

Rocglen Coal Mine
2013 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to CHPP office – received by Environmental Officer	3/01/2013 12:10pm	Complaint in relation to the impact of today's blast which shook the house and rattled windows. The complainant's believes the mine is causing movement in their house.	The EO discussed the complaint with Rocglen's Operations Manager and Orica who indicated that the blast was quite small, was low in the pit, was in the north-eastern corner of the pit and the blast faced towards the west. The complainant's property is south-east of the mine. Blast monitoring at a property between the mine and the complainant's property indicated compliance. An offer of blast monitoring at the complainant's property and a follow up inspection by a structural engineer was accepted by the complainant.	Monitoring of blasts at the property is now being undertaken for all blasts, and a structural engineer's inspection of the property has taken place to assess whether any blast related damage has occurred.
Phone call to Rocglen site office	3/01/2013 3:42pm	The complainant has a bore on his property that has never run dry until now. Wants to know if the mine has impacted on bore yields.	The Environmental Manager discussed the concerns with the complainant and advised him that monitoring bores in closer proximity to site were not showing any significant drawdown as a consequence of mining operations, and that the Rocglen pit was not making significant water. The complainant was also advised that the production bore at site has not been in operation for a couple of years. On this basis it was unlikely to be related to the Rocglen Mine. An offer was made for the Environmental Officer to visit the site to view the bore location and to dip the bore to verify current water level for subsequent monitoring. This was accepted.	An investigation commenced including the measurement of the bore's water level, which indicated negligible drop in water level. Agreement was reached with the complainant that the recent dry weather has reduced the yield of the bore and that quarterly monitoring of the bore will commence.
Phone call to Environmental Manager	1/05/2013 9:16pm	Noise, dust and lights. Operations had generally been good of late but tonight it was as bad, if not worse than ever with the noise, dust and lights impacting at his property. The complainant advised he would raise the issue at the CCC meeting scheduled for the following week, but also requested it be lodged as a formal complaint.	Environmental Manager referred the complaint to the Rocglen Environmental Officer who was working at Rocglen at the time of the complaint to investigate. Actions were taken to reviewing lighting plant locations. 24hr average PM ₁₀ running near to 30ug/m ³ due to temperature inversions being present. Dumping as low as possible in the pit. Carting of coal back to the ROM after a period of no coaling, coupled with temperature inversions may have resulted in noise levels being more noticeable than over the previous weeks.	Matter raised by the complainant at the CCC meeting held the following week and discussed during the meeting.



Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Operations Manager	14/08/2013 12:15pm	Complaint in relation to a blast initiated at approximately 12:00 pm on the day. The complainant explained that the blast shook his house.	It was explained to the complainant that the blast was a relatively small blast in comparison to others initiated at Rocglen, hence no apparent impact was felt at the site office. Monitoring results received later on the day confirmed all monitors set for the blast did not trigger for either vibration or overpressure. Whitehaven are in the process of engaging a structural engineer to do a follow up structural inspection of the complainant's house to verify no damage has occurred due to blasting at Rocglen since the previous inspection.	A letter to the complainant issued with monitoring results and details of the blast. Contact is to be made with the complainant once the structural engineer is approved by the Department of Planning and Infrastructure; to arrange a suitable date and time for the inspection.