

**MAULES CREEK COAL MINE  
2016 Community Complaints Register**

Date received	Method	Category	Nature of Complaint	MCCM Response
7/01/2016	Email	Air Quality	After hours phone call received by the EPA. Caller alleged dust from the mine was drifting over onto their property at approximately 6:15AM	Email response provided to the EPA including details of operational activities, meteorological data and air quality monitoring data in relation to the time of the complaint.
7/01/2016	Email	Noise	Complainant contacted the EPA advising of concerns regarding noise from the Maules Creek Coal Mine in relation to machinery, truck noise and the CHPP.	Response provided to the EPA including details of operational activities, monitoring information and meteorological conditions where applicable in relation to the time of complaint.
7/01/2016	Email	Noise	Phone call received by the EPA outside business hours. Caller advised that noise pollution from Maules Creek Coal Mine at approximately 4:45AM was audible which sounded 'like industrial noise with a low frequency rolling hum, escalated to high frequency at 07:30AM'.	Response provided to the EPA including details of operational activities, monitoring information and meteorological conditions where applicable in relation to the time period of the complaint.
8/01/2016	Email	Air Quality	After hours call received by the EPA. Complainant alleged high dust levels over their property at 6:15AM that came from the mine.	Response provided to the EPA including details of operational activities, monitoring data and meteorological conditions where applicable in relation to the time of complaint.
9/01/2016	Email	Noise	After hours phone call received by the EPA. Caller advised of 'loud noise coming from the Maules Creek Coal Mine. This noise is very loud and consists of roaring, machinery and truck noises'. Complainant noted the noise at 7:30am, although suggested it started earlier.	Response provided to the EPA including details of operational activities, monitoring data and meteorological conditions where applicable in relation to the time of complaint.
11/01/2016	Email	Air Quality	A complaint received by the EPA related to dust on 30 December 2015 at 1pm. Complaint was received by the EPA on the 11 January 2016.	Response provided to the EPA including details of operational activities, monitoring data and meteorological conditions where applicable in relation to the time of complaint.
13/01/2016	Email	Air Quality	Complaint received by the EPA in relation to dust at the premises of the complainant. Complaint included photographs taken on the 2 January 2016 by the complainant.	Response provided to the EPA including details of operational activities, monitoring data and meteorological conditions in relation to the time of complaint.
1/02/2016	Email	Noise	EPA received a complaint regarding mining noise on the 22 and 29 January (after 10:30PM) at the complainants residence located North East of the operation. Complainant advised the EPA that mining noise was audible above a pedestal fan within bedroom.	Response provided to the EPA including details of operational activities, monitoring data and meteorological conditions where applicable in relation to the time of complaint.
18/02/2016	Email	Noise	Complaint received from a landholder north west of the operation regarding mine noise audible within their residence between 3-5AM. Noise was advised to be machinery and trucks from the mine site.	Response provided to the EPA including details of operational activities, monitoring data and meteorological conditions and mitigating actions where applicable in relation to the time of complaint.
25/02/2016	Email	Air Quality	Complaints received by the EPA (and DP&E) in relation to fume from five separate blasts on different dates including the 27 October 2015, 15 January 2016, 4 & 5 February 2016, and 10 February 2016.	Response provided to regulatory agencies (DP&E and EPA) for the respective blasts, including operational details and requested documentation relating to the individual blasts.
2/03/2016	Email	Air Quality	Complaint received by the EPA in relation to dust generation visible at the site at approximately 8AM. One complainant also reported a loud sound from the premises.	Response provided to the EPA including operational activities, meteorological conditions and mitigating actions undertaken by production personnel.
3/03/2016	Phone call to MCCM	Noise	MCCM was contacted in regards to noise at the complainants residence north of the operation at Black Mountain Creek Rd that they attributed to Maules Creek Coal between 7-9AM.	Environmental representative advised complainant of operational activities. Advised caller that would further investigate. Environmental representative visited the area approximately 30 minutes after the complaint and inspected noise levels at a number of locations in local area. Mine noise was inaudible at Black Mountain Creek Road at the time of inspection and real time noise monitors were below management criteria.
3/03/2016	Letter via CCC	Air Quality	Letter correspondence received from a local landholder in relation to concerns regarding dust management during recent months.	MCCM representative contacted complainant via telephone. A letter also providing additional detail was circulated to the complainant and CCC.
19/03/2016	Email	Noise	Complaint received by the EPA regarding mining noise reported at the complainants residence at approximately 3:30am-6am on the north western side of the mine operation.	Response provided to the EPA including details of operational activities, monitoring data and meteorological conditions and mitigating actions where applicable in relation to the time of complaint.
31/03/2016	Complaints to EPA & MCCM	Noise	Complaints received by the EPA from four community members. Complaint also received by an MCCM employee. Concerns regarding mine noise on the night of the 30/31 March.	Response provided to the EPA including details of operational activities, monitoring data and meteorological conditions and mitigating actions where applicable in relation to the time of complaint. This included results from attended noise monitoring.
<i>No complaints recorded during April</i>				
11/05/2016	Email	Noise	The EPA received three complaints in relation to alleged mine noise on the 10 and 11 May.	Investigation of operation details and review of monitoring information was undertaken. A response was provided to the EPA.
12/05/2016	MCCM phone line	Blast	A complaint was received from a community member related to a blast that occurred on the 12 May that was felt at their residence.	A Whitehaven Coal representative attempted to contact the complainant. A review of the blast and results was undertaken. Monitoring results indicated compliance with overpressure and vibration limits.
16/05/2016	Email	Noise	The EPA requested details in relation to a number of community complaints they had received regarding mining noise for the dates of 10, 15 - 16 May	MCCM reviewed operational and monitoring details. A detailed response was provided to the EPA in response to the complaints.
18/05/2016	Email	Air Quality	The EPA requested operational details in relation to dust complaints received during the morning of the 18 May.	The EPA requested details in relation to the morning period from 5-10:30am. MCCM reviewed operational and monitoring details and provided a detailed response to the EPA relating to the complaints.
18/05/2016	Phone call	Blast	A complaint was received from a community member via another Whitehaven Coal site. The complaint was in relation to a blast from Maules Creek Coal on 16 May.	A Whitehaven Coal representative attempted to contact the complainant. A review of the blast and results was undertaken. Monitoring results indicated compliance with overpressure and vibration limits.
20/05/2016	Phone call	Blast	A community member contacted a neighbouring Whitehaven Coal operation in relation to a blast from MCCM experienced at their residence on Wednesday 18 May.	A Whitehaven Coal representative contacted the complainant to discuss blast and residential location. A meeting and results were offered to the resident. Blast monitoring results remained compliant with approved license criteria.

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23/05/2016	Phone call	Noise	A phone call was received from a community member in relation to operational noise over previous nights.	A Whitehaven Coal representative contacted the complainant to discuss operational details and noise management details. MCCM remained within noise management criteria.
08/06/2016	Phone call	Noise & other	A community member contacted Maules Creek Coal in relation to concerns including biodiversity offsets, loss of crops and audible mine noise.	Whitehaven Coal representatives contacted the community member to discuss biodiversity management work undertaken and measures regarding noise management. Continued engagement with various Whitehaven Coal personnel was undertaken.
20/06/2016	Email	Other - blast notification	A complaint was received via the EPA that a community member alleged they hadn't received a blast notification for the blast scheduled 17 June	MCCM investigated and confirmed that notification had been sent to the blast notification distribution list, including the complainants phone number, via the SMS messaging service.
29/06/2016	Email	Noise	The EPA received complaints in relation to noise from 23 to 29 June and requested details from MCCM.	MCCM reviewed operational and monitoring details. A detailed response was provided to the EPA in response to the complaint.
09/07/2016	MCCM phone line	Noise	A phone call was received via the free call MCCM environmental line in relation to mine noise at approximately 8:30PM.	No location or contact details were provided by the complainant. A review of operational details and conditions were undertaken. MCCM noise levels remained within maangement criteria.
11/07/2016	Email	Noise	The EPA reported they'd received a number of complaints relating to noise during the day time on the 7 July.	MCCM reviewed operational and monitoring details. A detailed response was provided to the EPA in response to the complaint.
11/07/2016	Email	Blast	The EPA received complaints in relation to a blast creating noise and shaking their residence on 8 July.	MCCM provided a response completed reviewed monitoring results and completed an investigation into the blast undertaken on 8 July. Monitoring results remained compliant at the EPL licensed monitoring locations.
14/07/2016	Phone call	Blast	A phone call was received regarding dust from a blast on the 13 July.	A review of the blast and details was undertaken. Blasting conditions and results remained compliant with licenced conditions.
2/08/2016	Email	Air quality	Complaint via the EPA regarding dust management between approximately 11:30am and 1:30pm	MCCM reviewed operational and real time monitoring details and provided a response to the EPA regarding operational activities and monitoring results.
2/08/2016	Email letter	Other	Letters received submitting complaints regarding crop loss and noise monitoring result notification.	Correspondence provided via letter to the complainant addressing the respective items.
3/08/2016	Email	Noise	Complaint received via DP&E relating to noise on the 2 and 3 August.	MCCM investigated operational activities, monitoring results and mitigation measures. A response was provided to the regulatory agency in response to the complaint.
9/08/2016	Email	Traffic use	Complaint via DPE that MCCM traffic was alleged to be using restricted roads.	A response was provided to DP&E regarding activities and controls currently in place to maintain compliance.
15/08/2016	Email	Air quality & noise	Complaint received via the EPA related to dust and noise complaints between 11-14 August	Operational activities, monitoring results and management measures were reviewed by MCCM in response to the complaint. Monitoring indicated MCCM were operating within relevant criteria.
28/08/2016	MCCM Phone line	Noise	Complaints received from a community member regarding mine noise audible at their residence on the 27-28 August.	MCCM reviewed operational activities and management measures in place and response provided.
29/08/2016	Email	Noise	Complaint via the DPE regarding concern in relation to mine noise on Friday 26th August.	MCCM reviewed operational activities and management measures in place. Details and response provided to the regulatory agency.
2/09/2016	Email	Blast	Complaint received from the DP&E via a community member in relation to a blast at MCCM on 1st September	Blast was reviewed. Monitoring results and relevant information provided to DP&E. Results were within approval criteria.
20/09/2016	Email	Blast	Complaint received from a community member via the EPA in relation to a blast on 20 September.	The blast was reviewed and investigated by MCCM. Requested information provided to the EPA in response to the complaint. Blast results were within the approved criteria at private properties.
21/09/2016	Email	Blast	Notification via the DP&E of a complaint regarding a blast at MCCM on the 20 September.	The blast was reviewed by MCCM. Pertinent information provided to DPE in response to the complaint. Blast results were within the approved criteria at private properties.
30/09/2016	Email	Air quality	Complaint received from the EPA regarding dust during the morning of 30 September.	Operational activities and real time air quality monitoring results reviewed by MCCM and response provided to EPA in relation to the complaint.
4/10/2016	Email	Other	An enquiry was received via a community member to the DP&E concerned overburden placement was in a non-approved location.	A response was provided to the regulatory agency with relevant details. MCCM are placing overburden material in accordance with relevant approvals.
7/10/2016	Email	Air quality	Complaint via the EPA related to dust observed at approximately 8-9:30am	Operational activities and real time air quality monitoring results reviewed by MCCM and response prepared for the EPA.
10/10/2016	Email	Air quality	Complaints received via the EPA related to dust observed the 8 and 9 October, specifically during the morning period.	Operational activities and real time air quality monitoring results reviewed by MCCM and response provided.
11/10/2016	Email	Blast	Complaint received by the EPA relating to blast vibration on the 6 October experienced at their residence.	Monitoring results and blast details were reviewed by MCCM and within the applicable critiera. Relevant details and results were provided to the EPA.
12/10/2016	Email	Air quality & noise	Complaints received via separate emails from the EPA regarding dust at approximately 7am and noise in morning at approximately 4am.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant critiera.
13/10/2016	MCCM Phone line	Noise	Complaints received regarding mine noise audible at the complainants residence during the morning between 7:30 and 9am.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant critiera.
20/10/2016	Email	Air quality	Complaints from the EPA by a community member related to dust observed during the mornings of the 19 and 20 October at approximately 6:30am.	MCCM reviewed real time monitoring results and operational activities. MCCM remained compliant with relevant monitoring critiera and a response prepared for the regulatory agency.
24/10/2016	Email	Noise	Complaint received via the EPA regarding mine noise during the morning of 24 August from approximately 4am.	MCCM reviewed real time monitoring results and operational activities. MCCM remained compliant with relevant monitoring critiera and a response prepared for the regulatory agency.

Date received	Method	Category	Nature of Complaint	MCCM Response
24/10/2016	Email	Air quality & noise	Complaint to the EPA regarding dust and noise at various times during the course of the 21 October, 23rd and 24 October.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
26/10/2016	Email	Air quality	Complaint to the EPA regarding dust from the mine during the morning of the 25 and 26 October between approximately 6:30 to 8:30am	MCCM reviewed real time monitoring results and operational activities. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
28/10/2016	Email	Noise	Complaint by a community member the EPA regarding mine related noise from MCCM from approximately 7:15 to 8:15am	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
28/10/2016	Phone call	Blast	A complaint was received from a resident to the south of MCCM operations complaining of blast related concerns experienced at their property.	MCCM reviewed blast details. Results were recorded within the relevant monitoring criteria at approved monitoring locations and blast complied with approval and licence conditions.
30/10/2016	MCCM Phone line	Air quality	Complaint received from community member regarding dust from MCCM operations during the morning at approximately 7:15am.	MCCM reviewed operational activities and control measures. Monitoring results recorded on the neighbouring property indicated to be within the relevant criteria.
1/11/2016	MCCM Phone line	Noise	Complaint registered via the community line at 8:50pm related to mine noise. The complainant also registered a complaint with respect to noise from the previous evening.	MCCM reviewed operational activities and management measures for the period of complaint. Monitoring results recorded were within the relevant criteria at the monitoring unit neighbouring the complainant's property. Notification to operational personnel of complaint and review of actions undertaken.
2/11/2016	MCCM Phone line	Noise	Complaints received at 8:35pm and 10:35pm regarding mining noise.	MCCM reviewed operational activities and control measures including results recorded at the monitoring unit on the adjacent property. Data indicated noise contribution within the relevant criteria. Notification to operational personnel and contact with resident by MCCM representative.
3/11/2016	Email	Noise	Complaint received via the EPA regarding mine noise during the nights 1 -3rd November.	MCCM reviewed operational activities and control measures. Results recorded were within the relevant criteria at approved monitoring locations and response prepared for the EPA.
7/11/2016	Email	Noise and air quality	Complaints received by the EPA who notified of noise on 5th & 6th November and also reference made to 2nd November from 11pm - 3:30am. Complainant also registered complaints related to dust on the mornings of the 5 and 6 November.	MCCM reviewed real time monitoring results, operational activities and management measures for the relevant period of complaints. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
8/11/2016	Email	Air quality, noise & other	Complainant contacted Department Planning & Environment regarding noise and dust on the morning of 6th November. Complaint also registered complaint regarding MCCM phone line.	MCCM reviewed operational activities and control measures. No location specified by complainant however various monitoring results reviewed indicating compliance. Response prepared and provided to the regulatory agency.
8/11/2016	Email	Air quality and blast	Complainant contacted the EPA advising of dust in the Boggabri area over prior 10 days. Complainant notified of dust on the 8 November. Complainant submitted complaint regarding blast that occurred on 28/10/2016. Complainant requested a government sponsored community meeting to address impacts.	MCCM reviewed real time and regional monitoring results for air quality and blasting, relevant operational activities and management measures. MCCM prepared a response for the regulatory agency. Previous contact made with the complainant relating to the blast event in October.
24/11/2016	Email	Air quality	Complainant contacted EPA regarding dust during the course of daytime 8 November reportedly from the Maules Creek Coal Mine.	MCCM reviewed real time monitoring results (no specific location specified by complainant), operational activities and management measures. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
24/11/2016	Email	Noise	The EPA received a complaint 8th November regarding a jack hammering and engine noise at 4:50am and other noise at 5:30am.	MCCM reviewed real time monitoring results, operational activities and management measures. Complainant location unknown. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
24/11/2016	Email	Noise	The EPA received a complaint relating to noise on the 15 November. The complainant notified the EPA of noise from Maules Creek Coal Mine at 3:30am, 4am and 5:30am and 8am.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
24/11/2016	Email	Air quality	EPA received a complaint alleging low visibility from MCCM on the 22 November at 6:30am. The complaint alleged red dust within the atmosphere and advised of hot and still weather conditions.	MCCM reviewed real time monitoring results, operational activities and regional records. MCCM prepared a response for the regulatory agency.
24/11/2016	Email	Noise	Complaint received via the EPA related to noise on 14th November at 10pm. Complainant notified of vibration noise whilst in their property.	MCCM reviewed real time monitoring results, operational activities and relevant details for the time of complaint. MCCM prepared a response for the regulatory agency.
24/11/2016	Email	Dust	Complainant contacted the EPA reporting dust from 5:30am through to 8am on 18 November from Maules Creek Coal Mine.	MCCM reviewed real time monitoring results, operational activities and relevant details. MCCM prepared a response for the regulatory agency.
24/11/2016	Email	Dust	A complaint was received via the EPA reporting low visibility from Maules Creek Coal Mine and dust in the atmosphere.	MCCM reviewed real time monitoring results, operational activities and regional records. MCCM prepared a response for the regulatory agency.
24/11/2016	Email	Noise	Complainant contacted the EPA regarding machinery noise audible from 5:00am 24 November 2016 allegedly from Maules Creek Coal Mine which was ongoing noise until complainant left residence at 07:30am.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
24/11/2016	Email	Noise	Complaint via the EPA regarding noise from 2:20am onwards during the morning of the 24 November. One truck more audible than other machinery.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
25/11/2016	Email	Noise	Complaint registered with the EPA notifying of machinery noise coming from Maules Creek Coal Mine. Reported sound from 02.15am on 25/11/16 and continuing.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.
26/11/2016	MCCM Hotline	Noise	Complaint received via the MCCM phone line at 8:20am notifying of low frequency noise from MCCM coal preparation plant.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant monitoring criteria. Complainant was contacted by MCCM representative.
28/11/2016	Email	Noise and Air Quality	Complaints related to 26 and 27 November received via the EPA regarding machinery noise reportedly audible by complainants to the north-west of the mine. The EPA also received complaints alleging dust on Sunday 27 November from Maules Creek Mine.	MCCM reviewed real time monitoring results, operational activities and management measures. MCCM remained compliant with relevant monitoring criteria and a response prepared for the regulatory agency.