



Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine
2017 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Email from EPA	24/8/2017 11:00am	Anonymous complaint via the EPA regarding air quality between 7:15am and 8:00am.	A review of meteorological conditions, site cameras and operations confirmed that the impacts were not a result of TCM as site had not operated for the preceding 52 hours and adequate measures had been in place prior to the recommencement of operations on the morning of the complaint.	Response provided to the EPA.
2	Email from EPA	8/12/2017 2:46pm	Complaint with respect to dust coming from Tarrawonga Coal Mine affecting visibility between 6:00am and 10:30am.	A review of activities occurring onsite, dust management measures being employed and meteorological conditions was undertaken. A blast was fired at 9:39am with operations being scaled back including having equipment parked up for approximately 30 minutes both before and after this time. All three water carts were in operation during day shift and were hot seated during crib breaks and adequately controlled dust throughout the whole period.	Response provided to the EPA
3	Email from EPA	11/12/2017 9:21am	Complaint regarding excessive dust from Maules Creek, Tarrawonga and Boggabri Coal Mines for the preceding 4 days.	A review of activities occurring onsite, dust management measures being employed and meteorological conditions was undertaken. Tarrawonga Coal Mine was not operational on Saturday December 9 and Sunday December 10 with the exception of coal haulage to the Gunnedah CHPP on Saturday December 9 between the hours of 7:00am and 5:15pm. On Monday December 11 All three water carts were in operation during day shift, were hot seated during crib breaks and were instructed to drive to the conditions.	Response provided to the EPA