

Werris Creek Coal
2007-2008 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Telephone call taken by Coal Processing Manager	No 19 3:40pm 03/07/2007	House shook following blast.	WCC Manager and MME mining manager visited Complainant at 1pm 4/07/2007 where blast summary results were tabled and discussed.	<ul style="list-style-type: none"> • Offered to notify of future blasts – not required • Offered to have house inspection – offer accepted • Kelley Covey engaged to complete inspection & report July 07. Report forwarded to Complainant.
Telephone call taken by Coal Processing Manager	No 20 10:00am 16/07/2007	Water coming off site and flowing onto neighbours properties.	<p>Lpsc took samples.</p> <p>WCC took samples of overflow at discharge point SD7, Paynes Lane and Waddells Lane. Samples forwarded to Tamworth Environmental laboratory.</p> <p>EPA arrived 1.30pm and met with WCC Managers, MME staff and inspected site.</p>	<p>Test results received from laboratory and forwarded to DECC and neighbours.</p> <p>Still under investigation with EPA.</p>
Telephone call to WCC office	No 21 3.00pm 17/07/2007	Woken at 2:00am then unable to get back to sleep due to noise. Tried to contact mine on 67 687 071- no answer.	Complainant was given MME project managers contact details. MME Project manager was contacted and informed of complaint and requested this complaint be discussed with OCE.	Call to Complainant on 18/07/2007 to advise communication with MME.
Telephone call taken by Coal Processing Manager	No 22 19/07/2007	Concerned about water across property from mine discharge.	Complainants were explained what happened and gave them a tour of the mine.	Lab results forwarded to Complainants.
Telephone call to WCC office	No 23 1:48pm 24/07/2007	Noise from mine previous night disrupted sleep. Ongoing problem.	Promised to investigate further with mine operator who was not contacted when event happened.	Viewed spectrum acoustics July noise report. Contacted MME's Project manager & advised of complaint. Agreed to discuss further & supply equip configuration for 23rd for modelling purposes.
Telephone call to Complaints Line	No 24 19/03/2008	Lights & noise from mine directing straight at "Railway View"		<p>Visited Complainant and explained undertake action plan produced by Whitehaven, also mentioned sound monitoring occurred on night in question and results will be obtained soon.</p> <p>Any exceedances will be reported.</p>
Telephone call to Complaints Line	No 25 9:19pm 27/03/2008	Noise from dozers working on the emplacement and blasts at night.	Visited Complainant and spoke about issues raised. Also provided a copy of action plan outlining expected improvements to Noise Quality.	If second complaint is received then quarterly testing may have to be done at property to substantiate exceedance claims.