

NARRABRI MINE 2019 COMPLAINTS REGISTER

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
1	Phone call to Site	10/01/2019 14:18pm	Dust	Complainant stated dust over the last couple of weeks has been bad especially, from the ROM pad. No specific date/time given.	ES reminded CHPP personnel to be mindful of the dust TARP and to utilise the sprays as required.
2	Phone call to site	25/01/2019 16:21pm	Dust	Complainant stated that it was dusty now and over the past week and seems to be getting worst. ES inspected stockpiles at the time with no dust visible.	ES reminded CHPP personnel to be mindful of the dust TARP and to utilise the sprays as required.
3	Phone call to site	30/03/2019 15:31	Not specified	NA	NA
4	Phone call to site	30/03/2019 21:48	Noise	Complainant referred to hearing noise from fans	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
5	Phone call to site	31/03/2019 08:33	Noise	Complainant referred to hearing noise from fans	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
6	Phone call to site	31/03/2019 21:51	Noise	Complainant referred to hearing noise from fans	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.

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7	Phone call to site	01/04/2019 15:45	Air quality	Complainant stated that smoke was billowing from site and was concerned about breathing it in	Inspection of the mine was undertaken for which there was no smoke visible. Offer was made to attend the property to see where the smoke was coming from, which was declined by the complainant.
8	Phone call to site	04/04/2019 01:31	Noise	Complainant referred to noise 'billowing' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
9	Phone call to site	26/04/2019 08:53	Noise	Complainant stated they could hear noise from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
10	Phone call to site	28/04/2019 12:11	Noise and odour	Complainant stated they could hear noise from two locations on there was a rotten smell coming from the mine.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. An odour investigation was undertaken for several dates which has not identified any sources of odour.
11	Phone call to site	29/04/2019 02:43	Noise	Complainant stated they could hear noise coming through their house, sounded like a fan, and could also hear a dozer at times.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.

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12	Phone call to site	04/05/2019 06:34	Noise	Complainant stated they could hear noise from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor at the residence are underway.
13	Phone call to site	05/05/2019 03:04	Noise	Complainant stated they could hear bulldozer noise from the site	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor at the residence are underway.
14	Phone call to site	07/05/2019 02:21	Noise	Complainant stated they could hear fan 'screaming'.	Inversion conditions present at time of complaint. A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor at the residence are underway.
15	Phone call to site	08/05/2019 04:53	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor at the residence are underway.

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16	Email from EPA	08/05/2019 09:40	Odour	EPA received a complaint about a strong smell of Sulphur coming from the Mine.	ES advised EPA that source of odour is not from coal stockpiles. Further investigations revealed likely source of odour is algae in brine ponds. Analysis of water and potential treatment options being investigated.
17	Phone call to site	11/05/2019 00:45	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor at the residence are underway.
18	Phone call to site	11/05/2019 09:00	Noise	Complainant mentioned a low rumbling audible during recent nights	EPL noise monitoring point is located nearby this residence. No exceedances of noise criteria have been recorded.
19	Phone call to site	12/05/2019	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor at the residence are underway.
20	Phone call to site	13/05/2019 08:19	Odour	Complaining of an unpleasant odour.	ES advised complainant that the odour issue has been recently identified and investigations into treatment options are underway.

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21	Phone call to site	25/05/2019 02:09	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor at the residence are underway.
22	Phone call to site	27/05/2019 05:26	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway.
23	Phone call to site	28/05/2019 02:51	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway.
24	Phone call to site	29/05/2019 02:59	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway. Quarterly attended monitoring scheduled for next week.

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25	Phone call to site	04/06/2019 13:55	Noise	Complainant stated they could hear noise 'roaring' from the site.	At time of complaint wind-speed was 4.4m/sec towards complainant residence. Quarterly attended monitoring at the residence (as required by the EPL) is being conducted throughout the week and results will be forwarded to complainant when available.
26	Phone call to Sydney office	06/06/2019 13:18	Noise	ES called complainant and discussed noise sources, which appear to be related to exploration drilling.	ES to install mobile noise monitor on mine lease boundary to identify source of noise.
27	Phone call to site	13/06/2019 23:34	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway.
28	Phone call to site	17/06/2019 04:04	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway.
29	Phone call to site	20/06/2019 22:22	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway.

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30	Phone call to site	24/06/2019 08:15	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway.
31	Phone call to site	24/06/2019 23:25	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway.
32	Phone call to site	25/06/2019 08:17	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Negotiations with complainant to add mobile noise monitor underway.
33	Phone call to site	27/06/2019 21:05	Odour	Rotten odour can be smelt.	Odour issue from Brine ponds has not been an issue over the last few weeks. ES drove around the brine ponds on the morning of 28 th and could smell no odour. ES rang complainant and explained source of odour from brine ponds (i.e. bacteria) and the ongoing investigation into possible treatment options.
34	Phone call to site	30/06/2019 15:08	Noise	Complainant stated they could hear an annoying humming noise.	ES rang complainant on Monday 01/07/2019 at 1446. ES drove up to complainant house to assess. Noise was barely audible.

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35	Phone call to site	01/07/2019 13:15	Noise	Complainant stated they could hear an annoying humming noise.	ES rang complainant on Monday 01/07/2019 at 1446. ES drove up to complainant house to assess. Noise was barely audible.
36	Phone call to site	08/07/2019 08:12	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. During last meeting with the complainant (26 June) they refused to sign Access Agreement allowing real time noise monitor to be placed on their property.
37	Phone call to site	09/07/2019 00:43	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
38	Phone call to site	11/07/2019 23:59	Noise	Complainant stated that noise from the mine should not come across the Northern boundary.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
39	Phone call to site	13/07/2019 03:32	Noise	Complainant stated they could hear noise 'screaming' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.

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40	Phone call to site	13/07/2019 08:22	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
41	Phone call to site	14/07/2019 07:21	Noise	Noise heard overnight	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
42	Phone call to site	14/07/2019 14:02	Noise	Noise heard overnight	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
43	Phone call to site	14/07/2019 20:17	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded.
44	Phone call to site	06/08/2019 10:02	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Investigations into noise abatement on main fan have commenced.

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45	Phone call to site	07/08/2019 02:56	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Investigations into noise abatement on main fan have commenced.
46	Phone call to site	11/08/2019 01:47	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Investigations into noise abatement on main fan have commenced.
47	Phone call to site	17/08/2019 09:01	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Investigations into noise abatement on main fan have commenced.
48	Phone call to site	22/08/2019 02:45	Noise	Complainant stated they could hear noise 'roaring' from the site.	A noise monitoring point has been added to the EPL at the complainant's residence and quarterly attended monitoring is being undertaken. No exceedances of noise criteria have been recorded. Investigations into noise abatement on main fan have commenced.
49	Phone call to site	07/11/2019 21:36	Noise	Complainant stated mine has been noisy for past three days	ES phoned back 07/11/19 @ 0815 and spoke with complainant, advised that NCO are investigating noise abatement barrier at main fan, and that attended noise monitoring is scheduled for 19-22 November.

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50	Phone call to site	8/11/2019 07:00	Noise	Complainant stated they could hear noise 'roaring' from the site.	Weather station data reviewed and predominate wind direction over last 12 hours was W / WNW. At time of complaint wind direction was WNW. ES phoned back 08/11/19 @ 0945 and spoke with Complainant, advised that attended noise monitoring scheduled in next fortnight.
51	Phone call to site	9/11/2019 04:30	Noise	Complainant stated they could hear noise 'roaring' from the site.	ES phoned back Monday morning 11 Nov and spoke with complainant, and advised that NCO are investigating noise abatement barrier at main fan. Attended noise monitoring is scheduled for 19-22 November.
52	Phone call to site	9/11/2019 19:37	Noise	Complainant stated they could hear noise 'roaring' from the site.	ES phoned back Monday morning 11 Nov and spoke with complainant, and advised that NCO are investigating noise abatement barrier at main fan. Attended noise monitoring is scheduled for 19-22 November.
53	Phone call to site	10/11/2019 06:33	Noise	Complainant stated they could hear noise 'roaring' from the site.	ES phoned back Monday morning 11 Nov and spoke with complainant, and advised that NCO are investigating noise abatement barrier at main fan. Attended noise monitoring is scheduled for 19-22 November.

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54	Phone call to site	13/11/2019 23:49	Noise	Complainant stated plant is making heaps of noise	Reviewed CHPP operational records. Plant was running bypass only all night and was shut down several times over the night due to dust TARP (eg. wind speed). ES phoned back Thursday morning 14 Nov and spoke with complainant, advised that CHPP was only operating at reduced capacity, complainant stated that they referred to the whole mine pit top area as 'the plant'. Attended noise monitoring is scheduled for next week.
55	Phone call to site	22/11/2019 21:29	Noise	Complainant stated they rang EPA on 19 th at 2:15 as it was very noisy. Now I'm ringing the mine as it's very noisy out there.	Only 1 MEU operating (MEU4). CHPP down on both instances. NCO did not receive notification of complaint (from 19/11/19) from EPA. ES phoned back Monday morning (25 th @ 1124). Advised that initial results from attended noise monitoring conducted 19-21 Nov showed noise levels within compliance.
56	Phone call to site	25/11/2019 2:18	Noise	Complainant stated that mine is roaring its guts out, just woke me up.	Reviewed Sentinex noise trailer data (SX117), listened to audio unable to determine noise source. Very windy. Thunderstorm overnight. CHPP not operating. ES phoned back Monday morning (25 th @ 1124). Advised that initial results from attended noise monitoring conducted 19-21 Nov showed noise levels within compliance.

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57	Phone call to site	27/11/2019 3:09	Noise	Complainant stated plant is making heaps of noise	Reviewed Sentinex noise trailer data (SX117), inversion conditions at 0350. ES phoned back 27/11 at 1156, explained that CHPP not operating all night, no dozers on stockpile, no trains loaded.
58	Phone call to site	27/12/2019 6:55	Noise	Complainant stated plant is making heaps of noise all night	Reviewed Sentinex noise trailer data (SX117). ES phoned back and explained CHPP not operating, no drilling and that the main fan was likely to be the source of noise. ES discussed main fan noise abatement investigations underway.
59	Phone call to ES	28/12/2019 4:53	Noise	Complainant stated the mine is making heaps of noise	ES phoned back and explained there was no drilling activities and that the main fan was likely to be the source of noise. ES discussed main fan noise abatement investigations underway.
60	Phone call to site	28/12/2019 17:19	Dust	Complainant stated that dust was coming from the mine	CHPP not in operation. Bypass plant operating. Dust TARP was activated and bypass plant shut-down as required.

ES – Environmental Superintendent

EPA- Environmental Protection Authority

EPL- Environment Protection Licence 12789

TARP – Trigger Action Response Plan

CHPP – Coal Handling and Preparation Plant