

Werris Creek Coal
2005-2006 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Environmental Officer	13.07.2005	Water dropping in bore. Bore Water Level Reading of 12.07.05 indicated a drop of 5 metres	14.7.2005 Requested a monitoring program. Report by a consultant on metering, drawdown test to gain information on the bore performance received.	Pump-out test completed and two weeks daily monitoring of water level carried out. Water levels were consistent at the pre -12/7 level.
Phone call to Environmental Officer	14.07.2005	Surface water on property very turbid. Is it coming from the mine and can it be sampled. The boundary fence requires repairs.	Mine Manager met complainant on site & inspected fencing and turbid water flow on site. Took water samples upstream & downstream of "Narrawolga". Source of turbidity was upstream of mine.	No discharge from mine. Water crosses two gravel roads immediately upstream of "Rosehill". Complainant advised of findings by Mine Manager.
Blast notification telephone call	29.07.2005	House shook from blast. Wants a monitor permanently set up.	Mine Manager visited residence when retrieving blast monitor but no-one home.	Left two messages on answering machine. 1.8.2006 Mine Manager spoke to complainant and she said she was only enquiring not complaining.
Blast notification telephone call	29.07.2005	1. Blast monitor was set up Wed when blast was cancelled but not on Thursday of the blast. 2. Was about to lie down for a rest and the blast shook the house.	29.7.2005 Spoke to both complainants while retrieving the blast monitor for 29.7.05. The monitor was placed but did not trigger on Thursday 28.7.05 as indicated by the records.	
Phone call to Environmental Officer	01.08.2005	House shook when blasting Thursday 28.7.05 and Friday 29.7.05, wants to know levels relative to compliance requirements.		Arranged for meeting at 5.00pm 2/8/2005. Complainant satisfied at this stage. WCC committed to undertake monitoring at "Mountain View" when the next blast was initiated. This was undertaken.
Telephone call from EPA	31.08.2005	EPA advised on 31.8.05 that mine was noisy at 7.45am on 24.8.05 and 25.8.05	WCC's noise consultant was monitoring on 23 and 24.8.05. Noise levels indicated compliance.	EPA satisfied. No follow up required by EPA.
Telephone call	9.1.2006	Excessive dust experienced during previous week due to prevailing southerly winds. Drinking water seems to have dirt in it.	Complainant advised that plumber would inspect and fit water filters to tanks.	9.1.06 10am Reinforce dust suppression measures with Roche and WCC. Filter installation completed 10.1.06. 10am 18.1.06 Mine Manager rang complainant. Filters are working very well and she is happy with results. Dust conditions were not a problem last week.
Telephone to WCC Office	22.2.2006	Lighting plants pointed at residence. Light projecting into bedroom interrupting sleep.	22.2.06 4.30pm Shift OCE mobile phone number provided. At same time Roche supervisor accompanied OCEs for drive around to determine lighting location and direction. Light positioning requirement and residential locations reinforced with personnel who position lights.	Lights re-directed away from residence. 22.2.06 4.30pm WCC rang complainant to advise of actions taken.