

Rocglen Coal Mine
2014 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Text message to OCE phone – received by OCE, forwarded to EO	19/06/2014 12:07pm	Complaint in relation to the impact of today's blast which rattled the windows.	The Environmental Officer monitored the blast from Wean Rd, and monitor results of the blast confirmed the blast was compliant. The EO discussed the complaint with the Whitehaven Drill and Blast Manager who advised that the blast was small at 50-60 tonnes of product, high in the south west of the pit, and the blast faced towards the north-north-east. The complainant's property is south-east of the mine. The blast monitoring located between the mine and the complainant's property indicated compliance. The EO phoned the complainant to advise them their message had been received and that the monitoring results showed the blast was compliant. The complainant was asked whether they would like to have the message recorded as a formal complaint. The complainant replied that yes, it should go on record. The OE advised the complainant that they should not hesitate to contact Whitehaven if any other issues arise in the future.	No further action or follow up was requested.
Phone Call to Gunnedah Office	09/07/2014 10:45am	Complainant was concerned that vibration associated with blasting at Rocglen had collapsed the aquifer and impacted on groundwater availability at their property. The complainant also raised the issue of blasts shaking the house and causing cracks in the walls.	The Rocglen Environmental Officer contacted the complainant on 09/07 at around 3 pm to notify the complainant that their message had been received and to discuss the complaint. The complainant said they had been pumping from the bore the previous day and noticed that it started pumping air, when he investigated he noticed that the water level in the bore had dropped 8m below its usual level, and was empty when measured this morning. The complainant thinks that blasting from the Rocglen coal mine has collapsed the aquifer and this is why the level of water in the bore has dropped. The EO made an offer to visit the complainant's property to view the bore and measure its standing water level, which was accepted. The Rocglen EO also advised the complainant that results recorded from the two most recent blasts to occur at Rocglen Coal Mine show the blasts were well within compliance limits.	The Rocglen EO measured the SWL of the complainant's bore on July 11 2014, and found it to be at a depth of 27.62 m. The complainant agreed that the SWL measured was in general accordance with the usual depth of water in the bore. The Rocglen EO offered to continue monitoring the bore on a quarterly basis as a part of the existing Rocglen groundwater monitoring program, which was accepted. Temporary blast monitoring will be conducted at the complainant's property and a structural engineer will assess the property.
Phone call to Site Office	29/08/2014 12:00pm	Complainant rang the site office concerned about the noise of the blast and fume from the blast. Complainant stated that this was the first blast they	The Rocglen Environmental Officer contacted the complainant at approximately 12:20pm on 29/08/14 to notify the complainant that their message had been received and to discuss the complaint. The complainant notified the EO that they had called as the blast was very loud and that was unusual as they usually do not hear Rocglen	No follow up required.



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		<p>had heard from Rocglen in some time and it was very loud, caused birds to lift.</p>	<p>blasts. They were also concerned that fume from the blast may impact them, however the complainant confirmed that no fume was visible and that there was little dust visible from the blast, although there was a faint gunpowder smell. The EO informed the complainant that the blast monitors showed the blast was well within the overpressure limit of 115dB, and that the blast may have sounded louder than usual as the wind was blowing in the general direction of the complainant's property and the blast was relatively high in the pit.</p>	