

Narrabri Mine
2013 Complaints Register

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to site, talked with CRO	1/01/2013 2:10pm	Complaint relating to visible dust being generated from the product stockpile. Dozer was working on stockpile and the main source of the dust.	Dozer was working on product stockpile following train load out. Dust being generated from dozer movements on the coal stockpile. Gantry sprays not activated.	CRO advised TSM of complaint. Gantry sprays were activated following complaint. EO to review options for setting a TARP for weather conditions. Complainant came to site and talked with EO/TSM on Wednesday 2 January. Complainant advised that coal dust is settling on his property. First flush system to be installed on rainwater tanks.
2	Phone call to CRO, also attended site	6/01/2013 ~11:00am	Complaint relating to visible dust being generated from the coal stockpiles. Dozer was working on stockpile and the main source of the dust. Complainant requested that dozer operations cease and that the sprays be activated on the gantry. The CRO informed complainant that he cannot comply as it is outside of his area of control.	Dozer was working on product stockpile during train load out. Dust being generated from dozer movements on the coal stockpile. Gantry sprays not activated.	Complainant was put in contact with CHPP CRO and CHPP Supervisor. Sprays on the gantry were then activated. CHPP Supervisor assured complainant that we were attempting to do all we could under the circumstances. EO contacted complainant on Monday 7 th January to inform complainant that a meeting is planned early this week to discuss dust issues.
3	Phone call to CRO	13/01/2013 11:58am	Complaint relating to visible dust being generated from the coal stockpiles. Complainant also noted noise from the mine wakes him up.	CRO noted that sprays were on and that the company is addressing the issue. No specific date/time for noisy activities given.	Complainant rang EO on Tuesday 15 th January to follow up and highlight current dust generation. EO explained that the issue is being addressed but no timeline for implementation as assessing options.
4	Phone call to CRO	23/01/2013 6:50pm	Complaint relating to visible dust being generated from the product tripper during a gusty weather change.	CRO informed complainant that the CHPP control room was already in the process of shutting the plant down due to the strong winds.	EO rang complainant on Thursday 24 th January to follow up and ensure complainant was happy with the response received.
5	Phone call to site	20/02/2013 10:20am	Complaint related to rubbish accumulating adjacent to the main access road to the site in an area that mine personnel utilise for smoking as the mine site is a non-smoking site.	Phone call transferred to EO. Mine personnel utilise this area and the issue has been raised in the past.	EO organised for area to be tidied planned for the 21 st February. TBT to be issued to remind personnel to keep areas tidy and to clean up after themselves.
6	EPA emailed EM on behalf of anonymous complainant	26/02/2013 2:45pm	General complaint in relation to noise and dust from site. EPA also reviewed complaints register and queried dust TARP development, real-time noise unit and noise monitoring locations.	No specific date/times for general complaint but real-time noise data reviewed daily.	Response provided to the EPA advising of current dust management measures and noise monitoring undertaken at the site including locations. Dust TARP has now been implemented.

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7	Phone call to CRO	7/04/2013 4:40pm	Too much dust at the product stockpile and tripper. Water sprays were not activated at the time of the complaint.	CRO notified the CHPP control room and sprays were in the process of being activated at the time of the complaint as required by the Dust TARP. The Dust TARP resulted in 20 level 1 wind warnings and 5 level 2 wind warnings on Sunday	Complainant rang back at ~5:00pm as the sprays that were activated were not located near the product tripper. CRO notified the CHPP control room again and all sprays were activated. Complainant also rang the EO on Tuesday 9 th April to discuss the issues on Sunday. EO reiterated that the Dust TARP has now been implemented and has worked well to date.
8	Phone call to CRO	16/04/2013 5:45pm	Dust being generated at the coal stockpiles.	CRO investigated dust levels but could not identify dust being generated from the coal stockpiles at the time of the complaint. CRO also noted at this time it was approaching dusk and hard to see anything. TARP notifications indicate that at 3:56pm there was a level 2 wind warning and corrective actions were taken at this time.	No additional action taken as no dust generation was identified at the time of the complaint and controls were in place.
9	Phone call to site	19/04/2013 6:00pm	Complaint related to a "1/4 mile" of dust being generated at the coal processing area.	Phone call taken by Training and Safety Coordinator who advised the complainant that the complaint info would be passed on to the relevant people. After ending the phone call the Training and Safety Coordinator took photos of the 'dust' being generated, which indicated no dust was leaving the coal processing area and that the gantry sprays were active at the time of the complaint.	No additional actions have been undertaken as dust generation was investigated and no dust was being generated at the time and the gantry sprays were active.
10	Phone call to CRO	26/04/2013 5:13pm	Dust being generated from PCI stockpile.	CRO notified the CHPP control room and additional sprays were activated (some already running). The Dust TARP resulted in 14 level 1 wind warnings and 2 level 2 wind warnings. The dust notifications resulting from the TARP indicated that dust suppression sprays were on the feed belts and the skyline and dust was contained to the product stockpile area.	No follow up action taken as dust managed at the time of the complaint and site reporting indicates that the dust was not leaving the coal stockpile area.
11	Phone call to EO	31/07/2013 12:00pm	Sprays not activated on product gantry. Wind gusts blowing dust off stockpile.	EO contacted CHPP. CHPP advised that sprays were activated earlier in the day but had stopped for some reason.	Sprays reactivated. No follow up action as complainants request actioned.
12	Phone call to EO	22/08/2013 9:00am & 10:38am	Dust generated in coal processing area and gantry sprays not activated	Dust from coal processing area was from dozer moving between stockpiles. Gantry sprays not activated.	Options are being considered for watering transfer road between stockpiles including using water carts and installing a permanent spray system. Gantry sprays activated.
13	Phone call to complaints hotline	24/08/2013 8:15am & 9:00am	Noise in the morning relating to dozer reversing beeps and tracks. Also woke	EO returned call on Monday (26/08/2013) morning at 8:50am. Wind was blowing on the direction of	EO phoned complainant back at 4:15pm on 26/08/2013 and explained that excessive noise likely due to

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			complainant up on Friday morning at ~6am but no complaint made at this time. Complainant called the complaints hotline on Saturday morning at 8:15am but no message left, then called again at 9:00am and left a message.	the complainant's residence although only a slight breeze. Weather data also indicates presence of a temperature inversion at the time of the complaint. Dozers were operating on the ROM pad and the product pad as a train was being loaded.	temperature inversion conditions. EO also noted that noise monitoring, which includes the complainant's residence, is to be undertaken during August and September. EO also stated that Narrabri Mine will revisit the noise model for the site. Complainant stated that they will contact EO for any future instances.
14	Phone call to EO	26/08/2013 3:52pm	Dust being generated at product stockpile by dozers.	Dust was being generated by dozers working on the product stockpile, no sprays activated as wind was calm.	EO notified CHPP CRO and sprays activated where dozers were working. EO phoned complainant back at 4:18pm on 26/08/2013 and informed complainant that sprays were activated, complainant still not happy with dust controls in place. CHPP have since installed a sprinkler at the base of the ROM stockpile and 6 more have been ordered for the ROM pad and transfer road.
15	Phone call to EO	28/08/2013 12:39pm	Dust being generated at product stockpile by dozers.	Dust was being generated by dozers working on the product stockpile, no sprays activated as wind was calm.	EO notified CHPP CRO and sprays activated where dozers were working.
16	Phone call to EO	12/09/2013 12:17pm	Dust being generated at ROM stockpile by dozer loading the bypass crusher. Complainant rang back as more dust being generated.	3 dozers working on the ROM pad. The dozer loading the bypass crusher was creating dust. Dozer was tracking to product pad from ROM pad.	CHPP notified and a sprinkler was to be relocated to the bypass crusher loading area. Additional sprinklers are to be purchased for the transfer road between stockpiles.
17	Phone call to EM	16/09/2013 10:35am	Noticed significant additional noise from site when attending local property which is not occupied constantly. Not sure of noise source but constant throughout night.	Advised complainant that noise model is being revisited for the site.	Narrabri Mine will include the residence in the next round of monitoring to better understand noise impacts.
18	Phone call to complaints hotline	19/09/2013 2:39pm	Constant humming noise and dozer tracks at approx. 7am and 8:30pm. Dust also visible from Greylands Road at approx. 8am.	EO returned phone call at 7:58am on Friday 20 th September. EO investigated wind direction strength and dozer movements at the time of the complaint. Wind direction was blowing towards complainant's property but was not particularly strong. Weather data also indicates the presence of a temperature inversion at that time. Dozer movements were in relation to stockpile operations.	EO reiterated to the complainant that the noise model is being revisited. Monitoring is also due again this month at the complainant's residence. Complainant said they would notify the mine for any future instances.
19	Phone call to complaints hotline	22/09/2013 7:32am	Constant drone from mine can heard inside the house, especially the eastern end	EO investigated operations at the time. Dozers working on ROM pad but not product pad. Weather data indicates temperature inversion. Subsequent investigations highlighted the goaf plant being used over Longwall panel 102 could have been the source of the noise and this	EO phoned complainant back on 23 September and advised of strong temperature inversions over the weekend. Noise monitoring is also due this and it is the 3-day round which should identify any impacts.

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				has since been rectified.	
20	Phone call to EO	30/09/2013 2:02pm	Dust being generated at the mine particularly from dozers.	Dozer working on ROM pad feeding bypass crusher was recovering coal at the extent of the stockpile where it was drier.	EO contacted CHPP and they had already added additional sprinklers. Next steps if dust continued were to swap Komatsu dozer for a Caterpillar dozer and if dust continued then to stop dozer movements. EO phoned back complainant and informed him of the measures above.
21	Phone call to EO	6/10/2013 6:51am	Noise and dust being generated on the previous day.	Dust on ROM pad from dozer feeding the bypass crusher. Also windy on Saturday afternoon. Noise on Saturday night related mainly to trains but also some from dozers.	Complaint made the following day. Additional water can be added to the ROM pad if required. EO to contact train company and inform them of the complaint. Noise model being revisited to validate the predicted levels.
22	Phone call to EO	10/10/2013 2:32pm	Dust being generated at the coal processing area	Bypass crusher on and dozer loading train.	Bypass crusher stopped after adding additional water did not achieve required dust suppression. Sprays were already activated on gantry.
23	Phone call to complaints hotline	12/10/2013 7:23am	Noise relating to dozer tracks and engine hum	Weather conditions indicate southerly winds at ~2m/s towards the complainant's house. No trains being loaded and no production as Longwall on maintenance.	EO advised complainant that noise model being validated. EO provided copy of the monitoring report for September 2013 on 21 October 2013.
24	Phone call to EO	24/10/2013 12:48pm	Dust being generated at the coal processing area	Train being loaded at the time.	EO contacted CHPP and gantry sprays activated above where dozers were working.
25	Phone call to complaints hotline	28/10/2013 12:07pm	Dozer noise on Saturday morning and afternoon / evening. Dust also visible. Bad smell on Saturday night.	Dozers undertaking normal operations on Saturday. Wind direction towards complainant's residence. Dust likely from coal processing area. Bad smell in relation to a spontaneous combustion event on the coal stockpiles on Saturday evening.	Latest noise monitoring report provided to complainant. Enquired as to monitoring at adjacent property but EO's understanding is that they are amalgamated with property with residence (part of the noise monitoring network). Spontaneous combustion event managed as per site management plans and extinguished. EO explained that dust may be visible however monitoring network reports results within compliance limits.
26	Phone call to EO	15/11/2013 12:22pm	Dust being generated at the coal processing area	Dust coming from tripper, reject stockpile operations and dozer loading a train on the product stockpile. Sprays on the conveyors were already activated at the time of the complaint.	Sprays on gantry activated. Reject stockpile operations ceased.
27	Phone call to complaints hotline	19/11/2013 5:59pm	Dozer noise, tracks and engine hum, on Friday morning and Tuesday afternoon. Loud enough to wake children	ROM coal stockpile close to capacity due to rail outage meaning dozers working higher than usual.	EO to provide noise model validation results when available. Should model indicate compliant levels at complainant's residence then the mobile noise unit will be relocated to their property to gain a better understanding of noise



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					sources/levels.
28	Phone call to EO	10/12/2013 10:30am	Dust being generated at the coal processing area from the bypass crusher is excessive.	Bypass crusher operating and dozer loading coal on the PCI stockpile.	EO contacted CHPP. Sprays on bypass crusher in the process of being activated. Sprays on gantry for stockpile. Sprays cannot be activated above working dozers due to safety concerns.

EO – Environmental Officer
 EM – Environmental Manager
 TBT – Tool Box Talk

TSM – Technical Services Manager
 CHPP – Coal Handling and Preparation Plant
 EPA – Environment Protection Authority

GM – General Manager
 CRO – Control Room Operator