

**Werris Creek Coal**  
**2006-2007 Complaints Register**

<b>Method</b>	<b>Date/Time of Complaint</b>	<b>Nature of Complaint</b>	<b>Investigation</b>	<b>Action Taken / Follow-up</b>
Telephone to Environmental Officer	No. 9 05/04/2006 7:55am	Noise levels from mine between 8:30pm on the 04/04/2006 until 3:48am 05/04/2006 were intolerable.	9:00am 05/04/2006 Notified Roche OCE to ensure night shift supervisors noted weather details from computer and to physically drive to locations around mine site to observe operations.	
Telephone to Open Cut Office	No. 10 21/04/2006 1:30am	Noise	OCE visited complainant and agreed to drive to gate of his property each evening to distinguish if mine noise is audible.	Property purchased by WCC June 2006.
Telephone	No. 11 29/06/2006 PM	1. Trains blocking Werris Creek/Quirindi Road crossing for excessive periods. 2.am 29/06/2006 visible dust plumes being generated at the mine. 3. Complaints line service not operating on telephone system.	30/06/2006 WCC telephoned LPSC to discuss all details. Spoke to Pacific National about shunting procedures. Spoke to Roche Operations Manager regarding dust suppression procedures. Rang Complaints line to test.	1.8.2005 Report sent to LPSC on 04/07/2006 detailing follow up to complaints. 1.8.2006 TRAINS: Manager of Project Integration Pacific National Northern Coal revised and changed train system with follow up from a local supervising driver to ensure that all parties are aware of the need to clear this crossing with minimum delay. 1.8.2007 DUST: Spoken with Operations Manager Roche regarding matter and he assures us that dust suppression is high priority and all steps are taken to ensure dust generation is kept to a minimum. Noted that temperature inversion occurred 5:30pm previous evening until 8:00am 29/06/2006 which could have contributed to dust being observed from previous nights operations. 1.8.2008 Water carts started earlier to suppress roadway dust and operating the full course of the night shift. Improvements to dust suppressions on drill rigs have been instigated.
Telephone to Environmental Officer	No. 12 24/07/2006 2:00pm	House shook severely from blast.	24/07/2006 2.30pm Initiated a report from Roche Blasting services based on exceedance at "Old Colliery".	4:00pm 24/07/2006 Rang complainant to tell advise that a report in process or being prepared. 5:00pm 27/07/2006 Rang to complainant that further information was being sought due to apparent wave reinforcement at Old Colliery. Visited complainant with RBS blasting report and following discussions agreed to ensure that Roche mining took more care when designing shots.
Telephone to WCC Management	No. 13 09/08/2006 1:00am	Noise and Light Glare.	09/08/2006 Rang complainant with details to contact OCE after hours. 09/08/2006 Initiated investigation, Data sent to Spectrum Acoustics 15/08/2006 for evaluation.	07/09/2006 complainant inspected the mining operations with Roche Project Manager and elaborated that night time noise was the major issue over the past 3 months and that winter inversions were the most likely cause. Complainant happy with steps taken to mitigate noise and agreed to continued communications to further improve the situation.



## WHITEHAVEN COAL

Telephone to WCC Management	No. 14 04/10/2006 1.30pm	Blast shook house more than normal	Rang complainant at 3.10pm to indicate that report requested from Roche and RBS.	Monitoring results indicated blast was well within compliance at her residence. Vibration 2.2mm/sec 106.5dB overpressure. All monitoring results for the blast forwarded to complainant 05/10/2006.
Complaints Line	No.15 04/10/2006 1.30pm	Blast shook house more than normal	Rang complainant after receiving message at 3.00pm. Relayed to him that blast was in compliance.	All monitoring results for the blast forwarded to the complainant on 05/10/2006.
Complaints Line	No. 16 01/12/2006 11.00am	24/11/2006 Mine related noise causing lack of sleep.	Rang complainant 01/12/2006.	No follow up action.
Telephone to DEC	No. 17 12/1/2007 3.30pm	Dust blowing across Werris Creek/Quirindi Road from mine.	4pm 12/01/2007 Rang Roche Project Manager to investigate.	Project Manager stopped scraper operations, haul roads were effectively wetted. Dust intermittently generated from disturbed areas by strong winds.
Telephone call to WCC Office	No. 18 23/01/2007 08:30am	22/01/2007 4.30pm noticeable vibration shook house. Damage to walls.	Complaint passed on to mine manager at 09:00 who contacted complainant and notified of pending investigation into blast.	09:00am 30/01/2007 visited complainants residence. Offered house inspection for damage, offered to notify them of future blasts, will monitor next blast in F to G interburden.