for the project moving forward.

Revised Timing

The Palmer Wind Farm project team is working hard to complete site survey works and specialist technical studies to address queries raised by the community to date. In order to provide feedback to the queries raised prior to lodging the formal planning application with Mid Murray Council and to accommodate concerns regarding availability for consultation over the Christmas school holidays, TrustPower has made the decision to postpone lodging the planning application until February 2014. This will allow sufficient time to go back to the community with the results of the technical studies through the follow-up workshops and information days that will be held at the end of January 2014.

We will confirm and send invitations for the workshops and information days during January 2014. If you have not registered to receive updates on the Palmer Wind Farm please contact us to ensure you receive details of the next round of consulting activities. Details will also be advertised in the local papers and on our website.

Update on Activities

Since the previous Community Information Sessions and Workshops the Palmer Wind Farm project team has continued consulting and informing members of the local community, a range of government departments and other key stakeholders of the project details. The feedback and input obtained through the community consultation has been provided to the various experts conducting the technical studies to ensure they are incorporated.

Consultation will be ongoing with relevant government agencies and non-government organisations for feedback and endorsement on the draft technical reports prior to lodging the planning application early 2014.

Summary of Activities to Date

Landscape & visual impact assessment report is being finalised.

Initial computer generated **individual visual simulations** have been completed where agreed for neighbouring residences, to provide an indication of the extent of turbine visibility. Where required these simulations will be followed up by more accurate visual photo montages.

The draft **Traffic Management Plan** has been finalised and discussions are underway with Council on potential road upgrades and maintenance requirements.

Environmental Management Plan is being developed for consultation.

Transmission line alignment has been refined.

Majority of the **ecological surveys** have been completed.

Aboriginal and European **heritage surveys** are well underway.

Commenced further specific investigations into historic **property value** impacts around wind farms.

Aviation assessments and agency endorsements have been completed.

On-site layout **design verifications** have been conducted.

Hydrology / geology studies have been completed.

Noise compliance background monitoring has commenced to feed into final compliance modelling.

Economic benefit assessment has been completed.

For more information please visit the project website

www.trustpower.co.nz/palmerwindfarm

www.facebook.com/palmerwindfarm

or contact the Project Team on 1800 648 690

or email palmerwindfarm@trustpower.com.au

Office Address 26 Greenhill Road Wayville 5034 SA

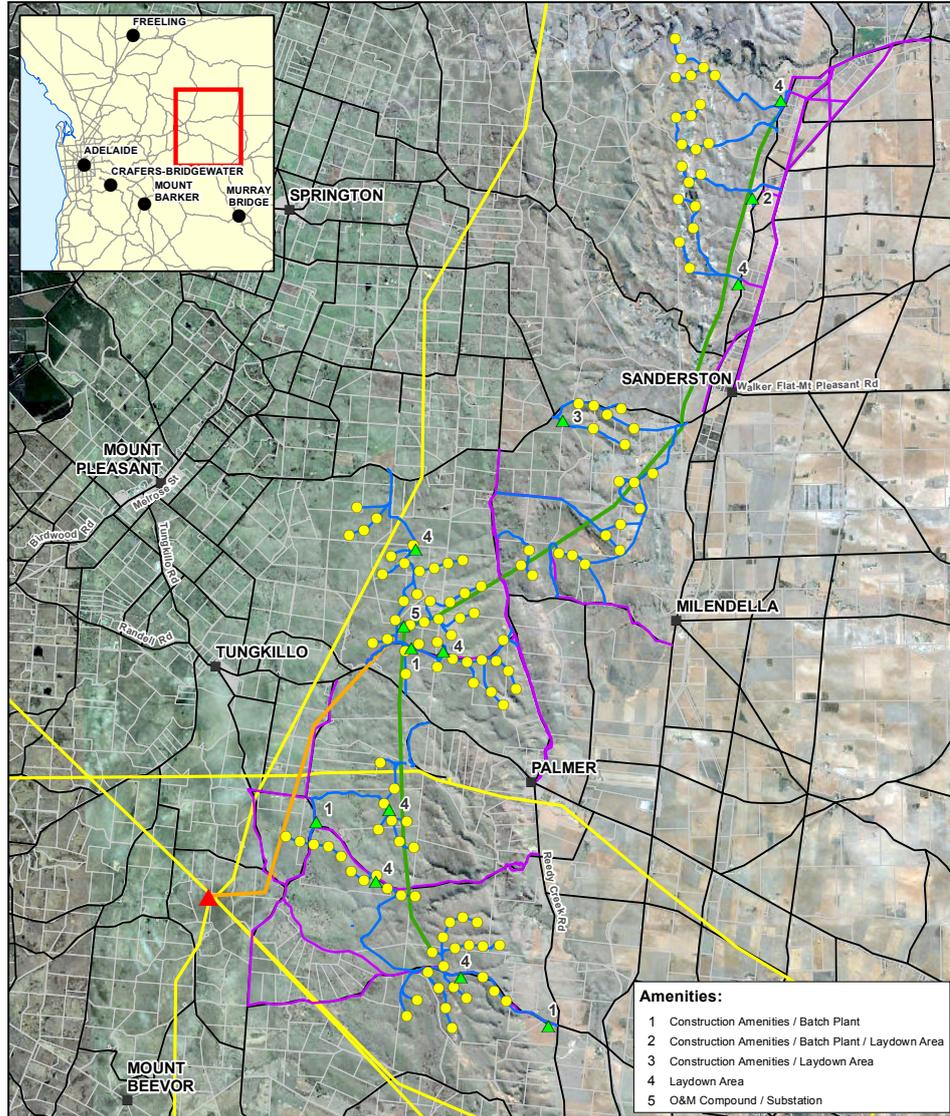
Postal Address GPO Box 1512 Adelaide 5001 SA

newsletter

Layout Development

The wind farm layout and design has been amended to incorporate findings of the site investigations and consideration of feedback from stakeholders and the community. As a result a total of 6 turbines have been removed from the original layout with a further relocation of 86 of the remaining 124 turbines. The locations of associated site facilities, transmission lines, on-site tracks and access road options have been further refined.

Palmer Wind Farm Consultation Master Layout Map



LEGEND

- Turbine locations
- Proposed Access Tracks
- Proposed 33kV Overhead Line
- Proposed 275kV Transmission Line
- Public Roads Options
- Roads
- Existing Transmission Lines
- Tungkillo Substation
- Amenities Location (See table above for details)

Paper Size A4
0 0.5 1 2 3 4
Kilometers
Map Projection: Transverse Mercator
Horizontal Datum: GDA 1984
Grid: GDA 1984 MGA Zone 54



TrustPower Australia Holdings Pty Ltd
Palmer Wind Farm Technical Studies

Palmer Wind Farm
Consultation Master Layout Map



Planning Approval Process

The Mid Murray Council Development Assessment Panel (CDAP) will be the approval authority for the Palmer Wind Farm. The diagram below shows the various consultation and planning approval steps. In addition to the extensive voluntary public consultation steps undertaken by TrustPower prior to lodgement, there will be opportunity for submissions to the application during the formal CDAP planning application assessment process.



Wind Farms & Health Latest Findings

There has been two significant outcomes recently released on wind farms and health concerns that add to the growing and overwhelming scientific studies to date that reinforce wind farms do not cause health issues.

In South Australia the EPA released a noise study on EnergyAustralia's Waterloo Wind Farm to address claims of non-compliance and health impacts. The study concluded that the wind farm was operating within its guidelines and that noise nuisance claims were not attributed to the wind farm (some coincided with periods when the wind farm was actually turned off). The results of the study concluded "there is no evidence linking the noise from the wind farm to adverse impacts on residents" and that the EPA criteria for wind farm noise are adequate. A summary of the report and its findings can be viewed at: http://www.epa.sa.gov.au/environmental_info/noise/wind_farms/waterloo_wind_farm_environmental_noise_study/report_summary

In Victoria, the Victorian Civil and Administrative Tribunal approved Infigen Energy's Cherry Tree wind farm, after an initial decision was put on hold pending the outcome of several studies, including health impact. The decision reinforces advice from the NSW and Victorian Health Departments that there is no evidence to support claims that inaudible sounds can have direct physiological effects. The judgement is available on our website.

Community / Benefit scheme

TrustPower has progressed high level discussions with local community organisations on the establishment of a suitably representative community led group to administer the community fund for the Palmer Wind Farm. This will be implemented when construction of the wind farm commences.

In addition, TrustPower continues to explore the possibility of a project benefit sharing scheme for neighbouring properties to the wind farm.

We hope to be in a position to confirm the shape of such a neighbouring benefit scheme in the next few weeks.

