

Werris Creek Coal
2009-2010 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phoned WCC complaint line	No 42 1:08pm 21/07/2009	Blasting complaint due to vibration.	Blast monitoring results for the closest monitor to 'Park Hill' at 'Glenara' were in compliance.	None. Complainant wanted to bring this to WCC attention.
Phoned WCC complaint line	No 43 2:30pm 04/08/2009	Blasting complaint due to fume crossing his property and potentially contaminating his rain water tank.	Weather station indicated that at time of blast was a westerly wind blowing towards 'Marengo' property and fume had been generated but dispersed after 400m into the air.	Orica blasting consultants reviewed explosive types used and recommended changing product types to minimise fume generation.
Phone call to Enviro Officer	No 44 8:00am 10/09/2009	Noise complaint from previous night and blasting had damaged his water tank.	Attended noise monitoring on the property indicated that the mine is in compliance with its noise limits. Structural engineer assessed tank cracks and determined that there was no additional visual damage when last assessed in 2008.	None.
Direct phone call to Enviro Officer's Landline	No 45 9:30am 08/10/2009	Blasting complaint during the evening on 6&7 October.	WCC does not blast at night. Permissible blasting hours are 9am to 5pm.	None.
Phoned WCC complaint line	No 46 8:00am 08/10/2008	Blasting complaint from the previous day with dust and fume over his property.	Weather station indicated that at time of blast was a light wind but any dust or fume had dissipated just after the blast.	WCC installed a dust gauge on the property.
Phone call to Enviro Officer	No 47 9:30am 20/10/2009	Blasting complaint at 11.00pm.	WCC does not blast at night. Permissible blasting hours are 9am to 5pm.	None.
Phone call to Enviro Officer	No 48 10:30am 02/11/2009	Blasting complaint at 10.40pm.	WCC does not blast at night. Permissible blasting hours are 9am to 5pm.	None.
Phone call to Enviro Officer	No 49 10:30am 04/11/2009	Blasting complaint at 10.20pm.	WCC does not blast at night. Permissible blasting hours are 9am to 5pm.	None.

Phone call to Enviro Officer	No 50 10:45pm & 1:30am 19/01/2010	Noise complaint from the previous night.	Weather station identified presence of a temperature inversion and calm to light north-westerly winds have the potential to enhance noise levels at the Marengo residence.	None.
Phone call to Enviro Officer	No 51 10:15pm & 11:15pm 15/02/2010	Noise complaint from the previous night.	Weather station identified presence of a temperature inversion and calm to light north-westerly winds have the potential to enhance noise levels at the Marengo residence.	None.
Phoned WCC complaint line and direct call to Enviro Officer's Mobile	No 52 2:26am 09/03/2010	Noise complaint for noise between 10pm to 3.00am.	Environmental Officer and Open Cut Examiner meet with complainant at residence at 2.30am. OCE modified the dump location and complainant agreed that it reduced the noise from the mine.	Werris Creek Coal installed a continuous noise monitor and subsequently purchased the property.
Phone call to Enviro Officer	No 53 1:25pm 17/03/2010	Blasting complaint for 1.20pm. Also a previous blast in January 2010 is alleged to have caused a crack in the garage arch.	Blast monitoring results for the closest monitor to Kurrara St at Tonsley Park were in compliance. A structural engineer was engaged to assess crack in the brickwork and determined that it was due to saturation of the foundation below the garage.	The complainant was provided with a copy of the Structural Assessment which included details on recommendation for preventing foundation failure.