



WHITEHAVEN COAL

MAULES CREEK COAL PROJECT 2014 Complaints Register

Date	Time	Method used	Category	Nature of Complaint / Enquiry	Action Taken	if no action, why not
		Call to Environment Manager	Air Quality	Complaint from resident regarding the generation of dust by site traffic on Therribri Road in proximity to residences.	Dust suppression truck subsequently mobilised to Therribri Road daily. Dust suppression application made to road surface in vicinity of property concerned and at others in the neighbourhood. It is also noted that the volume of site traffic on Therribri Road was reduced significantly by the provision of preferred access gates off the Boggabri Haul Road and from the Leard Forest Road.	N/A
		Call to Environment Manager	Traffic	Complaint received from resident regarding vehicles using flashing beacons whilst driving on Leard Forest Road.	Toolbox talks held with construction employees about the use of Leard Forest Road. It was noted that at the time of the complaint, Narrabri Council were undertaking roadworks on that stretch of the public road and the conditions were also very dusty.	N/A
13/03/2014	14.30pm	Call to Project Office	Traffic	Complaint received regarding speeding traffic along Boston Street on the way to and from the Accommodation Village	Notification sent to staff and contractors toolbox talked on obeying the speed limits on local road network.	N/A
13/03/2014		Call to Project Office	Traffic	Complaint from resident regarding contractor minibuses observed utilising Therribri Road for route to Narrabri and the north (contrary to the Traffic Management Plan, which prohibits normal access by this route).	Toolbox talk held with contractors and follow up monitoring of road use by MCC staff to confirm that the practice had ceased. MCC Project Manager met with the resident subsequently to communicate the outcome.	N/A
29/03/2014		Call to Environment Manager	Surface water	The landowner called to enquire if the high flows of water in Back Creek were emanating from the Project.	Environmental Manager went out that afternoon to Back Creek to photograph the creek flow at various locations and was able to ascertain that the volumes of water flowing in the creek did not originate from the Project, but from further upstream to the east.	Root cause of enquiry deemed not to be MCC Project related
3/04/2014	11.00am	Call to Community Hot Line	Visual Impact	Complaint from Maules Creek resident concerning excessive light emanating from construction works at night time.	Investigation undertaken into possible source of light, with review of security lighting direction and intensity. Lighting plants were adjusted accordingly. No comparable complaints received since this date.	N/A
3/04/2014	11.00am	Call to Community Hot Line	Other	Complaint from Maules Creek resident concerning the nature of police action on public roads near the project.	Nature of complaint discussed with police, who pointed out that they were marshalling access to the local roads during a weekend of intensive protestor activity.	N/A



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4/04/2014	13.00pm	Call to Community Hot Line	Noise / Vibration	Complaint from resident regarding blast related vibration felt on neighbouring property on successive days, possibly from construction blasts on MCC Project.	Investigation into timing of project construction blasts and also blasts at neighbouring mines. Blast monitoring data reviewed and within limits. Attended blast monitoring undertaken at residence on subsequent construction blasts to confirm that blasts were within limits.	N/A
21/05/2014		Called in person to Project Office	Traffic	Complaint received regarding speeding traffic along Boston Street on the way to and from the Accommodation Village	Reminder notification send to staff and contractors toolbox talked on obeying the speed limits on local road network.	N/A
17/06/2014	10.20am	Call to Community Hot Line	Blast vibration	Complaints from a number of residents regarding blast related vibration felt at properties north of the MCC Project.	Full investigation into event was undertaken by WHC and the EPA. Results show that limits were not in breach of the company's EPL or Approval limits. Additional monitoring locations will now be provided for construction blasts.	N/A
18/06/2014	11.34am	Community Feedback Form	General Enquiry	General enquiry requesting the location of the monitoring locations, monitoring results, community complaints register and blast notifications.	Results on monitoring are being compiled to be added to the WHC web page. Locations of monitoring points can be found in the management plans which are on the WHC web site.	N/A
19/07/2014	10.00am	Call to Community Hot Line	Noise / Vibration	Two residents called about excessive noise coming from the vicinity of Maules Creek Project on Friday the 19th through to Sunday the 20th.	Noise monitoring data was subsequently downloaded and submitted for analysis to determine the likely source. Results indicated project noise was below required levels and feed back provided.	N/A
22/07/2014		Call to Project Office	Traffic	Complaint received regarding the traffic control on the Rangari Road upgrade works remaining too long on red.	Investigation undertaken concerning the red/green timing cycle at the road works. The apparent lengthy time between green lights was considered necessary to allow traffic to pass safely through the works area. Findings communicated to the complainant by telephone message.	N/A
28/07/2014	8.00pm	E-mail to Community Hot Line	Traffic	Query regarding possible Project vehicles using Therribri Road, where access to Project traffic was prohibited.	Investigation undertaken regarding the vehicles specified by the complainant. Neither were found to be related to the Maules Creek Project. E-mail reply sent to the enquirer regarding the findings.	N/A
31/07/2014		Call to Community Hot Line	Traffic	A property owner called enquiring about the proposed closure of Leard Forest Road, as he used this road for access to his property.	The Environmental Manager telephoned the enquirer to explain the reasons for the proposed closure and the alternative routes that could be used during the closure period.	N/A



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8/08/2014		Call to Community Hot Line	Blast Noise / Vibration	A resident called about excessive noise and vibration from a blast on the morning of 08/08.	The Environmental Manager called the resident and confirmed that the monitoring of the blast yielded results which were within the acceptable limits. Follow up correspondence has been conducted with the EPA to provide a more thorough investigation into the noise and vibration levels associated with that specific blast event.	N/A
8/08/2014		E-mail to Community Hot Line	Ideological	General comment provided by the complainant, disagreeing with the nature of the coal and coal seam gas industries and their perceived impacts on the environment. The complainant also requested that MCC instead develop solar, wind and geothermal energy at the site.	None taken	The nature of the complaint was considered to be beyond the scope of the site based team.
19/08/2014		Call to Community Hot Line	Noise / Vibration	Complaint regarding noise emanating from the mine site	The Environmental Manager met with the complainant and initiated an investigation of data on the noise monitoring device located at the residence. Data from the date in question was noted to be within acceptable levels.	N/A
26/08/2014		Calls to Community Hot Line	Noise / Vibration	The residents made a series of calls to the Community Hot Line (8 between 12/07 and 26/07) concerning noise levels emanating from the mine site. An additional nine calls were made during September.	The Environmental Manager met with the residents to discuss the source of the noise and the placing of a monitoring device at their property. Available data from nearby monitoring devices is not suggestive of any breach of permitted noise levels.	N/A
29/08/2014		Telephone calls to Project Office	Blast Fume	A local resident expressed concern at 'blast fumes' from a blast on Wed 27th and requested further information on monitoring of blast fume and potential risks to the general public.	The Operations Manager contacted the individual and discussed the methodology of blast fume monitoring and normal procedures associated with blast fume events. No fume generation has been identified from the Maules Creek operation.	N/A
11/09/2014		Calls to Community Hot Line	Noise / Vibration	A local resident called on numerous occasions between 03/09 and 11/09 regarding noise levels emanating from the mine site.	Resident was contacted to discuss the details of the complaints. Concerns seem to be in the early morning. Regular monitoring still shows the project to be compliant with approval conditions.	N/A
17/09/2014		Telephone call to Project Office	Air Quality	A local resident called to indicate that the public road past her property was not being sufficiently watered, as the dust levels caused by passing traffic were increasing.	Resident was contacted to discuss the issue of dust from the road. Water Carts have been deployed daily and the area has been regularly monitored to ensure dust levels from the road network are not excessive.	N/A



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27/09/2014		Telephone call to Project Office	Noise / Vibration	The residents made a series of calls to the Community Hot Line (9 between 03/09 and 25/09) concerning noise levels emanating from the mine site.	The Environmental Manager met with the residents to discuss the source of the noise and the placing of a monitoring device at their property. Available data from nearby monitoring devices is not suggestive of any breach of approval limits	N/A
1/10/2014	5:30am	Complaint to EPA	Air Quality	A complaint had been made regarding dust generation from the mine construction activities from a neighbouring property.	Response was provided to the EPA describing activities on site at the time of complaint and the measures being taken to control dust on site at that particular time. In addition, it was outlined what additional measures were proposed for minimising dust generation in the months ahead. including additional water carts available and operation responses will be undertaken	N/A
23/10/2014	7:40am	Call to Community Hot Line	Air Quality	The resident made a complaint that the dust coming from the public road outside their property was excessive due to unusually high traffic volume that morning. A complaint was also made regarding the poor condition of the road.	The Environmental Manager called to explain that the traffic to the site had been diverted due to protestor activity blocking the main site entrance. Water carts had been running on the public road all day, because of the situation. Arrangements were to be made to have dust suppressants used on that stretch of road at the earliest opportunity	N/A
23/10/2014	5:15pm	Complaint to EPA	Air Quality	A complaint had been made regarding dust generation from the mine construction activities, followed by observations made from a neighbouring property.	Response was provided to the EPA describing activities on site at the time of complaint and the measures being taken to control dust on site at that particular time. Continued monitoring of dust generating activities on site being undertaken with in the construction area	N/A
27/10/2014	3:26pm	Complaint to EPA	Noise / Vibration	EPA received a noise complaint concerning the Maules Creek Coal Mine. EPA has requested most recent attended noise monitoring data.	EPA to be provided the attended noise monitoring data following receipt of the monthly monitoring	N/A
27/10/2014	9:00am	Call to Community Hot Line	Air Quality	The resident made a complaint regarding excessive dust levels coming from the public road outside their property over the previous three days.	The Environmental Manager called to explain that water carts are deployed along this road to mitigate dust generation. A review of water cart operations would be made and use of dust suppressing agents had commenced	N/A
31/10/2014	5:00am and 7:00am	Complaint to EPA	Air Quality	A complaint had been made by a local resident regarding dust generation from the site activities on the morning of 31/10/2014.	Response was provided to the EPA describing activities on site at the time of complaint and the measures being taken to control dust on site at that particular time. In addition, it was outlined what additional measures were proposed for minimising dust generation in the months ahead. Including additional water cart being mobilised to site and implementation of the use of dust suppressant agents.	N/A



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11/11/2014	All day	Complaint to EPA	Air Quality	The complaint related to an air quality event that appeared as a brown haze that was noticeable from 80 kilometres away.	Response was provided to the EPA about the activities that were conducted on site during the day. Details in the response included what measures were conducted for dust control, the weather records and air quality readings. After reviewing the monitoring records there were no recorded exceedance of the approval limits.	N/A
17/11/2014	12:00am to 3:00am	Telephone call to project member	Noise / Air Quality	A local resident made a call to advise that machine noise, believed to be coming from the project was intrusive from late Monday night the 10th through to the earlier hours of Tuesday morning concluding at approx. 2.30am. The resident also notified the site of a dust complaint from the 11th and would be notifying the EPA about this occurrence.	The Environmental Manager discussed with the residents that attended monitoring had just taken place during the month and results show that there was no exceedance. In regards to the dust, a review was completed and report sent to the EPA, please refer to complaint on the 11th of Nov.	N/A
19/11/2014	12:50pm	Complaint to EPA	Air Quality	The entire site is generating dust with a haze coming across the whole valley at 12:51pm	A response was provided to the EPA about daily work activities, air quality monitoring results and weather results. Just prior to the time of the complaint Maules Creek Coal undertook a blast which resulted in a short term dust event that would have been visible from off site.	N/A
27/11/2014	12:00am to 3:00am	Telephone call to project member	Noise	The residents made a call to the Environmental Manager to discuss the intrusive noise coming from the mine site. The noise events occurred on and around mid night on the 24th through to 26th and lasted for a couple of hours.	Maules Creek Coal provided the EPA with attended noise monitoring reports. These reports provide results from monitoring events that have occurred on a monthly basis. The results of the reports show no noise exceedances. Further discussions with the EPA and residents are continuing with unattended monitoring units being reviewed and considered.	N/A



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9/12/2014	12:00am to 3:00am	Complaint to EPA	Noise	Complaint logged with the EPA on the 28th of November. Details of the complaint; On Friday night 21/11/14 and Saturday night 22/11/14 the noise from Maules Creek (Whitehaven Coal) was extremely noisy but not in their front yard. Caller advised that they use their front yard as in indicator as to how close the work is to their house and how noisy it is. On Monday night 24/11/14 through to Tuesday morning 25/11/14 it was extremely noisy in their front yard. Caller said the noise started on Monday night but doesn't recall the time it went through until Tuesday morning about 9:00am or 10:00am but there was a short break during this time. The noise was from trucks, beeping, machinery etc. Then last night Wednesday 26/11/14 the noise started again at about 11:00pm or 12:00am and went on and off until this morning the 27th when the wind started blowing. The noise was extremely noisy and in their front yard. Caller advised that they run the ceiling fan to try to drown out the noise but this didn't work last night or Monday night.	Maules Creek Coal provided the EPA with attended noise monitoring reports. These reports provide results from monitoring events that have occurred on a monthly basis. The results of the reports show no noise exceedances.	N/A
15/12/2014	12:00am to 3:00am	Complaint to EPA	Noise and Air Quality	The dust complaint relates to the blast that occurred about 12:50pm today where the dust cloud blew directly towards their property. The dust cloud travelled across about 2/3 of their property. The dust cloud did not drift across his residence. It dissipated beforehand. Also noise was a concern on the night of 9 Dec, the morning of 10 Dec and the night of 11 Dec.	Investigation into the complaint revealed that a blast event was undertaken onsite at this time. This caused a short term dust event. From the visual inspections following the blast the dust cloud had dissipated prior to leaving site. No breach in air quality was recorded at the monitors	N/A
16/12/2014	12:00am to 3:00am	Complaint to EPA	Air Quality	EPA received a complaint this morning at 8:15am about dust levels from the mine site. Dust was sitting over the site at 7am at 8am there appears to be a number of constant dust sources. These appear to be from specific activities.	Response provided to the EPA on what activities were undertaken to control/mitigate dust generation on site. Records of monitoring results and weather conditions were provided. Further resources have been investigated including additional water carts, additional water fill points and dust control suppressants.	N/A



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17/12/2014	12:00am to 3:00am	Complaint to EPA	Air Quality	The EPA has received a dust related complaint this morning from Maules Creek Coal Mine. The complainant stated that when they went outside this morning at about 6am, dust was thick across their property. It did not disperse until the wind from the NW picked up at around 8am.	Response provided to the EPA along with monitoring results. An operational a review on effectiveness was completed. Additional water carts are being used, additional water fill point has been installed and the use of dust suppressants being applied.	N/A