



WHITEHAVEN COAL

Date	Time	Method used	Category	Nature of Complaint / Enquiry	Action Taken	if no action, why not
MAULES CREEK COAL PROJECT 2015 Complaints Register						
Date	Time	Method used	Category	Nature of Complaint / Enquiry	Action Taken	if no action, why not
5/01/2015	6:30am to 11:00am	Complaint to EPA	Air Quality	<p>1) 05-Jan-2015. Excessive dust and blast caused by Maules Creek Coal, Therribri Road, Boggabri. The blast occurred on 15/12/14 at about 13:00pm, dust plume from the blast initially went to the east however with the winds it went north and fell on a neighbours property. Noise & dust issue occurred from 30/12/14 to 01/01/15 for three days, the dust was occurring from 06:30am to 10:30am, there has been rain in the area which there should be no dust, yet dust is generated.</p> <p>2) 31-Dec-2014. Excessive dust coming from Maules Creek Coal Mine. Slight breeze is causing dust to float across callers property.</p> <p>3) 31-Dec-2014. High levels of dust caused by Whitehaven Coal, Leards Forest Road. Maules Creek. Caller said the dust levels is really bad and not acceptable, there is a south easterly breeze that's blowing the dust onto his property. Caller said the dust is partly red with black through it. Caller wants something done about it as the high levels of dust are unacceptable.</p>	<p>Response was provided to the EPA on the two dust complaints. Maules Creek Coal reviewed weather conditions at the time of the complaints. Wind conditions were light and were predominantly from the Northwest. A review of operational activities for this period also occurred highlighting consistent use of the water carts. Further inspections and monitoring are continuing to further reduce dust generation from site. Monitoring results from this period indicate no breach of the approval limits. For a response on the blasting please refer to the complaint on the 15th of December.</p>	N/A
5/01/2015	6:30am	Complaint to EPA	Air Quality	Dust in air extreme on 02-Jan-2015 from Whitehaven Coal, Maules Creek Coal Project, Maules Creek Coal Project, Leards Forest Road, Maules Creek on 01/01/2015 starting at 06:30.	Response to EPA, on weather conditions and monitoring results. No breach of approval limits. Operation undertook dust control measures as previously discussed with EPA.	N/A
9/01/2015	8:00am	Complaint to EPA	Noise and Air Quality	EPA have received two reports of excessive dust today, the first around 08:00 hrs and the second around 11:30hrs this morning. EPA have received a complaint regarding noise today. The complaint relates to a series of times throughout the past week including Monday morning (5/1/15) and every evening this week into the night. They also advised that noise was bad on the 24-12-14, and was bad morning and night on the 30 & 31-12-14. The complaints relate to a location situated approx. North of the mine site.	Response to EPA included attended monitoring reports highlighting no breach of noise conditions. Dust mitigation measures were undertaken on site.	N/A



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16/01/2015	10:00am	Complaint to EPA	Noise and Air Quality	Complete dust haze coming from Maules Creek Coal Mine EPL - 20221 Therribri Road Boggabri and caller thinks water trucks not running. Dust has been visible since daylight, till time of this call. There is excessive noise this morning too.	A response to the complaints from the 16th through to the 20th of January, was sent in a single email response to the EPA. The following actions were already underway. Review of site was conducted straight away. Onsite operational activities occurred with equipment stopping work for a period of time.	N/A
19/01/2015	8:00am	Complaint to EPA	Air Quality	EPA received complaint early this morning, dust appears to be emanating from loading and haulage	The 4th water cart had been utilised. A water plan has been developed to assist with the water truck drivers with daily watering activities.	N/A
20/01/2015	8:00am	Complaint to EPA	Air Quality	EPA, Reviewed site images from evening of the 19th of January. Dust appears to be emitted from site.	Air quality management is discussed at prestart meetings to continue to raise focus on this area of concern.	N/A
3/02/2015	6:00am	Complaint to EPA	Noise and Air Quality	3/02/2015 Excessive dust coming from Maules Creek Coal Mine. Slight breeze is causing dust to float across callers property. First noticeable at 06:30 Tues 03/02/15. 3/02/2015 Noise and dust from mining trucks. Noise constant this morning and still on going on 3/2/15.	Response provided to the EPA on what activities were undertaken to control/mitigate dust generation on site. Records of weather conditions were provided noting that the breeze is very consistent from the south east during the night and morning period which could suggest emissions from other mine operating through the early hours of the mornings south of Maules Creek Coal may be contributing to the impacts being seen from the EPA's camera located north of the Leard Forest Mining Complex.	N/A
17/03/2015		Complaint to EPA	Air Quality	The EPA received another direct call to our office this morning about dust from Maules Creek Coal Mine. Looking at the camera, significant dust is present at the premises from 7:30am- 9:00am.	Response provided to EPA as follows. Review of onsite activities it has been determined that the source of the dust was from vegetation clearing, topsoil stripping and mulching activities. MCC modified its operational activities on the morning of 17 March 2015, showing an ongoing commitment to monitor onsite activities, modify operational activities and cease onsite activities to minimise airborne dust. Weather data also shows a very low breeze the morning of the complaint in a direction away from sensitive receptors	N/A



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9/04/2015		Complaint to EPA	Noise	Noise from Maules Creek Coal Mine, Therribri Rd, Boggabri from mining machinery on 8/4/15 from 06:00 to 11:00. Constant rumbling noise. Noise measurement indicates dB 42.	Response provided to the EPA. Equipment did not start operating until approximately 7.20am, the reported rumbling noise had been occurring for over an hour before MCCM equipment started. Mining equipment was operating as usual. No crushing or train loading operations occurred during this period. Monthly compliance attended noise monitoring is undertaken on evening and nights which have shown no exceedance.	N/A
27/04/2015		Complaint to EPA	Air Quality	Suspected odour and coal dust complaint	Response provided to the EPA. Environmental officer drove to the north into the Maules Creek Village and reported that a local farmer was burning off stubble west of the school. Only odour reported was from the fire/smoke. As such it is most likely the odour and smoke is the source. MCCM were not crushing, processing or loading a train this morning, early morning wind coming out of the Northwest.	N/A
28/04/2015		Telephone call to Project Member	Noise	Received a noise complaint from a resident on Therribri Road related to increased traffic flows	MCC representative has discussed with resident the potential sources of the noise and is discussing potential mitigation measures available	N/A



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6/05/2015	6:00am	Complaint to EPA	Air Quality	Four mines: kicking up huge amounts of dust; adding to dust load already in the air (dust storm travelling across NSW from sth-west to north-east). Maules Creek mine (Whitehaven); Tarrawan Mine (stockpile on the Kamilaroy Hwy); Tarrawan Mine; and Boggabri Mine. Caller says from the lookout it is obvious the dust is far worse around the mine areas. Are the mines forced to stop work in windy or dusty conditions; or is it 'business as usual'. Caller angry about health impacts; and the dodgy planning decisions which allowed these mines to operate. Caller believes misleading/dishonest dust modelling was used to get the planning approvals. Caller will attempt to email a photo taken by a friend today; "It's a whiteout around the mines". Caller also asked if the EPA can help the community interpret the mines' Consent Conditions in the planning consent? (Caller seemed unaware of the difference between the role of the EPA regarding the EPLs for the mines under the POEO Act; and the Consent Conditions for the mines in the planning approval.)	A combined response was provided to the EPA for these 3 complaints received on the same day - MET station results for the full 24hr period of the 6 May 2015 were provided to the EPA. Ongoing observations continued during the day, water carts were operating during the day to minimise any air quality emissions, it was noted that regional air quality event occurred on this day.	N/A
6/05/2015	6:00am	Complaint to EPA	Air Quality	Caller 10kms from the mine but dust is awful. When caller was on the south side of the river and there was no dust there; so he does not believe the dust he can see is from the dust storm. Caller requests feedback from the EPA investigation. (Caller said it was "#\$%^ing bullshit" that a dust storm was passing through NSW.)		N/A
6/05/2015		Complaint to EPA	Noise and Air Quality	Excessive dust and noise pollution impacting resident Maules Creek. Caller believes the dust and noise is coming from the mines at Maules Creek Coal and Whitehaven Coal. Regarding the dust issue: Complainant said she noticed today 06/06/15, 7-7.30am this morning a thick dust blanketing the whole area and said you cannot see through it and it has blotted out the mountains and is surrounding the whole district. Regarding noise pollution: Complainant said she went out for a walk today in her paddock at 9am and said the mine was roaring so loud and wished she could have had a noise monitor as the mine this morning was getting louder and louder, caller described the noise as machinery noise. Please look into.		N/A



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7/05/2015		Complaint to EPA	Air Quality	After hours call - Ref 112280. Visible air pollution impacting the local area with a layer of black dust on higher level and red dust on lower level over caller's property. The dust is coming from the Maules Creek Coal Mine, off Leards Forest Road, Boggabri on 7/5/15 from 07:00	MET data for the 24 hr period on the day in question was provided to EPA. On the day of the complaint, operational activities consisted of loading and hauling of overburden, loading and haul of coal, coal processing and train loading activities, topsoil removal. 4 water carts were operating during the day with an additional water cart being deployed from approx. 12.30pm. Dust suppression at the CHPP transfer points and stock piles where operational. Operational responses undertaken on this day where consistent with best practice. Poor air quality from the regional event from the previous day was also evident on this day.	N/A
13/05/2015		Complaint to EPA	Air Quality	Dust complaint caused by Maules Creek Coal Mine, Therribri Rd, Maules Creek. There is excessive dust from the digger and dust on Haul Rd and also on the eastern edge of the mine site. Please look into.	Forwarded MET data for the 24 hr period on the day in question On the day of the complaint the operational activities relating to the complaint consisted of loading and hauling of overburden, loading and haul of coal, topsoil removal via scrapers and articulated dump trucks. 5 water carts were operating during the day covering the loading and dumping areas as well as the haul roads. Operational responses undertaken on this day where consistent with best practice.	N/A
2/06/2015		Complaint to EPA	Blast	Concerns with the blast from Maules Creek Coal Mine from last Tuesday. They stated that their house shook due to the blast and wanted to know what the blast results were. I stated I would seek the overpressure and ground vibration readings from Maules creek Coal Mine and get back to them.	Blast monitor results for the 2nd June 2015 were provided to the EPA: BM2 .094mm/s, 100.9 dBL BM3 0.123mm/s 103.9 dBL These results are below our prescribed limits	N/A



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25/06/2015	9.30am	Complaint to EPA	Noise	<p>Caller advises that noise from the Maules Creek Coal Mine, Therribri Road, Boggabri is particularly bad this morning. It was very loud at 05:30 and sounded like a giant washing machine whirring away - possibly coming from the coal washery. The noise was not like a fan. Caller could not hear other machinery at this time probably due to the shift changeover. At the time of the call at 09:30 the caller said the noise in general was getting worse but was now just general machinery. Caller could define noises from different items of machinery. The morning was not cold or frosty so likely not a large inversion.</p>	<p>Response provide to EPA included the activities conducted on site at the time of the complaint were: The washery was not operating Loading of ROM coal into hopper using 1 wheel loader and 2 x 789 RDT's Crushing coal and stacking onto the product stockpile Grader operating on roads in pit Dozer operating on eastern haul road 1 x 789 removing reject as required Train loading did not occur post 5am Lighting plants were running The real time noise monitor RT3 located to the North of the project did not indicate an issue of increased noise. Weather data from the MCC AWS for an hour either side of 0530 was also provided to EPA.</p>	
26/06/2015		Complaint to EPA	Noise	<p>Caller is reporting of extreme dust coming from the mine which started at 8 am this morning (26/06/15) and said it is still continuing. Caller lives on the neighbouring property, approximately 2 km from the mine.</p>	<p>Weather station data for the period 6am till 1pm provided. Whilst the wind strength started to increase around 830am, on site observations did not trigger a response to modify or cease any operational activity. Water carts were operating at the time of the complaint and throughout the day. The PM10 24hr average air quality result for the day in question was 7.72 µg/m3</p>	
7/07/2015		Complaint to EPA	Noise	<p>Noise problem at Maules Creek Coal, Therribri Road Boggabri. Noise was a loud rumbly machinery noise (non specific) and went from 10pm last night to around 3am, and started again around 7:30am today.</p>	<p>Weather data for the night of the 6 July 2014 provided On site activities that night included: - hauling of coal to the ROM, - coal crushing and processing - train loading activities commenced at approx. 1am - hauling of overburden to the lower dump, the top (higher) dump was not being used - drilling operations - ancillary equipment including dozers, graders water cart Real time noise monitors did not show exceedance to noise criteria.</p>	
21/07/2015		Complaint to EPA	Air Quality	<p>Public complaint about dust from the excavator onsite. It appears that dust is being generated from an excavator located behind the coal stockpile area.</p>	<p>MET data was provided to EPA. On the day of the complaint modifications to operations occurred including reduced dump heights and lower loading rates to minimise the creation of localised dust clouds when loading material in addition excavator 261 was shut down for a period of time.</p>	



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22/07/2015		Complaint to EPA	Air Quality	Extreme dust emissions from Maules Creek Coal Mine EPL - 20221 Therribri Road Boggabri all day but much more noticeable now. Caller says this is an ongoing problem that has been going on for far too long.	<p>Response provided to EPA included weather data for the 12hr period 7am -7pm on the day of the complaint, there was also a heavy cloud cover on this day.</p> <p>The PM10 24hr average air quality reading from our TEOM located in the Maules Creek village for this day was approx. 6.5µg/m3.</p> <p>1 water cart started at 5.30am prior to the day shift starting to water internal roads.</p> <p>3 water carts were operating during the day on haul roads within the pit and dump areas as well as the topsoil haul road, A 4th water cart was manned during the day as required based on supervisors observations to further manage dust emissions at site. Water cannons were in use on the CHPP product stockpiles. No unusual or additional mining activities were occurring on this day from previous days</p>	
27/07/2015		Complaint to EPA	Air Quality	Caller is reporting of dust coming from an excavator behind the stockpile at the mine. The mine is non-compliant to their consent condition in controlling the dust. Caller said to check their 24 hour camera at Murphy's Hill. The dust has been going on all morning. It is a fairly breezy day. Caller said one can visually see the dust.	<p>Response provided to EPA included weather data for the 12hr period 7am -7pm on the day of the complaint.</p> <p>On this day 3 water carts were operating throughout the shift, a 4th water cart commenced operating from 1 pm for the remainder of the shift.</p> <p>On site observations on this day did not trigger additional mitigation responses.</p> <p>The PM10 24hr average air quality reading from our TEOM located in the Maules Creek village for this day was approx 5.9µg/m3</p>	
28/07/2015		Complaint to EPA	Noise	Loud noise 55 decibels rumbling noise, rocks crashing into back of trucks, and horns blasting all night at Maules Creek Mine, Boggabri. The noise lasted all night.	<p>Response provided to the EPA including weather data, noise monitoring results, including a summary of the site activities. Operational responses were also undertaken to manage noise from the site including shutting equipment down</p>	
29/07/2015		Complaint to EPA	Noise	Caller advising the noise coming from the Whitehaven mine for the last two nights has been over the top. It sounds like a war zone like bombs are going off. The noise level is so unbelievable that you cannot sleep. It could be rocks being dumped in a truck and it shatters through the valley. Noise increases through the night.	<p>Response provided to the EPA including weather data, noise monitoring results and summary of site activities conducted on site: being similar to the activities occurring on the previous night, On this night operations were modified and equipment shut down in response to the real time noise system in place to manage noise</p>	



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17/08/2015		Complaint to EPA	Noise	Caller is reporting of general machinery noise from the mine which went really loud at around 8.40 am this morning	Response provided to the EPA including weather data and a summary of the site activities. Operational responses were also undertaken to manage noise from the site including shutting equipment down	
18/08/2015		Complaint to EPA	Noise/Vibrations	The machinery noise was reportedly horrific from about 8pm last night until caller eventually fell asleep around 11pm. This morning the noise is still present but not at the same levels as last night	Response provided to the EPA including weather data and a summary of the site activities. Real time noise levels did not trigger an operational response to modify activities onsite	
20/08/2015		Complaint to EPA	Air Quality	Dust issue coming from Whitehaven Coal Project, Maules Creek area. Caller noted heavy dust over his property at 6:30am today, coming from the Whitehaven Coal Project. He notes that a slight breeze had come up by 8am and the dust had lessened but was still very visible.	Response provided to the EPA including weather data and a summary of the site activities. Water suppression was utilised throughout the night shift period. Water carts continued to be utilised from the commencement of dayshift. Water carts were utilised on haulage roads, mining areas and dump areas to manage dust generation on the site. Ongoing inspections were conducted throughout the shift. Equipment was shut down or suspended where observations deemed necessary. Air quality monitoring data for the period showed that air quality levels remained well below the relevant criteria.	
21/08/2015		Complaint to EPA	Air Quality	Two consecutive blasts spotted from same location- approx 11.30am "distinct blasts in two different places. A short distance from each other. The black mushroom went up and spread out and floated away by the time I returned home (8klms) to Maules Creek. The black dust was in the air but had dissipated."	There were no blasts at Maules Creek Coal on this day at the time of the report.	No action, as the complaint did not relate to MCC activities
23/08/2015		Complaint to EPA	Air Quality	Dust in Nandewar range shot of range taken from about 12 k's out of Narrabri 9.am approx	Response provided to the EPA including weather data and a summary of the site activities. Dust suppression activities were being conducted on the site. Air quality monitoring data for the period showed that air quality levels remained well below the relevant criteria.	
26/08/2015		Complaint to EPA	Noise/Vibrations	Loud machinery noise coming from the Maules Creek Coal Mine traveling to the Upper Maules Creek suburb. Caller declined to leave any further details. 25/08/2015 Incident Time 19:00	Response provided to the EPA including weather data and a summary of the site activities. Real time noise levels did not trigger an operational response to modify activities onsite	
28/08/2015		Complaint to EPA	Noise/Vibrations	Excessive noise coming from Maules Creek Coal mine, Boggabri. Constant construction noise coming from earth moving machinery. 27/08/2015 at 20.30	Response provided to the EPA including weather data and a summary of the site activities. Operational responses were also undertaken to manage noise from the site including shutting equipment down	



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31/08/2015		Complaint to EPA	Noise/Vibrations	Report emailed to info@environment on 31/8/15 at 10:15am for database entry by EPA Armidale : Complainant called EPA Officer Kharl Turnbull this morning re the Maules Creek Coal Mine (EPL 20221) in Narrabri LGA. Caller stated he tried to call EPA over the weekend, but gave up after being on hold for 15-20 minutes. Noise coming from the site: general mine hum, horns and bulldozer track slap from: Friday 28 August between 8pm to 12pm; Saturday 29 August between 8pm- 8am to Sunday 30 August and again on Sunday 30 August between 8pm- 12pm.	Response provided to the EPA including weather data and a summary of the site activities for each period of the complaint. Noise levels at these times remained below the relevant criteria	
31/08/2015		Complaint to EPA	Air Quality	Reddish black dust coming from Maules Creek Coal Mine. Caller advising machinery noise and diggers loading the trucks late last night at approx midnight and loud at 6.30 this morning as well.	Response provided to the EPA including weather data and a summary of the site activities. No excavator fleets operating at Midnight, 1 blast hole drill and 1 loader feeding ROM bin. At 6.30am 1 x excavator scaling walls, 2 x graders maintaining roads, 1 x loader and 2 trucks rehandling coal into ROM hopper, all other mobile plant not operating. Noise levels at these times remained below the relevant criteria	
1/09/2015		Complaint to EPA	Noise	Mining machinery noise. Very loud. Coming from Maules Creek Coal Mine Therribri Rd BOGGABRI 01/09/2015 at 05:00	Weather data and real time noise from the night of the 31st August 2015 till the morning of the 1st September 2015 provided to the EPA. Activities being conducted at 05:00 on the 01/09/15 were as follows <ul style="list-style-type: none"> o 1 x dozer preparing an excavator dig face o 1 x grader maintaining roads o 1 x loader and 1 x truck rehandling coal on ROM stockpile to ROM hopper o All other equipment was not operating o CHP bypassing coal and stacked onto the product stockpile o No trains were being loading o Wash plant was not operational o No unusual noise events 	



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3/09/2015		Complaint to EPA	Noise	Noise from Maules Creek Coal Pty Ltd Therribri Road from Thursday 03/09/2015 at 19:00 till 05:30 Friday 04/09/15 with a break for an hour and restarted at 06:30 Friday. Construction noise from large earthmoving equipment, excavators, trucks & loader noise.	Response provided to the EPA including weather data and a summary of the site activities for the period of the complaint. No excavators operating due to wet conditions prior to 21.30 only dozers and graders operating preparing roads and dumps after wet weather and 1 loader and 1 truck rehandling coal into ROM hopper and blast hole drilling. After 03.30 excavator and truck fleets ceased work, with 1 x dozer, 1 x grader, 1 x loader and 1 x truck rehandling coal into ROM hopper continued to operate. Wash plant was not operational. Trains were loaded during the shift. Noise levels at these times remained below the relevant criteria	
8/09/2015		Complaint to EPA	Noise	Caller would like to be anonymous. Horns and bulldozers track noise from Maules Creek Coal Mine. Incident Date 08/09/2015 Time 7.25am	Response provided to EPA including real time monitoring devices did not record noise above the criteria.	
13/09/2015		Complaint to EPA	Air Quality/Noise	Excessive dust and noise Sunday 13/9/2015 and today Monday 14/9/2015 from Maules Creek Coal Mine EPL - 20221 Therribri Road Boggabri. Noise began at 07:00 on 13/9 and 06:00hrs on 14/9. Dust was very noticeable from daylight on both days.	Response provided to the EPA including weather data and a summary of the site activities including dust suppression used during the shift, Noise levels at these times remained below the relevant criteria	
18/09/2015		Complaint to EPA	Air Quality/Noise	Noise and dust pollution coming from Maules Creek Mine on 18/9/15 at 06:00	Response provided to the EPA including weather data and a summary of the site activities. Noise levels at these times remained below the relevant criteria. Night Shift activities had ceased at 03:40 am 18/09/15 At 06:00 the following equipment was operating o 1 x dozer o 1 x water cart o 1 x loader and 1 x truck on ROM stockpile Day shift activities did not commenced until 07:15am approximately (3 x excavator fleets and then 4th at 08:50am)	
17/09/2015		Complaint to EPA	Air Quality/Noise	Caller is reporting of general machinery noise from the mine which started around 7.30 pm yesterday evening and continued till mid night. The noise started again this morning at around 7.30 am this morning and is gradually getting louder. Caller also said there is dust coming from the mine which started around 8.30 am this morning.	Response provided to the EPA including weather data and a summary of the site activities. Noise levels at these times remained below the relevant criteria. Operational activities for the day of the complaint commenced at 715am, as a result of high winds operations were modified including reloacting dumps and use of a water cart at the excavator dig face, 4 water carts were in use on this day.	
17/09/2015		Complaint to EPA	Blast	Blast at 13:00 on 17/9/15 at Maules Creek mine at Boggabri. Dust left the line sight	Response provided to the EPA including weather data and a summary of the site activities undertaken prior to the blast.	



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28/09/2015		Complaint to EPA	Air Quality	High dust levels and high noise levels at caller's property coming from the Whitehaven Maules Creek Coal Mine, Therribri Road, Boggabri on 28/9/15 from 06:30.	Response provided to the EPA including weather data and a summary of the site activities and dust suppression in use. Operational responses were also undertaken to manage air quality on the site including shutting equipment down and use of a water cart at the excavator dig face. Noise levels remained below the relevant criteria.	
28/09/2015		Complaint to EPA	Air Quality	Extreme dust levels and noise coming from the Maules Creek Mine on 26/09/2015 at 7:00am.	Response provided to the EPA including weather data and a summary of the site activities and dust suppression in use. Operational responses were also undertaken to manage air quality on the site including use of a water cart at the excavator dig face and hot seating watercarts during crib breaks. Noise levels remained below the relevant criteria.	
23/09/2015		Complaint to EPA and to MCC online community feedback form	Noise	The complainant had emailed Armidale EPA direct (and copied the Planning Department) on 23/9/15 at 14:45 reporting excessive noise generated by the Whitehaven Coal Mine late on the night of 22nd September 2015. Prior to the extremely loud noises that were heard at complainant's residence from around 22:30 onward, the overall noise coming from the mine was heard over and above the television in the lounge room that evening. In the past EPA has investigated and there has 'never' been an exceedence. That may be the case, but unfortunately that doesn't go any where to mitigating the incessant noise generated by the mine and to which the locals have to endure this intrusion by these 'neighbours' that continually disrupt the once quiet atmosphere of this local community. Investigating and then sending a reply telling me that there has been no 'exceedence' goes nowhere to fixing the issue. If the noise levels can't be contained withing a level that does not disturb locals from sleeping then the mine should stop work when the wind direction/inversion will result in disturbance to neighbours, especially when this happens at night. Complainant has included a report sent to Whitehaven late last night via a Maules Creek Site Monitoring and Reporting Community Feedback form. Email with full detail is attached in this report.	Response provided to the EPA including weather data, noise levels from real time monitors remained below the predicted noise level for this resident. The resident was also contacted directly to discuss the complaint further. It is noted that the complainant is within the MCC Zone of Affectation (ZOA)	



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29/09/2015		Complaint to EPA	Noise/Air Quality	Excessive noise last night 28/9/2015. Caller said noise was very annoying and was described as vibrations, loud banging and clanging and went on until 01:00hrs to 02:00hrs and possibly longer but caller fell asleep. At 13:05hrs today, 29/9 they had a large blast with very dark yellowish to black emissions that carried towards Maules Creek on the breeze and caller can now taste a strange dusty taste in the mouth. Could taste the dust about 15 minutes before calling Environment Line to report	Response provided to the EPA including weather data and a summary of the site activities undertaken prior to the blast to mitigate any adverse impacts.	
26/09/2015		Complaint to EPA	Noise	It is just after 10.00pm on 26/9/15 and the noise is extremely loud, making it impossible to sleep at complainant's residence. Complainant would ask that this incessant noise be investigated. If this level of noise persists complainant would suggest that the mine be shut down at night. It is obvious that the noise is worse at night and it should be looked into by the regulatory body. Decibel numbers on paper are no indication of the 'real' audible noise coming from the mine. Perhaps an EPA member should come and camp here next to the noise and experience it first hand? Complainant would suggest that the data collected by the mine at their front gate be examined closely. It is obvious that they have something to hide, when they won't hand over the data from these monitors.	Response provided to EPA noting real time monitoring devices did not record noise above the criteria.	
29/09/2015		Complaint to EPA	Noise	Last night from 7:30pm- 9:30pm noise was extreme. Trucks revving, horns beeping etc. It quietened down after 9:30pm. This morning it was loud again (but not as bad as last night), and they could feel vibration in their ears.	Response provided to EPA noting real time monitoring devices did not record noise above the criteria.	
2/10/2015		Complaint to EPA	Air Quality/Noise	Noise was bad last Friday from 7:30pm- 10:30pm. Dust was bad last Saturday from about 8am onwards. Blast occurred last Saturday about 3pm. They did not received any notification of the blast. Dust was again bad this morning from about 8am onwards.	Response provided to EPA noting real time monitoring devices did not record noise above the criteria. MCC did not conduct blasting operation on Saturday.	
6/10/2015		Complaint to EPA	Air Quality	Dust haze in the area is bad this morning.	Response provided to the EPA including weather data and a summary of the site activities and dust suppression in use. Operational responses were also undertaken to manage air quality on the site including shutting down of equipment.	



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6/10/2015		Complaint to EPA	Blast	The Maules Creek coal mine has done a blast without notifying the caller and the caller's property has been polluted with black dust. This is a pure black dust cloud today, as in the past has been red. The caller is meant to be notified 24 hours before the mine does a blast and the caller also advised that his neighbour has not been notified either.	MCC did not conduct blasting operations on Tuesday 6/10/15	No action, as the complaint did not relate to MCC activities
8/10/2015		Complaint to EPA	Air Quality	Winds are south east where coal mine is and winds travelling southwest, just looks like a bush fire and smog coming from Maules Creek Coal Mine in Narrabri. Never seen this before in 40 years. Its blackening the sky. There is usually lights on at the coal mine, but now can only just barely see them. Caller very concerned. Duty Officer contacted at 19:15 and ACK at 19:15.	Response provided to the EPA including weather data and a summary of the site activities and dust suppression in use.	
12/10/2015		Complaint to EPA	Noise	Excessive noise coming from the Whitehaven owned Maules Creek Coal Mine, Therribri Rd, Boggabri. Noise started at approx 20:00 on 10/10/15 and was ongoing at time of call.	Response provided to EPA including weather data, also noting real time monitoring devices did not record noise above the criteria at the time of the complaint.	
17/10/2015		Complaint to EPA	Noise/Air Quality	Saturday (17 Oct), Dust was bad at 8:10am onwards. Noise was not good from 8- 10pm. Sunday (18 Oct) Dust was not good from 11am. Monday (19 Oct) Noise was bad this morning at 8:30am. Suspect it was washery noise. Please confirm washery was operational at this time.	Response provided to EPA including weather data, and activities conducted on the site and dust suppression in use, also noting real time monitoring devices did not record noise above the criteria at the time of the complaint. The washery was operating at this time, no trains being loaded at this time	
24/10/2015		Complaint to EPA	Noise	Friday (23/10) night and Saturday (24/10) morning – loud noise continuing throughout the night and early morning	Response provided to EPA included Friday (23/10) night into Saturday (24/10) morning – Strong winds were present most of Friday and into the night easing a light around from 10pm from which time the Real time monitoring device did not record estimated equivalent mining noise ((LA90 + 3db LF (LF = low frequency for band pass 20-630 Hz)) above 35dB at this time.	
24/10/2015		Complaint to EPA	Air Quality	Noticeable all weekend but most evident at 9pm Saturday night (24/10) – Appeared to be coming from a direct source as plume was evident in the light from the mine.	Response provided to EPA included a summary of the site activities conducted during the weekend, including dust suppression activities and MET data	



WHITEHAVEN COAL

Date	Time	Method used	Category	Nature of Complaint / Enquiry	Action Taken	if no action, why not
25/10/2015		Complaint to EPA	Noise	Monday (26 Oct) night - low frequency rumble that could almost feel as well as hear. Occasional rattles and bangs and the loading horns are still sounding. Also a metallic clanging/squealing on/off most of the night as well. Possibly dozers (track slap and/or turning on rocks).	Response provided to EPA included Monday (26 Oct) night – High winds, storms and rain affected the real time noise readings for this period. Pit shut down from approx. 8pm to 10.30pm due to storms and lightning, causing increased readings on the real time monitors, after which time the real time monitoring device did not record estimated equivalent mining noise ((LA90 + 3db LF (LF = low frequency for band pass 20-630 Hz)) above 35dB.	
27/10/2015		Complaint to EPA	Noise	This is an official Noise complaint, in regards the night time noise generated by the Whitehaven Coal Mine. At our property Wongalea the noise late this afternoon and into the night has been extremely loud, I would think that although our property is in the zone of affectation, even this noise is exceeding the level that Whitehaven's EA predicted for this receiver.	Response provided to EPA included MET data noting strong winds, summary of activities being undertaken on site at the time of the complaint including observations made by a MCC employee who was out in the local area near sensitive receptors observing the noise levels present	
27/10/2015		Complaint to EPA	Blast	Excessive dust from a wind gust from the Maules Creek coal mine was very bad. Lindsay Fallon from the EPA took photos of the dust. Explosive blast on 27/10/15 caused dust to move to the east and swung around came back to the West. Dust and gas in the air.	Written response provide to EPA outlining actions and measures undertaken pre the blast to mitigate against harm, the blast was recorded as a zero fume event.	
29/10/2015		Complaint to EPA	Noise / Air Quality	The caller was affected last night by intrusive machinery noise starting at around 21:30 as they tried to sleep. The caller could hear revving motors, engines rising and falling. The air was still last night. The caller mentions hearing noise during the day as well, but found it more disturbing at night. Extreme noise occurred last night of heavy machinery noise coming from Maules Creek Coal Mine Therribri Road Boggabri. Also last Wednesday at 20:00 the caller could see a heavy halo of dust through the lights at the mine.	Response provided to EPA included MET data, summary of activities being undertaken on site at the time of the complaint including on site operational responses undertaken included excavators being shut down and observations made by a MCC employee who was out in the local area near sensitive receptors observing the noise levels present	
12/11/2015		Complaint to EPA	Noise	At 7.40am low frequency noise inside the house was severe, constant rolling hum coming from Maules Creek Coal Mine Therribri Road Boggabri. The caller's four young children were covering their ears due to the noise.	Response provided to EPA included MET data and noted real time monitoring devices did not record noise above the criteria at the time of the complaint.	
24/11/2015		Complaint to EPA	Air Quality	Significant dust clouds from Maules Creek Mine affected caller's property and house (lives next door). Caller noticed problem on Sunday at 6.30am and Monday at 7.30am; and the dust had cleared by approx 11am on both days. Wind southeasterly both days.	Written response provided to the EPA including Met data, a summary of operational activities being undertaken and dust suppression in use on site over the two day period (Sunday and Monday). Site observations during the period did not trigger any further operational responses beyond the proactive management measures already being implemented.	



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Date	Time	Method used	Category	Nature of Complaint / Enquiry	Action Taken	if no action, why not
25/11/2015		Complaint to EPA	Air Quality	The EPA Armidale office was contacted directly concerning the dust at the premises. EPA reviewed reviewed the camera footage and remarks that dust appears to be an issue. There was an apparent dust haze across the site and waste rock dump seemed to be a continuous source of dust. The photos were provided by the EPA of site between 8:26am and 9:56am.	Written response was provided to the EPA included MET data, average Air Quality monitoring results and a summary of operational activities being undertaken on site at the time of the complaint . The response also detailed operational changes taken at the time in response to prevailing conditions as observed by Dispatch and Operators.	
30/11/2015		Complaint to EPA	Air Quality	After hours phone call to the EPA in relation to dust over callers property. Ongoing issue from Maules Creek Mine Leards Forest BOGGABRI.	Written response was provided to the EPA and included MET data, average Air Quality monitoring results and a summary of all operational fleet and CHPP handling loading activities for the previous evening and morning in question. The response also detailed operational changes taken at the time in response to prevailing conditions as observed by Dispatch and Operators.	
1/12/2015		Complaint to EPA	Air Quality	After hours phone call to the EPA in relation to dust over callers property. "Lots of dust in air coming from Maules Creek Mine dispersing across callers".	Written response was provided to the EPA for both complaints received on the 1/12/15 and included a summary of all operational fleet and CHPP status for the previous evening and morning in question. The response detailed the 5 watercarts operating irrespective of the reduced fleet numbers at the time of the complaint. Site conditions were also being monitored by Dispatch. The response included the PM10 24hour average at midday of 12.08µg/m ³ and MET data on the day.	
1/12/2015		Complaint to EPA	Air Quality	After hours phone call to the EPA in relation to dust over the mine. "Haze from dust from Maules Creek Mine up on the mine. ATTN: Lindsey (EPA ARMIDALE) please check camera on Murphys Hill for 07:25. Please forward photo on to Gary Davies or Barry".	Written response was provided to the EPA for both complaints received on the 1/12/15 and included a summary of all operational fleet and CHPP status for the previous evening and morning in question. The response detailed the 5 watercarts operating irrespective of the reduced fleet numbers at the time of the complaint. Site conditions were also being monitored by Dispatch. The response included the PM10 24hour average at midday of 12.08µg/m ³ and MET data on the day.	



WHITEHAVEN COAL

Date	Time	Method used	Category	Nature of Complaint / Enquiry	Action Taken	if no action, why not
3/12/2015		Complaint to EPA	Noise	Extremely loud noise coming from Maules Creek Coal Mine, Therribri Rd, Boggabri. Last night 2/12/15 at 20:00 loud noise was coming from the mine - it sounded like dump trucks tipping dirt and loud grinding noise from an excavator loading the dump trucks. Caller said it was very loud and distinctive and it definitely exceeded the noise limits last night, caller could still hear it at mid night and he stopped registering after that. Caller wanted to bring this to the attention of Lindsay and Khari.	Written response was provided to EPA and confirmed real time monitors to the North North West of the mine in the direction of the residence recorded estimated equivalent mining noise ((LA90 + 3db LF (LF = low frequency for band pass 20-630 Hz)) below 30dB at this time.	
4/12/2015		Complaint to EPA	Air Quality	After hours phone call to EPA in relation to extreme red/grey colour dust levels over callers property coming from Maules Creek Coalmine run by Whitehaven . Caller requesting details be passed onto Armidale EPA Office. EPA reviewed the camera footage and remarked dust was coming from point sources during the morning in question.	Written response was provided to the EPA and included a summary of MET data and all operational fleet during the time period. Response noted 4 water carts manned at start of shift - All hot seated for crib. The Air Quality reading for the 4 Dec 2015 was 8.74 µg/m3	
7/12/2015		Complaint to EPA	Air Quality	After hours phone call to EPA. Caller advised that he has extreme dust levels across his property. Advised EPA has a surveillance camera on the property beside him (Armidale office). Would like them to look at dust coming from machines at 6:38am. Advised the dust is from Whitehaven Maules Creek coal mine. EPA reviewed reviewed the camera footage and remarked that dust appears to be an issue. There was a visible dust haze across the site and there i was also dust coming from point sources onsite which is not satisfactory. The photos were provided by the EPA of site between 6am-9am on 6 Dec 2015 and 6am- 9am on 7 Dec 2015.	Written response provided to the EPA including METdata, a summary of operational activities being undertaken. In addition during the shift <ul style="list-style-type: none"> o Water carts hot seated during crib o Roads watered before start of shift o Water cart at the dig face of EXC262 to assist in reducing dust The Air Quality reading for the 6 Dec 2015 was 12.99 µg/m3	
14/12/2015		Complaint to EPA	Air Quality	After hours phone call to EPA. Caller advised that there were high levels of dust coming from Maules Creek Mine over 2 consecutive days. High levels of dust affecting caller at home at Thirribri Rd, Maules Creek both yesterday and again today. First noticed at 6am yesterday (until 11am); and again today at 6.30am and still a problem when caller left home at 7.30am.	Written response provided to the EPA including METdata, a summary of operational fleet for the time periods requested. There were no specific operational changes required beyond the use of water cart dust suppression. Air Quality reading was 11.09 µg/m3 on the 13 Dec 2015.	



WHITEHAVEN COAL

Date	Time	Method used	Category	Nature of Complaint / Enquiry	Action Taken	if no action, why not
30/12/2015		Complaint to EPA	Air Quality	<p>The EPA received a dust complaint accompanied by the attached photo of the premises which was allegedly taken on 30 December 2015 at 1:00pm.</p> <p>Dust appears to be an issue in the photo, and it appears to be coming from a point source.</p>	<p>Email Written response was provided to the EPA and included a summary of MET data and all operational fleet during the time period. Response also detailed:</p> <ul style="list-style-type: none"> o Any real time dust data. o Details of how dust emissions from the premises were being minimised. o Details of any modifications to operations. o Details of any other relevant factors or activities 	