

Narrabri Mine
2014 Complaints Register

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to CRO	9/01/2014 5:11pm	Too dusty. Only been home two days and very dusty.	CRO talked with CHPP in relation to sprays.	CRO advised EO of complaint. EO followed up with complainant the following week.
2	Phone call to CRO	11/01/2014 4:10pm	Complaint relating to dust from the product tripper.	CRO checked with CHPP to ensure sprays were functioning properly.	CRO notified EO. EO followed with complainant the following week.
3	Phone call to Complaints Hotline	12/01/2014 8:03am	Light from the mine shining in the front yard and very dusty the previous week.	Only light in addition to normal operations is a lighting tower on the ROM pad. EO advised CHPP that the lights should not shine above the horizontal and this should be rectified if non-compliant.	EO rang complainant back on 13 January at 8:54am and left a message. EO tried again on 17 January at 3:14pm and talked with complainant. EO again contacted the CHPP on 20 January to check on status of lighting tower. Visual observation on 21 January had lighting plant pointing down on ROM stockpile.
4	Phone call to Complaints Hotline	14/01/2014 6:23pm	Complaint relating to excessive dust being generated from the site.	Dust being generated by dozer and tripper operations.	EO rang complainant on 15 January and advised of sprays on gantry and EPL requirements for dust management due to be implemented and reported to the EPA by 28 February.
5	Phone call to Complaints Hotline	15/01/2014 8:55am	Complainant concerned about dust and noise levels (dozer tracks) from the mine. Concerned about breathing the dust in and about it settling on their roof.	Complaint in relation to general issues with no specific time.	EO returned phone call at on 15 January at 2:05pm. EO outlined EPA dust mitigation measures being implemented as well as monitoring network around the mine. EO also talked about the sprays in place and the dust TARP. EO to organise meeting with resident in the near future.
6	Phone call to EO	15/01/2014 1:47pm	Dust generated from the skyline tripper and sprays not on.	Product tripper creating dust when loading onto stockpiles.	EO contacted CHPP at 1:53pm. Sprinklers activated on the upwind side of the coal unloading point, conveyor sprays were on at the time of complaint. CHPP also changed feed point from ROM stockpile to take fresher coal which should have a higher moisture content.
7	Phone call to Complaints Hotline	16/01/2014 7:25am	Complainant wanted to bring to the attention of the mine the level of dust being generated. Dust coming across Baan Baa and coal dust on the complainant's roof. Also about the smell relating it to Singleton/Muswellbrook.	Bypass crusher used in the morning of the complaint which processes a drier product with the potential to make dust. Spontaneous combustion also occurring onsite.	EO phoned complainant back at 8:03am and explained dust mitigation measures. Complainant stated that info has also been forwarded to the EPA. EO to arrange a meeting with complainant.
8	Phone call to	16/01/2014	Dust being generated onsite. Sprays on gantry not	EO contacted CHPP at 1:19pm, CHPP advised that conveyor sprays were	EO requested gantry sprays be activated as well. CHPP activated



Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
	EO	1:20pm	on.	on.	gantry sprays.
9	Phone call to EO	17/01/2014 3:35pm	Dust being generated from site.	Dust being generated from dozers loading a train and working the ROM stockpile. CHPP had been wetting the area for most of the day with the gantry sprays.	EO contacted CHPP at 3:53pm. CHPP explained they could relocate the dozer to load the train from a different position which may limit the dust being generated.
10	Phone call to Complaints Hotline	19/01/2014 4:30pm	Dust generation all day from site	Hot and dry day. General operations with sprays activated.	CRO contacted CHPP and made them aware of the complaint. CRO requested CHPP check the sprays that are on and activate more sprays. EO rang complainant back at 9am on 20 January as requested. Complainant stated the dust is a problem for the community. EO stated that EPL measures are being addressed. Complainant stated that more needs to be done.
11	Phone call to Complaints Hotline	19/01/2014 5:37pm	Coal dust been blown over house	Storm bringing high winds went through at this time. General dust from the coal processing area was blown away in the 55km/hr gusts. Some gantry sprays on at the time.	Rang complainant back on 20 January. Coal dust on roof, in washing and in their pool. Photos taken and EPA notified. EO acknowledged that the storm created strong winds which were the cause for the dust.
12	Phone call to site	20/01/2014 12:41pm	Cloud of dust from site	The cause was a dozer trafficking between stockpiles. EO had already contacted CHPP at 12:26pm in relation to dust management.	EO rang complainant back at 12:43pm. Dust cloud gone by the time EO returned call. EO advised CHPP of complaint and to ensure areas that have sprinklers are wet.
13	Phone call to Complaints Hotline	27/01/2014 9:53am	Plume of dust over complainants house	EO reviewed video footage at time of the complaint. One dozer working on ROM stockpile and one dozer working on reject stockpile.	EO phoned complainant back at 8:45am on Tuesday morning. Complainant requested a dust deposition monitor be installed. EO phoned complainant back at 8:55am to advise that a dust deposition gauge would be installed with the next round of sampling, ~13 February 2014.
14	Phone call to EO	30/01/2014 3:19pm	Dust from dozers, dusty last three days	Train was not being loaded at the time. Dust being generated from dozer on the ROM stockpile.	EO contacted CHPP at 3:32pm. One Komatsu and one Cat dozer being used on the ROM stockpile. At 3:40pm CHPP Supervisor instructed operator to only push 'half blades of coal' on the Komatsu to limit dust generation.
15	Email to EO received from CCC Rep.	31/01/2014 1:09pm	Dust being generated at the mine. Dust in the house and in the hot water system.	Complaint related to a 3 month period with no specific date/time.	EO contacted complainant on 31 January. EO arranged for a meeting the following week to talk about dust management at the mine and to assess the dust levels at the residence.
16	Phone call to Complaints Hotline	19/02/2014 7:40am	Dozer noise this morning	Dozer working on reject stockpile from 7am.	EO reviewed noise monitoring information. Dozer noise hard to identify over general road noise. EO requested CHPP start reject stockpile

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
					operations after 8am. CHPP acknowledged this would be done. EO advised complainant. Complainant to continue to provide feedback if noise seems excessive.
17	Phone call to site	19/02/2014 ~3:00pm	Dusty conditions at the mine particularly late last year.	Complaint in relation to dust over a period of months, no specific date/time.	Complainant raised concerns in relation to health impacts, why issue is ongoing and what has been done. EO explained the volume of the coal on the surface and the dry/hot weather resulted in dustier than usual conditions. EPL for the mine requires measures to be implemented two of which have been reported with a further two to be reported by end of February 2014. Additional measures are also been investigated to minimise visible dust at the mine.
18	Phone call to Complaints Hotline	4/03/2014 10:02pm	Hard to breathe	EO contacted CHPP which advised no instances of spontaneous combustion in the coal processing area. All coal is now fresh coal with old stocks depleted. Wind direction also meant the complainants residence was not down wind at the time of the complaint.	EO contacted complainant on 5 th March and advised no spontaneous combustion issues noted at the coal processing area and also noted wind direction. Complainant advised that it was a smell similar to what had been detected in the past and thought they would check with the mine.
19	Phone call to site	19/03/2014 10:50am	Noise from a new installation and black material in water tank and on water filter	EO was aware of a temporary fan being installed at the end of longwall panel 103. Prior to installation EO investigated noise levels and compared to sound levels predicted in the EA which showed similar levels were modelled. Noise source is the temporary fan.	EO requested earthen bund be installed around the fan. EO was then informed that the fan will have a shed installed around it as it is not weather proof. EO sought additional detail from the acoustic consultant and then provided this information, for the modification of the shed to maximize noise reduction, to the site civil supervisor. The earthen bund was deemed not practical due to access and heights so a temporary installation, including temporary fencing and brattice sheeting, was installed on 21 March as a noise barrier until the shed can be erected and modified. Shed is due to be erected on 3 April. EO rang complainant back at 5pm on 19 March 2014. Complainant rang back at 10am on 20 March 2014. EO informed complainant that the temporary fan will be in place until June 2014. Plan is to have them approx. every 3rd longwall panel which will progressively move west away from the residence. EO explained the noise barrier measures being implemented and associated timeframes which should alleviate

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
					noise at the residence. EO advised complainant to drop off a water sample and water filter and the mine would have it analysed. Samples have since been forwarded to the lab.
20	Phone call to site	4/04/2014 3:30pm	Concerned about residents in a mine owned house that is sublet by the leasee.	Complainant advised that as it is sublet there may be little Whitehaven can do.	Complaint referred to the Community Relations Manager who advised the leasee of the complaint. Leasee to follow up with tenants.
21	Phone call to Complaints Hotline	6/05/2014 8:37am	Noise coming from mine especially over previous 3 days and this morning.	EO listened to sound recording from early 7th May. Mining noise hard to distinguish over general environmental noise. EO investigated weather data which confirmed atmospheric stability classes ranging from Class E to Class G with Classes F & G indicative of temperature inversion conditions. The weather over the previous 5 days has also been much cooler than preceding period.	EO rang complainant back at 8:35 am on 7th May. EO advised complainant that temperature has cooled off recently and conditions may lead to temperature inversions which mean noise travels further. EO also advised that coal stockpiles are high on the product side but are small on the ROM side so no shielding can occur from the ROM stockpile. Complainant stated that noise monitoring has just been undertaken. EO said that the results of this monitoring and the real-time noise monitor located at the residence will give a good indication of the mines performance now that it is cooling down and identify any trends. EO notified all CHPP supervisors of the complaint and outlined noise management options that could be implemented to reduce noise impacts, especially during the night/early morning periods. Complainant said she would call again if noise from the mine was considered excessive.
22	Phone call to Complaints Hotline	12/07/2014 10:06pm	Noise is very loud from the mine.	EO investigated operations at the time of the complaint, audio and noise levels recorded on the mobile noise unit and weather data for the time of the complaint. The bypass crusher was running at the time but the CHPP was not. A train was being loaded meaning there would have been 2 dozers on the product stockpile. Audio recording does have some general mine hum noise in the background and also general traffic noise. Weather data indicated that temperature inversion conditions were present at the time of the complaint based on stability class and wind speeds.	EO contacted complainant at 1:56 pm on 15 July 2014. EO explained operations at the time and noise recorded on the mobile noise unit. EO also explained temperature inversion conditions were present at the time of the complaint. Complainant asked if inversion conditions mean the noise levels don't apply which the EO confirmed. Complainant also noted a vibration in the house at the time of the complaint and that it had been noisy for the last week and a half. Complainant stated they would ring again if the noise is thought to be excessive. EO has since sought advice on low frequency noise mitigation options at the CHPP. The complainant has been notified that this investigation may be extended to include the affected property.



Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
23	Attended site	23/09/2014 9:30am	Complainant frustrated with the mine for leaving gates open on leased land that is currently being used for operational activities. Complainant wants to stock paddock but is not satisfied mine will keep gates closed. Previously put signs on gates to alert people that stock were present which have been removed and gates secured open.	Operational activities being undertaken on leased area requiring truck/drill rig access etc and gates left open.	EO issued TBT to all surface personnel reminding them that gates must remain closed, no exceptions. Complainant to replace signs on gates to alert people of stock in the paddock.
24	Phone call to site / Complaints Hotline	23/09/2014 12:25pm	Three issues: Dust – dusty last couple of days and a while ago it was windy and gantry sprays not on; Light – lighting tower direct at the complainant’s residence; and Noise – very noisy last night while loading a train.	Dust – coal processing area and rejects haul route creating dust. Light – Lighting plant at rejects area directed towards complainant’s residence. Noise – train being loaded when complaint made on complaint line, complainant phoned the next day as well. Met data shows wind blowing away from complainant’s residence and towards mobile noise trailer which showed noise results below relevant criteria.	Dust – Civil contractor notified of complaint and reminded of need to manage dust onsite. Civil contractor disappointed with complaint as they felt they were managing dust appropriately. EO requested CHPP Superintendent remind staff of TARP’s for dust management in the coal processing area. Light – Civil contractor rectified the lighting plant noted in the complaint on the day of the complaint. Noise – CHPP confirmed train being loaded but nothing out of the ordinary occurring. Noise data shows levels within compliance limits and wind blowing away from residence towards noise trailer.
25	Phone call to site	4/10/2014 3:45pm	Dust coming from the CHPP. Complainant advised it had been dusty all day but the last 30mins was severe.	CRO rang CHPP Supervisor who advised CRO that dozer had come off stockpile to fuel up and crossed a dusty area	CHPP Supervisor arranged for dozer operators to avoid the area where possible and move at a slower speed in areas where there is dust. Extra sprays were also activated. EO also advised CHPP Superintendent who will also inspect areas to determine if the finer dust requires clean out as done previously. Complainant phoned on Tuesday 7/10/2014 at 1109 to talk about the complaint and to also complain again in relation to the 3 dozers working on the coal stockpile which were making dust and no sprays were activated. EO advised CHPP Superintendent who shut the dozers on the stockpile down. This in turn stopped production from the longwall as no dozers could operate to clear coal from beneath the ROM gantry. EO advised complainant at 1313 that this had been done.
26	Phone call to site	11/10/2014 10:26am	Dust on Saturday morning was blowing to complainants house and it	CRO notified CHPP Supervisor of the complaint	Prior to the complaint CHPP Control Operator had been getting Level 1 and Level 2 Wind Tarp warnings. The

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
			looked as though the dust sprays were not on		wind speed had been ranging from 2m/s to a max that peaked at 9m/s. This had prompted the operator to turn on the Product sprays, Rotary Breaker and ROM tunnel Sprays. The By-Pass sprays were also turned on at the time. Prior to the complaint 2 of the dozers had to relocate from ROM to Product Stockpiles. The Komatsu was the first which did create some dust prompting a call to the civil contractor onsite to give the area Nth of the Product pile a good wet down which occurred. The Cat relocated approx. 20 mins before the complaint but with minimal dust at low speed. After talking to the Dozer operators, the CHPP Supervisor was confident that the minimal dust that was created from the product and By-Pass streams did not leave the stockpile area. CHPP Supervisor discussed the dust issue with the operators again and outlined the importance of acting promptly and correctly when dust events occur on any of the coal stockpiles.
27	Phone call to site	15/10/2014 07:00am	Noisy this morning and Monday evening.	Noise unit located residence is faulty and to be rectified.	As previously discussed with complainant, attended noise monitoring to be undertaken as soon as possible to determine impacts.
28	Phone call to site	16/10/2014 15:41pm	Dust coming from the mine and sprays not on. Also noted lights visible and hard to sell property when mine making dust. Sprays also seem to go off at shift change time. Complainant stated that management should be more involved and direct all operators to be responsible for controlling dust.	EO advised CHPP CRO at 15:46pm. CHPP CRO advised that spray's shown as active on control screens, EO advised that there is no water coming from them. EO followed up with CHPP Superintendent at 15:47pm who stated that there was a problem with the sprays and it is being looked into. Decision made at this time to shut the plant down as the sprays could not be fixed.	EO rang complainant back at 16:21 pm to advise that the plant was being shut down due to problem with the sprays.
29	Phone call to Complaints Hotline	20/10/2014 08:03am	Extremely noisy Friday night, all weekend and a large plume of dust at approximately 10am Saturday morning.	EO reviewed noise levels. EO also reviewed camera footage at the time of the dust complaint. The noise levels on Friday night were propagated by a strong southerly breeze of >4m/s. The camera footage showed dozers working but no dust plumes were evident however the cameras do not cover the entire ROM/Product stockpile area.	EO contacted complainant and stated another round of attended noise monitoring would be organized for as soon as possible but likely the following week due to availability. EO advised complainant to continue to let the mine know if they think the noise levels are too high.
30	Phone call to site	27/10/2014 11:19am	Dust from product tripper and dozer working on ROM stockpile	EO contacted CHPP CRO at 13:47pm in relation to dust from tripper, no dozer on ROM stockpile at this time.	CHPP Superintendent advised wind levels only recent issue with speeds around 7m/s. CHPP shut down due to



Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
					windy conditions at around 13:50pm.
31	Phone call to EO	29/10/2014 07:40am	Extremely noisy this morning and last night, not sure if loading a train.	EO reviewed noise levels at the time of the complaint & at 01:00am on 29 October 2014 (train loaded at this time) and mining noise hard to determine above other noise sources. No trains were being loaded on the morning of 29 October at the time of the complaint.	EO contacted complainant at 08:05am and stated that the stockpiles are low at the moment but dozers still working. EO also stated that extra activity on the surface as longwall move underway. EO noted that attended monitoring was undertaken at the residence on Monday night/Tuesday morning and that when the results received these would be compared to the mobile noise unit data and provided to the complainant. EO advised complainant to continue to let the mine know if they think the noise levels are too high.
32	Phone call to EO	29/10/2014 10:00am	Complainant called EO and stated that dust coming from tripper and dozers and the sprays were not on.	EO inspected coal area and dust was being blown from the product tripper but didn't appear to be leaving the coal processing area. Dozer also parking up at this time.	EO contacted the CHPP CRO at 10:03am and advised of the complaint. Sprays were activated. Wind speed approx. 4m/s and blowing from the SE, i.e. away from Complainants residence
33	Phone call to EO	3/11/2014 9:56am	Complainant called EO and complained about dust generated during windy conditions on Friday afternoon, 31 st October 2014, and Saturday 1 st November 2014. Complainant advised he rang CRO Friday afternoon around 5pm. Complainant advised that he had coal in his house and when he walks around his feet get black and he is having breathing difficulties. Complainant also stated that it was not only him that was affected.	EO reviewed footage of operations. No operational activities were being undertaken during the storm event that occurred at 7:20pm on Friday evening. During Saturday, the tripper was off from 8:40am due to wind speeds as noted in the CHPP shift reports. Dozers were operating at 1pm and 6pm on 1 November but wind speeds had dropped by these times and dozers generating minimal dust.	EO advised complainant of dust suppression system to be implemented and that previously the fine material around the stockpiles has been removed.
34	Phone call to EO	24/11/2014 9:15am	Dust coming from emplacement area and coal processing area	Coal haulage works, bypass crusher and product tripper generating dust. Wind at the time ~7m/s. Sprinklers on product gantry shown as on in CHPP – CRO but not actually working.	Emplacement area operations ceased until water cart saturated work area. Operations then stopped at 11:35am due to weather. Coal processing operations stopped while sprinkler issue resolved. CHPP not operated again due to weather conditions.
35	Phone call to EO	27/11/2014 12:02pm	Dust coming from the product tripper and stockpile	CHPP manager had already shut down the plant as dust generation was not normal and had commenced an investigation.	The investigation confirmed that a combination of very dusty coal and an issue with the conveyor spray system automation was the cause. The spray system automation issue was rectified and the CHPP restarted within 0.5hrs with no issues. EO rang complainant back at 12:49pm to

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
					advise that the plant was shut down and restarted without any issues.
36	Phone call to EO	16/12/2014 14:55pm	Complaint related to dust being generated at the emplacement area.	Coal haulage works creating dust. Wind speed at the time was 6.8m/s and coming from the north-west.	EO rang emplacement area supervisor at 15:02pm and advised of complaint. Supervisor advised water cart there at the moment and would keep going. EO advised that more needs to be done and operator should be the first person making a call about the conditions and organising appropriate mitigation measures to be implemented. EO also advised the CSC of the complaint.
37	Phone call to EO	19/12/2014 12:17pm	Complaint related to dust coming from the coal processing area, thought to be a dozer	EO rang CHPP Manager who advised issue was from plant start-up and not a dozer. Plant had an unplanned shutdown which left coal on a reclaim conveyor for 12hrs. Upon start up coal was very dry and generated dust. Dust suppression on the conveyors is triggered by feed rates so no sprays were activated during the initial start-up.	CHPP to review start-up procedure to investigate options for dust suppression during times when CHPP running at low feed rates, including plant start-up. EO rang complainant and advised of reason for dust and investigation to be undertaken.
38	Phone call to site	20/12/2014 10:15am	Complaint related to dust from the coal processing area	EO reviewed camera footage on Monday 22/12/2014 and dust generation was visible from dozer operations. EO requested information from CHPP Manager.	At the time of the complaint the CRO contacted the CHPP CRO to advise of the complaint. CHPP CRO advised they were trying to minimise dust from the operation. CHPP Manager provided the statutory report stating that dust mitigation measures were implemented on the day. Narrabri Mine is also installing a spray system for the coal processing area which will assist in minimising dust generation.
39	Phone call to Complaints Hotline	25/12/2014 7:00am	Complaint related to noise coming from the mine	Train loading was occurring at the time.	TSM spoke with complainant on 31/12/2014 and advised that when EO back to site, EO will follow up with noise monitoring results and weather conditions at time and provide more feedback. EO reviewed noise files and mine noise audible as well as transportation and wildlife noises recorded. Low Frequency noise contribution around this time was 32dB(A). Wind coming from the south-east at the time of the complaint with near calm conditions. EO contacted complainant on 19 January 2015.

EO – Environmental Officer
EM – Environmental Manager
TBT – Tool Box Talk
CSC – Civil Services Coordinator

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

GM – General Manager
CRO – Control Room Operator
EA – Environmental Assessment