



**Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine**  
**2015 Complaints Register**

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to the Environmental Officer, Environmental Superintendent and EPA	16/1/2015 12.01pm & 12.10pm	Complaint made regarding dust associated with blast no. 540; complaint advised that the plume resembled a bushfire and inundated the property impacting workers who stated that there was a strong sulphur smell and caused throat and eye irritation.	A preliminary investigation was carried out of the meteorological conditions, blast video and eye witnesses. No evidence of blast fume was identified; the dust plume could be attributed to a face burst in the blast causing an increase in dust generation. Further investigation details will be provided subsequent to the outcome of the investigation.  Following further investigation of the dust generation caused by blast no. 540; the increased dust level has been attributed to 'face burst' caused by broken ground with the blast pattern.  No evidence of fume has been identified.	Tarrawonga Site Environmental Officer provided details of the blast which caused increased dust to the complainant on 16/2/2015. The Tarrawonga Environmental Officer and WHC Environmental Superintendent met with the complainant 10/3/2015.
2	Email to the Group Environment Manager	18/2/2015 12.21pm	Complaint received regarding dust associated with blast no. 547. Complainant advised it is the second blast related dust issue in recent weeks and does not believe that it is acceptable to live with this ongoing issue.	A preliminary investigation was carried by the Environmental Officer. Photos were taken onsite of the blast which so the dust generated from the blast mostly dissipate on site with evidence of some dust travelling eastward prior to dispersal in the atmosphere. A review of meteorological data indicated that conditions were satisfactory for blasting.	The Environmental Officer responded to the complainant providing details of the blast. The Tarrawonga Environmental Officer and WHC Environmental Superintendent met with the complainant 10/3/2015.
3	Phone call to the EPA Environment Line	15/5/2015 12.39pm	Complaint received by the EPA regarding blasting activities at Tarrawonga which resulted the rattling of windows and tin roof.	The Environmental Officer upon receipt of the complaint reviewed blast monitor results and weather conditions at the time of the blast; the blast monitor results were compliant and weather conditions suitable for blasting activities	The blast monitor results and weather conditions were provided to the EPA 15/5/15. No further action required.
4	Phone call the EPA Environment Line	6/5/15 (received 18/5/15 – 12.44pm)	Complaint received by the EPA regarding dust generation from coal mines in the Gunnedah basin. Complainant stated that mines contributing to elevated dust levels across the state which was the result of a dust storm which developed in the states south west.	The Tarrawonga Environmental Officer undertook an investigation of mining operations and meteorological conditions upon receipt of the complaint.	The Environmental Officer provided a response to the EPA on 26/5/2015 addressing the request of the EPA including meteorological conditions and mining activity modifications.
5	Phone call the EPA Environment Line	6/5/15 (received 18/5/15 – 12.44pm)	Complaint regarding dust generated on 6/5/15 stating that the dust was awful and was not associated with any elevated dust levels from the dust storm moving across NSW from the states south west.	The Tarrawonga Environmental Officer undertook an investigation of mining operations and meteorological conditions upon receipt of the complaint.	The Environmental Officer provided a response to the EPA on 26/5/2015 addressing the request of the EPA including meteorological conditions and mining activity modifications.

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6	Phone call to the EPA Environment Line	30/7/2015 11.53am	Complainant advised the EPA that a dust plume was surrounding the mountain and area; it was noted that dust had been seen coming from Tarrawonga.	An investigation was undertaken by the Tarrawonga Environmental Officer into the operations during the night of 29 <sup>th</sup> July and morning of 30 <sup>th</sup> July to ascertain what contributing factors led to the complaint. This information was provided to the EPA.	Tarrawonga Environmental Officer provided a response to the EPA on 6/8/2015 outlining the meteorological conditions, mining operations, dust suppression utilisation, and review of mining activities.
7	Voice message left on the Tarrawonga Environmental Officer's phone	2/8/2015 9.54am	Complainant advised that there was significant dust coming from the Tarrawonga Mine both at the time of the complaint and the previous day. The complainant wished to know who was in charge of operations to discuss the matter further.	An investigation was undertaken on Monday 3/8/2015 as to possible source/s of elevated dust. As there were no mining operations undertaken on the Sunday it was concluded that elevated dust was the result of dust lift off occurring during adverse weather conditions which occurred throughout the day.	A summary of mining operations on the Saturday was provided and advised the complainant that no mining operations were undertaken on the Sunday and that adverse weather conditions had caused dust lift off.
8	Phone call to the Tarrawonga Environmental Officer and phone call to the EPA Complaints Hotline	7/8/2015 8.20am & 12/8/2015 12.49pm (received from EPA)	Complainant advised that there was dust issue from Tarrawonga and Boggabri Coal Mines noting that it was a 'dust bowl'.	Tarrawonga Environmental Officer inspected the operation immediately following the complaint. Upon investigation it was noted that there was elevated atmospheric dust over the Tarrawonga and Boggabri Coal operations. A drill operating in the pit was not drilling with water. Two warts carts were in operations from the commencement of the shift.	The drill which was not drilling with water was stood down until water was made available. The Environmental Officer called the complainant acknowledging the elevated dust conditions and advised that a drill was stood down and that conditions would be continued to be monitored.
9	Phone call to the EPA Complaints Hotline	10/8/2015 (received 12/8/2015 12.49pm)	Complainant noted that dust was observed at 7am and that the whole valley was covered in dust and that there was no wind.	The Tarrawonga Environmental Officer undertook an investigation of meteorological conditions and mining operations upon receipt the complaint.	The Tarrawonga Environmental Officer provided a response to the EPA outlining the meteorological conditions and summary of mining operations.
10	Phone call to the Tarrawonga Complaint Hotline	12/8/2015 10.57am	Complainant advised that they could smell coal dust at their property. Dust was not visible at their property but when taking their children to school could see the dust haze in the area. It was also noted that the hot water system at the complainant's property was covered in coal dust. The complainant advised that they were going to keep a calendar to monitor blasting impacts.	The Environmental Officer undertook an investigation of mining operations and meteorological conditions at the time of the complaint.	The Tarrawonga Environmental Officer contacted the complainant on 13/8/2015 via phone and discussed the matter pertaining to the complaint and provided a summary of mining operations, meteorological conditions and information on inversions.

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11	Phone call to the EPA Complaints Hotline	17/8/2015 7.00am (Received 19/8/2015 3.05pm)	Complainant reported a large amount of dust coming from the mining operation.	An investigation into the meteorological conditions and operations was undertaken upon receipt of the complaint.	The Tarrawonga Environmental Officer provided a response to the EPA 21/8/2015 at 4.52pm which included a summary of mining operations, dust suppression and weather data for the 24hr period relating to the complaint.
12	Phone call to the Tarrawonga Environmental Officer's Phone	8/9/2015 8.16am	Complaint regarding the dust over and around the hill onto premises; stated it was the worst it has been observed.	Tarrawonga Environmental Officer undertook an investigation of mining operations. Meteorological conditions were reviewed and real time dust levels were complaint.	Tarrawonga Environmental Officer provided an overview of operations and dust suppression at the time of the complaint.
13	Phone call to the Tarrawonga Office	14/9/2015 9.05am	Complainant advised the Tarrawonga Site Clerk that there were air quality issues surrounding site and requested that the Environmental Officer inspect the area.	Tarrawonga Environmental Officer inspected operations immediately following the complaint, including a review of meteorological conditions and PM10 particulate levels.	The Environmental Officer met with the complainant 15/9/2015 to further discuss matter. Reviewing location of the High Volume Air Sampler (PM10).
14	Phone call to the EPA Complaints Hotline	12/10/2015 7.00am (Received 13/10/2015 10am)	Complainant reported that dust pollution was coming from the Tarrawonga coal mine	On the day of the complaint, a field assessment was undertaken by the Operations Manager.	Watercart applied dust suppression to windrows, benches and highwalls where fine material had accumulated (bull-dust). Maintained dust suppression to these areas until the wind settled down at the end of dayshift.  An excavator located near the surface of the mine was slowed and operator instructed to ensure the bucket was lowered as far as possible when dumping into the rear dumps to minimize any dust generated. The same excavator was not hot-seated during crib and during this time additional dust suppressant was applied to the working area.



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15	E-mail to EPA complaints hotline	21/10/2015 (Received 3/11/2015)	Complainant reported a large amount of dust coming from the mining operation.	Reviewed equipment operated at the time and meteorological conditions	Reviewed records of conditions and activities for the day of the complaint however, no particular action was taken at the time of complaint, as complaint was not received until the 3/11/2015.
16	Phone call to the Operations Manager	27/11/2015 11.30	Objection to the closing of Goonbri Road for the purposes of blasting.	Operations Manager spoke to the complainant and provided advice as to the necessity of closing the road and notification process.	The Operations Manager visited the complainant on the afternoon of the complaint to discuss the matter further. Environmental Officer met with the complainant 4/12/2015 to discuss the matter further. Advice was provided as to the likely frequency of the closure.
17	Phone call to the Environmental Officer and Senior OCE Complaint to the EPA complaints hotline.	11/12/2015 10.13am	Complaint was in relation to dust generation associated with blast no. 615. Complainant advised that dust had travelled to a house on their property.	An investigation was undertaken into the complaint including review of meteorological conditions, blast footage, photographs and review of operational conditions.	Environmental Superintendent – Operations provided a response to the EPA on 18/12/2015 as required. This response addressed EPA’s request for information.