



Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine
2014 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to Environmental Manager	6/01/2014 8:45pm	Complaint in relation to a mine vehicle travelling west along the Manilla-Boggabri Road near the Wean Race Course at excessive speed. The complainant's wife was heading east along the road when the mine vehicle passed, showering her in rocks and dust, and cracking her windscreen. The complaint is not in relation to the windscreen, but the general safety of other road users when these people travel at excessive speed along poor quality roads. The complainant is concerned someone will be seriously injured or killed as a result of mine personnel causing a road accident.	The complainant was asked if he had any identifying features of the vehicle involved such as a rego number or make of vehicle, however, the only identifier was that it was a utility with a beacon and high vis markings on the side. On this basis, the complainant was advised that we had no way of identifying the driver, or even if the vehicle was associated with the Tarrawonga Mine. Despite this, the complainant's concerns were noted and he was advised that the matter would be raised with the site Operations Manager to include in any toolbox sessions with operators, that it is expected that all personnel abide by relevant road rules, drive in a responsible manner and drive to road conditions. This was communicated with the Operations Manager the following morning 7 th January 2014.	No further advice required.
2	Email to Environmental Manager	9/04/2014 7:48am	The complaint related to increased dust and noise levels over the two weeks; a noticeable increase in mine related dust with a particular occurrence on Saturday 5/4. Second email noted that mine related noise was distinct morning of 11/4.	Monitored dust and noise levels in particular at the complainant's property boundary have been reviewed. These levels are within the specified levels. The matter will be continued to be monitored. Environmental Manager responded via email advising Environmental Officer would review noise and dust data for last two weeks. Environmental Officer to liaise with complainant and arrange a face to face meeting at a mutually convenient time.	
3	Email to Environmental Manager	22/04/2014 6:10pm	Complaint about the dense dust in the valley and all around the mountains to the east of the Tarrawonga mine that morning. The complainant said the dust was very heavy and thick and there was a black layer above the mine site which all seemed to be floating in an easterly direction towards the complainant's homes and working environment. The complainant also noted mine noise that she is hearing during the night at her two properties. She said it is quite loud.	Environmental Superintendent responded via email (8/5/2014) advising that the site Environmental Officer would contact the complainant to arrange a meeting to discuss the issues.	
4	Email to Environmental	28/04/2014 4:15pm	Complaint regarding noise over the last week being louder than normal and that this is a	Environmental Superintendent responded via email (8/5/2014) advising that the site Environmental Officer would contact the complainant to arrange a meeting to discuss	

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
	Manager		continuation from the complainant's last email. The complainant said it concerns her as she hears this noise at night and it has been loud during the days as well.	the issues.	
5	Email to Environmental Superintendent	21/05/2014 8:19am	Complaint regarding the heavy dust within the valley and around the complainant's homes through Tuesday 20/5 and morning of Wednesday 21/5. The complainant stated it is unacceptable to live with such conditions.	The Site Environmental Officer has undertaken preliminary investigation into the source, weather conditions, monitoring data and external factors which resulted in elevated atmospheric dust conditions on the day.	Environmental Superintendent replied via email to complainant advising that the site Environmental Officer would further investigate the matter and discuss with the complainant at the planned meeting.
6	After hours call to EPA	26/5/2014 3.35pm	Complaint to EPA on the 20/5/2014 at 6:00am with the caller reporting extreme levels of dust in the valley that morning coming from the two main coal mines. The caller also said above both the mines there is a black haze, a mixture of diesel and coal dust the caller believes. The weather was not windy on the day, with only a slight breeze. The complainant also noted that there was a lot of machine noise as well that morning.	Environmental Officer replied by email to the EPA 28/5/2014 advising that the site was aware of the poor weather conditions on the day of the complaint, made every effort to minimise dust generation and initiated an investigation following an email from the complainant to the Environmental Superintendent. The EPA was advised that the Tarrawonga Environmental Officer has been attempting to make a time to meet with the complainant since their last complaints with no advice to date from the complainant as to when they would like to meet.	Continued attempts will be made to contact complainant to organise a meeting to discuss their concerns.
7	After hours call to EPA	26/5/2014 3.35pm	Complaint to EPA on 21/5/2014 regarding large amount of thick dust being generated by general mine activity plus a black inversion layer across the Tarrawonga and Boggabri Coal Mines and Leards Forest Rd at 6:30am. The complainant noted that the dust was still very heavy at the time of the call at 8:26am.	Environmental Officer replied by email to the EPA 28/5/2014 advising that the site was aware of the poor weather conditions on the day of the complaint, made every effort to minimise dust generation and initiated an investigation following an email from the complainant to the Environmental Superintendent. The EPA was advised that the Tarrawonga Environmental Officer has been attempting to make a time to meet with the complainant since their last complaints with no advice to date from the complainant as to when they would like to meet.	Continued attempts will be made to contact complainant to organise a meeting to discuss their concerns.
8	Phone call to Environmental Officer	27/6/2014 1.20pm	Complaint made to the Environmental Officer regarding Blast No. 492 in the Tarrawonga Open Cut Pit. The complainant believed that the blast caused the house to shake in an unacceptable manner and that this was the second occasion within the last 3 weeks (Boggabri Blast) that had adversely impacted the property.	The Environmental Officer spoke to the complainant and advised that the blast was within compliance limits as specified in the project approval and the EPL. The concerns of the complainant were noted.	The Environmental Officer will raise the matter with the Group Environmental Manager prior to providing any further details to the complainant.
9	Phone call to the	9/7/2014	Complaint made relating to blast no. 494 and also blasting in general over the last few	The Environmental Officer discussed the matter at length with the complainant including blast timing, product etc. It was advised that the blast was within compliance	Further investigation into blasting impacts to be undertaken and further

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
	Environmental Officer		months. The house shook considerably during the blast. Complainant happy to work with Tarrawonga to reach an outcome.	limits specified in both the EPL and PA.	details to be conveyed to complainant once investigation completed including any actions that will implemented.
10	Phone call to the Tarrawonga Complaint Hotline	31/7/14	Complaint made relating to dust levels emanating from Tarrawonga on day of the complaint and also the previous afternoon.	An investigation was subsequently carried out by the Environmental Officer which identified increased dust levels blowing off an exposed drill pattern.	A water cart was utilised to water down drill pattern and cuttings to reduce dust emissions.
11	Phone call to the EPA	23/7/14 (Received 1/8/14)	Complaint made regarding dust coming from Tarrawonga.	Weather data and dust inspection records were reviewed indicating that a strong inversion was present on the morning of the complaint. Dust inspection carried out later in the day identified that dust was being minimised.	Response sent to the EPA via email.
12	Phone call to the EPA	30/7/14 (Received 1/8/14)	Complaint made regarding dust plume coming from Tarrawonga.	Weather conditions and dust inspection records were reviewed. Elevated dust conditions had been noted; in particular moderate winds resulted in dust blowing off an exposed drill pad (noted during dust inspection).	A water cart was utilised to suppress dust emanating from an exposed drill pad and drill cuttings. This drill pad had been part of the circuit but had dried since the last pass.
13	Phone call to the Tarrawonga Complaint Hotline	11/9/14 11.09 (follow-up call 1700)	Complaint made regarding the dust over the mine/s at 0700 and again 0900 on the morning of the complaint.	A review of weather conditions and real time dust monitor was undertaken following the discussion with the complainant. Only light winds were occurring on the morning of the complaint and would have impacted upon dust dispersal. The real time monitor showed no sign of increased PM10 levels.	Continue to monitor dust levels and ensure dust is being minimised
14	Phone call to the EPA	11/9/14 (received 12/9/14)	Complaint made reporting thick and heavy dust in the Valley from mining operations.	A review of meteorological conditions was undertaken post receiving the complaint; conditions were stable with a moderate inversion and low winds speeds. These conditions would have impacted upon dust dispersal. A review of real time dust monitor results showed no sign of increase in PM10 levels. Operations only commenced at 6.45am following the morning pre start meeting with two water carts in operation from the commencement of the shift. Given the time of the complaint there may have been other factors contributing to dust (such as local unsealed roads).	Response provided to the EPA via email.
15	Phone call to the EPA	16/9/14 (received 17/9/14)	Complaint made regarding ongoing dust pollution from mining operations.	A review of meteorological conditions, real time dust levels, operational notes and daily dust inspection records have been undertaken to outline the conditions on the day of complaint and actions implemented at site to minimise dust levels. At the commencement shift meteorological were stable with low winds and a moderate inversion in effect; three water carts were in operation from the beginning of shift. Conditions deteriorated as expected (predictive weather forecast) during the morning at which point operations planned and implemented a number of dust minimisation strategies and measures to reduce dust levels; including, restricting dump truck	Response provided to the EPA via email.



#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
				<p>speeds, restricting Bis haul truck speeds on the ROM circuit, and increased water use on exposed areas such as drill patterns and unused haul roads. Consideration was also given to shutting down a digger and coal crushing plants in high risk conditions.</p> <p>An adverse weather condition alarm was issued at 1000 enacting investigation level as per the PRP – Identification of Adverse Weather Conditions for Overburden Handling.</p> <p>At approximately 1030, the RH170 excavator and associated haul trucks were shutdown to enable water carts to continue to minimise dust.</p> <p>All three water carts were hot seated during the crib break (1130 – 1230) further allowing water trucks to target hotspots and reduce dust levels.</p> <p>Following the crib break the RH170 and trucks returned to operation.</p> <p>There were no subsequent adverse weather condition triggers; however wind speeds remained relatively moderate until mid-afternoon when wind speeds declined.</p> <p>The real time dust monitor did show some signs of elevated PM10 levels in particular during the morning; however, post crib break PM10 levels began to reside with only small spikes in an otherwise downward trend. 24hr PM10 levels for the day of the complaint were 23.8 which was also the peak.</p> <p>The OCE, Environmental Officer and Operations Manager monitored operations throughout to most efficiently managed and minimise dust levels; operators were also proactively managing dust through proper of equipment and requesting water cart when required.</p>	
16	Phone call to DP&E	16/9/2014	Complaint related to blasting in high wind conditions.	<p>At the time of the blast the wind speed was 6.7m/s at 312°.</p> <p>Wind speeds were monitored throughout the morning and it is noted that moderate wind conditions were observed. Due to these conditions, the decision to fire the shot was postponed until wind conditions were assessed and considered to be within limits (per Draft Blast MP, which has had two rounds of comments from DPE and will be re-submitted for approval in the next week or two). Wind speeds observed for the 45 minute period leading up to the shot remained below the 7m/s threshold, 20 minutes prior the shot these conditions were confirmed with the Operations Manager and at the two minute countdown confirmation was provided to the shot firer & Operations Manager that wind speeds remained within limits.</p>	Response sent via email to DP&E.
17	Phone call to the EPA	24/9/14 (received)	Complaint related to dust generated by blast at Tarrawonga Mine and dust conditions on the	A review of blast records and meteorological data was undertaken following receipt of the complaint. Meteorological conditions were suitable for blasting at the time with	Response sent via email to the EPA on 9/10/14

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
		3/10/14)	following day.	<p>clear skies, a wind speed of 1.9m/s and direction of 185°; these weather conditions were consistent throughout the morning of the blast with the wind emanating from the south and south – east.</p> <p>Dust inspection records for the 24th September identify no dust issues and meteorological conditions did not identify any adverse weather conditions; with a maximum speed of 2.7m/s and with prevailing winds from the north. Two water trucks were in operation throughout the day.</p>	
18	Phone call to the EPA	7/10/14 (received 10/10/14)	Complaint related to high levels of dust being generated by Tarrawonga Coal; speeds high with significant gusts.	<p>A review of meteorological conditions and operations was undertaken on receipt of the complaint.</p> <p>It was observed on arrival at Tarrawonga (0645) that there was increased dust surrounding the mining operations and adjacent unsealed roads and properties; it should be noted at the time of observation Tarrawonga had not commenced operations and had not been operational since the end of day shift on Saturday (4/10/14). It was also observed that there was significant dust being generated by increased traffic volumes on Goonbri Road (non-project related), dust was also being generated along other unsealed local roads.</p> <p>A review of meteorological conditions was undertaken upon arrival at site it was recorded that Category F Stability Class; this remained until approximately 0745. Operations were modified throughout the day to minimise dust generation; at the commencement of shift two water trucks were in operation and shortly after commencement a third water truck was utilised.</p>	Response sent via email to the EPA on 16/10/14
19	Phone call to the EPA	10/10/14 (received 10/10/14)	Complaint related to dust covering the valley surrounding Tarrawonga Coal and Boggabri Coal.	<p>A review of meteorological conditions and operations was undertaken upon receipt of the complaint.</p> <p>The Environmental Officer observed dust being generated by surrounding local unsealed roads in particular Goonbri Rd with non-project related traffic the major contributor. At that time a review of meteorological was also undertaken and Category F Stability Class was observed at 0705. Conditions and operations were monitored and conditions improved throughout the morning. Dust being generated from Goonbri Rd was consistent throughout the morning.</p>	Response sent via email to the EPA on 16/10/14
20	Email to Group Environment Manager	31/10/14	<p>Complaint related to visible dust within the Wean Valley which is impacting upon breathing.</p> <p>A subsequent complaint was made to the EPA, received by TCM on 13/11/14</p>	<p>A review of operations and dust sources was undertaken by the Environmental Officer at the time of the complaint. The review found that there was an increase in both mine and non-mine related traffic utilising local unsealed roads; in particular, Manilla and Goonbri Road.</p> <p>On the morning of the complaint all light vehicles travelling to Tarrawonga and Maules Creek mines were diverted via Blue Vale Road (dirt section) and Braymont Road due to protestor activity on the dedicated private haul road.</p>	<p>Email sent to complainant at 10:08am 31/10/14.</p> <p>Email sent to the EPA on 24/11/14 addressing the complaint and outlining the response provided to the initial complainant.</p>



WHITEHAVEN COAL

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
				In relation to the subsequent complaint received from the EPA; a review of the original investigation was undertaken, no additional information was obtained.	