

NARRABRI MINE 2023 - COMPLAINTS REGISTER

Complaint Number	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow Up
1	Phone call	4 January 2023 @ 11:30 am	Suspected coal dust in water supply	Complainant called ES to notify site that they had coal dust in their water supply after they had cleaned out of their gutters and following a rainfall event	ES collected water samples of water supply and sent samples to a NATA accredited laboratory for visual analysis. No coal dust was detected in the water, but a high result for vegetation decay was observed. Complainant immediately notified after results were received.
2	Phone call	12 February 2023 @ 09:30 am	Suspected coal dust found on roof	Complainant called ES to notify site that they had found what looked like dust on their roof which feeds the household rainwater supply.	ES collected water samples of water supply and sent samples to a NATA accredited laboratory for visual analysis. Complainant was immediately notified after results were received. Water in the tested tank was replaced with potable water.
3	Phone call	13 September 2023 @ 07:24 am	Erratic driving	Complainant reported that a white utility with yellow stripes had driven past their property erratically.	ES contacted residence of NCO properties in an attempt to find the owner of the white utility. NCO lessees in close vicinity to the complainant were reminded to follow road rules at all times.

Updated: 25/09/2023

ES – Environmental Superintendent

NCO – Narrabri Coal Operations