



**NARRABRI MINE 2015 COMPLAINTS REGISTER**

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
1	Phone call to ES	5/01/2015 8:05pm	Very noisy at the mine	Winds at the time around 2.5m/s and coming from the SE. No trains were being loaded and CHPP plant being fed by dozers on the ROM pad. The CHPP advised that likely cause is rock coming out of the mine on the drift conveyor which is a rare occurrence.	ES contacted complainant on 19/01/2015.
2	Phone call to site	18/01/2015 4:10pm	Dust being generated at the site	The CHPP was shut down at the time of the complaint and a train was being loaded at the time. Dust sprays were on at the time.	CRO notified CHPP of the complaint. ES contacted complainant on 21/01/2015.
3	Phone call to Complaints Hotline	19/04/2015 9:55pm	Noisy	Winds at the time were around 3.9m/s and coming from the south, i.e. towards the complainant's property. ES requested advice on CHPP operations at the time and advice was given on 21 April 2014 by CHPP Superintendent that usual operations were occurring at the time with both the CHPP and bypass running and a train being loaded	ES left message for complainant on 20 April 2015. ES rang complainant on 22 April to advise that normal operations occurring at the time with nothing happening out of the ordinary. Complainant advised noise was both plant and dozers. ES advised weather conditions were unfavourable, e.g. windy, and coming from the south towards property. Complainant advised she would ring again if she considers it too noisy.
4	Phone call to Complaints Hotline	24/04/2015 11:20pm	Noise	Wind at the time was 3.9m/s and coming from the WNW-NW, i.e. towards the complainant's property but not directly.	ES contacted complainant at 1419 on 27 April 2015. Complainant said it was noisy, ES stated that strong winds coupled with a full ROM stockpile meant



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					it was more audible than usual. Complainant to ring back if they consider it too noisy
5	Message to Complaints Hotline	25/04/2015 9:03am	Noise	Wind at the time was 1.3m/s and coming from the NNW, which is towards the complainants residence but not directly. Noise unit located between complainant and the mine, reported a LF noise contribution of 35dB(A) at this time. Dozer track noise is audible in the recordings from the noise monitor but not for the full 15-min period.	ES rang complainant at 1430 on 27 April 2015. Complainant stated that noise quite common in the house and can see the dozers on the product stockpile. It must be the height causing noise at their place and can they hear the clack-clack of the dozers when in reverse. ES stated the mine is investigating options to limit noise but what was recorded was within the required levels.
6	Phone call to Complaints Hotline	12/05/2015 8:03am	Noisy at the mine with tractor noise, dozer noise and reversing alarms	Winds at the time were 0.6 m/s and swinging from south-westerly to northerly. ROM coal haulage operation recently started again. Tractor noise noted likely the loader and reversing alarms on haul trucks/loader.	ES advised contractor to fit low-frequency reverse beepers to equipment. ES also confirmed haul start time at 7am. ES contacted complainant on 13 May 2015 at 4:08pm. Stated reverse alarms and tractor sound likely to do with haulage operations. Complainant to call back if concerned about noise.
7	Phone call to site	13/05/2015 3:25pm	Dust on the product tripper and sprays not on	Coal was being blown from the product tripper discharge however it was not leaving the coal processing.	ES rang the complainant back at 3:31 pm after inspecting the coal processing area. Sprays were activated following complaint as wind speeds kept increasing.



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8	Phone call to ES	15/05/2015 5:29pm	Noisy, more reversing beepers, been like that all day and night	ES called CSC to confirm reverse beeper change over day.	ES rang complainant back at 5:32 pm on 15 May 2015. Stated that the reversing beepers to be changed Monday and that the hauling operation finishes at 6pm. ES also stated that the ROM stockpile is almost full which may be the source of night-time noise. Complainant requested the mobile noise unit be placed at the property. Complainant also spoke to the GM-CRP as WCL has made an offer for purchase. GM-CRP Manager stated that locating the noise monitor at the residence might not achieve much as negotiations for acquisition already commenced.
9	Phone call to site	19/05/2015 5:34pm	Lights	Lighting tower at the REA was found to be the source.	Lighting towers at the REA were turned off or redirected within 10 minutes of receiving the complaint. ES rang the complainant back at 6:31 pm. CSC was informed and lighting plants checked 20 <sup>th</sup> May 2015 to ensure they were setup appropriately.
10	Message to Complaints Hotline	27/05/2015 9:54am	Noise	Complainant recognised accentuation of noise during cooler temperatures and time limitations on train loading activities. Winds during the morning were light (~2 m/s) and coming from the S-SE, which is towards the mine from the complainants	Return call made to complainant by GES at 2:30pm on 27/05/2015. Complainant confirmed nature of complaint being noise generation from trucks, stockpile dozers and trains. Complainant noted noise generation throughout morning of



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				property. Inversion conditions earlier in the morning ~4:45am.	27/05/2015. Complainant reiterated request that site "make an effort" to reduce noise.
11	Phone call to Complaints Hotline	9/06/2015 10:28pm	Noise	Investigation found three dozers working on the ROM stockpile at this time and one loading a train. The ROM stockpile dozers included one working the rear of the stockpile, which is the highest point. This dozer was associated with coal haulage operation pushing coal out for the next day. This haulage operation is a temporary activity. No inversion conditions present at the time but they were prevalent prior to the time of the complaint. Wind at the time approximately 1m/s and coming from the east, i.e. away from the complaints property.	ES phoned complainant at 2:13pm on 10/06/2015. Complainant requested noise monitor be placed back at their residence. ES stated that we are aware of the issues and as an acquisition process is ongoing, by placing the monitor there we would likely end up in the same position we are in now. ES stated he would have the GM-CRP contact the complainant in relation to the status of the acquisition process.
12		7/08/2015 9:28pm			
13	Phone call to Complaints Hotline	8/08/2015 7:28am	Noise		
14		9/08/2015 8:19am		Banging/clanging, dozers and heavy machinery. Additional complaints from same complaint received 7:28 am on 8/08/2015 and 8:19 am on 9/08/2015 in relation to the same issue. Investigation found inversion present at the time of the complaint on the 7 <sup>th</sup> and a southerly breeze (blowing towards complainants residence) of 1m/s. No inversions were present during the complaints received on 8 and 9 August 2015 but winds were 2m/s and coming from the SE, i.e.	Complaint received Monday morning by ES. ES rang complainant back at 9:24 am on Monday 10 August 2015. ES stated that the ROM stockpile is being processed to reduce dozer-working heights. Longwall move is currently underway which means more equipment is brought to the surface for repairs and there is more activity on the surface than normal. This will continue for the next 3-4 weeks. Email sent reminding personnel to be aware of



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				towards the complaints property.	neighbours when working at night.
15	Phone call to Complaints Hotline	2/09/2015 5:45am	Noise	Investigation found inversions likely present and a north-westerly breeze (blowing towards complainant's residence) of 1m/s at the time of the complaint. Train being loaded at the time with two dozers operating on the product stockpile.	ES rang complainant back at 8:02 am Wednesday 2 <sup>nd</sup> September 2015. Complainant is of the opinion that the stockpile modification will make it noisier – monitoring results indicate this is not the case. ES explained the only way to determine compliance is to do more monitoring, which the complainant stated may not be an issue now until next winter.
16	Phone call to Complaints Hotline	28/09/2015 4:10pm	Noise	Complainant stated that the noise is a low background constant hum/rumbling. Constant at times but not all the time.  Venturi setup assessed as this is potentially the source of noise as it is being used in place of the goaf drainage plant at the northern end of LW105, i.e. adjacent to "Newhaven".	Compressor/generator doors/covers checked to ensure they were closed and the venturi exhaust rotated to point to the north-west, i.e. away from the complainant's residence.  Complainant happy for noise monitoring to be undertaken at the residence but will confirm what monitoring would be preferred, i.e. attended or mobile noise unit.
17	Phone call to ES	12/10/2015 12:10pm	Dust	Sprays were on the product skyline at the time of the complaint but had been used intermittently during the day. Wind speeds gusting to ~10m/s at the time of the complaint.	Activated more sprays on the ROM stockpile.

ES – Environmental Superintendent

TSM – Technical Services Manager

GM – General Manager



EM – Environmental Manager

CHPP – Coal Handling and Preparation Plant

TBT – Tool Box Talk

CRO – Control Room Operator

EPA – Environment Protection Authority

CSC – Civil Services Coordinator

EA – Environmental Assessment

GM-CRP – Group Manager-Community Relations and Property

GES – Group Environmental Superintendent

TSS – Technical Services Superintendent

Engineering and Surface Operations Manager – ESOM