

Werris Creek Coal
2008-2009 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Complaint to DECC	No 26 8:30am 01/04/2008	Plume of dust moving east off site across Werris Creek/Quirindi Road	Marshalls project manager contacted to ensure all normal dust suppression controls were in place during time of complaint. Found that some pre-strip activities north of the pit could account for increased visible dust. On site meteorological station data was checked and forwarded to DECC.	Marshalls continued close monitoring of pre-strip activities. Extra water cart cycles were implemented in the pre-strip area. Operator was instructed to stop work if the pad/haul road becomes dry and wait for water cart
Complaint to Coal Processing Manager	No 27 11:00am 22/05/2008	Coal dust blowing off train carriages and onto their property. Tank water may contain coal dust.	Visited property and spoke in person with complainant. Suggested installation of first flush system and in line filter.	Items were purchased and installed at WCC cost on rain water supply for the complainants residence. Confirm works were under way on 24/6/08. Complainant indicated he was happy with the work to date.
Phone call to Environmental Officer	No 28 10:00am 10/07/2008	Noise complaint for the 8 th and 9 th July. Noise became loud approx from 10.00pm – 4.00am.	Complainant explained he would like to speak to senior management.	A request for a meeting had been forwarded to management
Phone call to Environmental Manager	No 29 2:00pm 15/07/2008	Blast at 1pm shook windows of residence. Concerns raised in relation to mine noise of a night through the week	Visited complainant on the 18 th of July with copies of Orica blast report from property 'Glenara' which did not trigger	Noise monitoring was planned at 'Park Hill' for July period
Message on complaints line.	No 30 6:00pm 13/08/2008	Excessive dust plume coming from mine and onto Mr Davies property between 5.00pm and 6.00pm.	WCC staff were not working between these hours. Details of complaint forwarded onto MME for an explanation. Response from MME that the pit was not making or seemed to make any more dust than usual. Neighbour at "Railway view" did not note excessive dust moving through the property during the indicated time period.	Coal Processing Manager and Environmental Officer held meeting with Mr Davies on Monday 18/8/08.
Phone call to WCC office.	No 31 2:30pm 21/08/2008	Blast at 1.15pm vibrated windows at house.	Complainant was sick and would return phone call when felt better.	Met with complainant on 4/9/08 and asked if he would like WCC to undertake blast monitoring. Complainant declined and stated it was a rare occurrence and only happened a few times.
Phoned direct to Marshall's OCE on shift.	No 32 1:42am 1/09/2008	Noise Complaint	OCE on shift ceased excavator operations on the high wall and walked digger deeper into the pit to continue operations	Whitehaven have commenced acquisition process.
Message left on complaints line	No 33 6:00pm 08/09/2008	Excessive dust coming from mine onto complainants property.	All water carts were working on Monday and dust monitoring undertaken at "Railway view" will be checked for exceedances.	Discussions with complainant are working toward a resolution.

Message on complaints line	No 34 9:15pm 08/09/2008	Excessive noise coming from mine and disturbing residence	Operations were being undertaken for normal overburden removal on Monday night.	Offered continued noise monitoring at 'Marengo'. Complainant stated he did not believe the negative results previously obtained and noise monitoring "meant nothing to him." Discussions with complainant are working toward a resolution.
Phoned direct through to WCC office	No 35 10:00am 12/09/2008	Noise Compliant, noise over the last three nights has disturbed the complainant		Offered additional monitoring on complainants property
Phone call direct to WCC office.	No 36 10:00am 05/10/2008	Noise complaint. Dump trucks revving engines and changing gears on Tuesday night	Environmental conditions on Tuesday night may have intensified noise at the complainants property.	Advice sent to MME explaining nature of complaint and to ensure night shift crews are advised of potential effects excessive revving of engines has on neighbouring properties. MME asked to toolbox issue with crews.
Phoned WCC complaints line	No 37 10:00am 27/11/2008	Noise Compliant. Noise between 7.30pm to approx 3.00am over the last night had disturbed the complainant.		Offered additional monitoring on Mr. Taylors property
Phoned WCC complaints line	No 38 9:30am 02/12/2008	Noise Compliant. Noise between 7.30pm to approx 3.00am over the last night had disturbed the complainant. Dump trucks revving engines and changing gears.	Additional monitoring at the complainants property was offered, concerned that when monitoring occurs there is no noise. WCC has no control over when monitoring occurs so that data taken cannot be influenced by WCC. WCC agreed to look into hiring an unattended noise monitor to set up at Park Hill for an extended period however, WCC staff were dubious as to the accuracy of such an endeavour.	Spoke to WCC acoustic consultant and determined that an unattended noise logger will not give accurate results unless it is operated by a professional. It was also noted that data obtained from the 'Mountain View' residence (located to the south and closer to the mine than 'Park Hill') has only exceeded once in the 3+ year history of monitoring at WCC. The exceedance was of 1dB. Further negotiations will continue between WCC and the complainant until a resolution is reached.
Phoned WCC complaints line	No 39 10:00am 04/12/2008	Noise Compliant. Noise between 9.00pm to approx 3.00am over the last night had disturbed the complainant.	Complainant requested he would like to meet with the General Manager. Detail discussed with the new Project Manager and was shown where all work of the night in question was undertaken. During the shift on the night of the 4 th all dumping was within the confines of the pit.	Meeting on the 15 th December between the complainant and WCC management.
Phoned WCC complaints line	No 40 3:00am 11/12/2008	Noise Compliant. Noise between 2.00am to approx 3.00am over the last night had disturbed the complainant.		No action taken pending outcome of the meeting set for Monday the 15th between the complainant and senior Whitehaven staff. Additional monitoring undertaken on this day (11/12/2008) by acoustic consultant on 'Park Hill'.
Phoned WCC complaints line	No 41 7:00am 17/12/2008	Noise Compliant. Noise at 1.00am over the last night had disturbed the complainant.		Following a meeting held at the complainants residence on Monday the 15th December between the Complainant and senior Whitehaven staff, additional noise monitoring had been undertaken. Complainant seemed pleased to continue monitoring on his property and had also said he would continue to advise WCC every time he felt noise was excessive. Results of noise monitoring on Monday the 15 th December show no exceedances.