

Narrabri Mine
2012 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to EO	22/05/2012 9:25am	Complaint relating to noise from the site. Noise sources include: hammering, reverse alarms, vehicular/machinery horns, general noise from CHPP and product tripper. Complainant also noted that it was a very still and cool morning.	Continuous miner located on the surface as it is being off-hired and cleaned. A generator is used to run the miner and it was emitting noise during the morning period. The miner is on tracks and not 'dragged' along the surface. Banging noise sources possibly from maintenance workshop onsite.	EO downloaded noise files from the noise monitor located at complainants' residence. Complainant noted noise from approx. 8am onwards. EO listened to noise files for the 8:15-8:30 and 9:15-9:30 periods. Some banging noticeable around 9:16am that may be attributable to site but faint and not likely to be exceeding noise limits. The significant noise sources are either birds or train movements, both not attributable to site operations. EO returned call at approx. 2pm to discuss as noises not easily identifiable from site. Complainant said he could definitely hear 'loud' noises from site. EO to closely monitor levels reported through the portable noise monitor over the next week.
Phone call to site, returned by TSM	6/09/2012 12:51pm	Complaint relating to visible dust being carried by high winds from product stockpile. Dust was not travelling towards complainant's property however concerns were raised about the visible dust plume.	Dust was generated both at discharge of stacker as coal falls to stockpile and by the movement of dozers pushing coal into reclaim valves to load a train. The complainant noted the difficulty in managing dust from stockpiles in windy conditions but thought that operations should have ceased given the wind speed.	It was noted that sprays were active from the gantry of the conveyor but were ineffective in the wind conditions. EO to review wind speed data from weather station. CHPP superintendent notified and advised that a wind speed sensor trips the belt when wind velocity reaches 40km/hr. GM and EM were spoken to with regard to establishing an agreed standard for stopping CHPP if required when weather conditions exceeded an agreed operating envelope. EO to review options for setting a TARP for weather conditions. Further investigations indicated gusts on the day exceeded 40km/hr but only for short periods of time. A review dust control measures by an air quality expert has been undertaken and the results of this review are currently being considered.
Phone call to site, returned by EO	16/11/2012 3:20pm	Complaint relating to visible dust being carried by high winds from product tripper. Dust was not travelling towards complainant's property however concerns were raised about the visible dust plume.	Dust was generated at discharge of stacker as coal falls to stockpile. The complainant thought that operations should have ceased given the wind speed.	CRO and EO spoke to complainant. Water suppression was activated on tripper gantry and was running on conveyor transfer points. EO spoke with Engineering Manager and a meeting was planned to talk through options. EO rang complainant to inform him that options for dust

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				management from the tripper will be discussed early next week. Meeting discussed concentrating coal stream by adding PCI coal to thermal stream. Suppressants will also be trialed soon. EO to review options for setting a TARP for weather conditions.
Phone call to site, talked with TSM	28/12/2012 1:00pm	Complaint relating to visible dust being carried by high winds from product tripper. A steady NW wind was carrying a plume of dust away from the discharge of the conveyor and it was visible to the complainant when returning home from Narrabri. The complainants property was not directly impacted by the dust, but it was claimed that dust was observed leaving site. The complainant subsequently informed the mine on Monday 31 December that coal dust was settling at his property.	Gantry sprays not activated to suppress dust.	TSM contacted CHPP control room and advised them of complaint. CHPP superintendent was also notified. The sprays on the gantry were activated adjacent to the discharge point. EO to review options for setting a TARP for weather conditions.

EO – Environmental Officer

EM – Environmental Manager

TSM – Technical Services Manager

CHPP – Coal Handling and Preparation Plant

GM – General Manager

CRO – Control Room Operator