

### 2010-2011 Complaints Register

#	#	Issue	Method	Complaint Date/Time	Nature of Complaint	Investigation	Action Taken / Follow-up
1	54	Clearing	Rang Environmental Officers Phone	8/4/2010 11am	DECCW forwarded through a complaint that they had received regarding illegal clearing at Werris Creek Coal.	Clearing was approved by DA172-7-2004 MOD5 and undertaken following a Pre-Clearing Inspection in late 2009.	Verbal response provided to DECCW. No follow up response possible to Anonymous Complainant.
2	55	Lighting (Mine)	Rang Environmental Officers Phone	16/4/2010 10am	Werris Creek resident complained of bright beaming lights at night shining directly into the lounge room from the Coal Mine.	The only activity on elevated location was a drill in the prestrip and unlikely to cause light nuisance	All OCEs were made aware of the complaint and that lights on top of the dump not to be directed towards Werris Creek. Verbal response provided to Complainant.
3	56	Blast (Overpressure and Vibration) Lighting	Rang Environmental Officers Mobile	23/4/2010 10am	Werris Creek resident complained of another light shining into the lounge room and that another blast had shaken the house badly.	A structural inspection of the house had been undertaken following an earlier complaint. The blast results were in compliance at nearest monitor. Lighting plant with drill had been removed following previous complaint.	Commenced notifying Complainant of blasts that might be felt at the house. Verbal response provided to Complainant.
4	57	Groundwater Level	Rang Environmental Officers Mobile	20/5/2010 3pm	Quipolly resident stated water level has dropped 3 foot in the bore allegedly as a result of the Coal Mine's operations.	A review of nearby monitoring bores did not show a significant drop in water level. Annual water review report stated that long term decreasing trend in groundwater levels due to reduced rainfall recharge.	Commenced monitoring of bore (MW15) for water quality and level as well as sampling Black Gully (BGD). Verbal response provided to Complainant.
5	58	Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	15/6/2010 1:25pm	Werris Creek resident stated that the vibration from 2 blasts banged the windows badly at the rear of the house and must be doing damage to the house.	One blast fired with two shots with the oversized rocks fired causing a higher than expected overpressure result however still within compliance limits at all monitors.	A memo of blast results for all previous complaints with a verbal response provided to Complainant. Blast engineer to design additional precautions when firing oversized rocks.
6	59	Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	7/7/2010 3:15pm	Werris Creek resident stated vibration from big blast banged the rear windows at 1:30pm on 7/7/10 and concerned that is causing damage to the home. Complainant wants to be notified of big blasts so can have media present.	The blast levels at the nearest monitor were within the compliance limits.	Offer of blast monitoring declined. Verbal response provided to Complainant.
7	60	Noise (Rail Load Out)	Email to Environmental Officer	7/7/2010 11:21am	Resident south of Werris Creek township stated on 4/7/11 the noise from the dozers on the Product Coal Stockpile was very loud in particular the tracks.	Product Coal Stockpile dozers only use 1st gear reverse to minimise noise levels.	All dozer operators had refresher training on 1 <sup>st</sup> gear reverse procedure. Noise modelling being undertaken for Complainants property as part of LOM Project. Email response back to Complainant.
8	61	Groundwater Level	Rang Environmental Officers Mobile	8/7/2011 8am	Quipolly resident stated that one bore has fallen 15 feet over time near the mine boundary and another bore fallen 5 feet.	A review of nearby monitoring bores did not show a significant drop in water level. Annual water review report stated that long term decreasing trend in groundwater levels due to reduced rainfall recharge.	Commenced monitoring of bores (MW17) for water quality and level. Verbal response provided to Complainant.

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9	62	Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	8/7/2010 11:15am	Werris Creek resident stated that the "vibration" from yesterday's blast shook their back sliding door and had only recently notice fresh cracks in the gyprock inside their house since the mine was blasting was closer to town.	The blast levels at the nearest monitor were within the compliance limits.	Verbal response provided to Complainant.
10	63	Lighting (Rail Load Out)	Rang Environmental Officers Phone	8/7/2010 12:15pm	Werris Creek resident complaining about flood lights on Product Coal Stockpile causing glare infrequently at their house.	Coal Processing Manager investigated the Product Coal Stockpile area and didn't believe the current configuration of lights would cause any issue to Werris Creek township.	Coal Processing Manager toolbox talked Train Load Out staff on issue and lighting plants to face west. Verbal response provided to Complainant.
11	64	Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	26/7/10 1:55pm	Werris Creek resident stated that the vibration from the blast shook the windows badly at the rear of the house	Complainant was advised of the time of blast prior to the blast. A monitor was step up at rear of house, with all blast results in compliance. Consultation with other neighbours stated no problems with blasts.	Monitoring now being undertaken at rear of Complainants property. EO also in attendance for every major blast. Verbal response provided to Complainant.
12	65	Noise (Mine)	Rang Environmental Officers Mobile	29/7/2011 11:50pm	Quipolly resident complained about horrendous noise from mine.	Rain delayed start of night shift until 11pm. Continuous noise monitor alarm triggered at midnight and the OCE responded and pulled back dumping adjacent to SW dump edge. Strong temperature inversion present that night. Fog developed and operations suspended at 1am.	Verbal response provided to Complainant.
13	66	Noise (Mine), Groundwater Level, Dust (Mine)	Letter to CCC Chairman	30/7/2010 4:37pm	Quipolly residents state that impacts from Noise, Dust and Groundwater levels caused by the mine are affecting their quality of life.	Monitoring of bore has shown a long term decreasing trend in groundwater levels due to reduced rainfall recharge. Continuous noise monitoring shows elevated noise levels due to temperature inversions. Dust monitoring results within compliance.	CCC chairman to write letter back to Complainant. Group Environmental Manager and Community Liaison Officer to meet with residents to negotiate private agreement.
14	67	Noise (Mine)	Rang Environmental Officers Mobile	13/8/2010 11am	Quipolly property owner forwarding on a general noise complaint from their tenant.	Continuous noise monitoring shows elevated noise levels due to temperature inversions.	Verbal response provided to Complainant.
15	68	Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	25/8/2010 1:30pm	Quipolly residents complained about excessive blast noise that rattled the house.	Wedge shot resulted in unexpectedly high overpressure level measured to be in 114.7dBL and in compliance at complainant's property. There was a strong north westerly wind that could have enhanced noise impact.	Verbal response provided to Complainant. Blast engineers to review designs to remove need for wedge shots.
16	69	Lighting (Mine)	Rang Environmental Officers Phone	26/8/2010 1:30pm	Werris Creek resident complained about lighting shining towards the house.	Environmental Officer audited lighting plant locations resulting in one lighting plant on the dump being reoriented.	Verbal response provided to Complainant.

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17	70	Dust (Mine)	Rang Open Cut Office	24/9/2010 8:45am	Dust complaint from "anonymous" resident of Werris Creek irate about the huge amounts of dust over the mine blowing towards Werris Creek.	Open Cut Examiner and Environmental Officer visually inspected the mine site from an adjacent property. Minor operational dust was observed in pit, however there was no evidence of excessive visual dust from the mine site. A foggy hazy was present earlier in the morning. Council Quarry in front of the mine was operational on the day.	No follow up response possible to Anonymous Complainant.
18	71	Dust (Mine)	Rang Environmental Officers Mobile	24/9/2010 1:45pm	Quipolly resident stated that dust had been blowing from the mine for the last 3 days resulting in the partner and step son having asthma attacks.	Open Cut Examiner and Environmental Officer visually inspected the mine site from an adjacent property. Minor operational dust was observed in pit, however there was no evidence of excessive visual dust from the mine site. A foggy hazy was present earlier in the morning. Weather conditions had been calm for the last couple of days. Two water carts in pit operating at time of complaint.	Verbal response provided to Complainant.
19	72	Lighting (Mine)	Rang Community Complaint Phone Line	5/10/2010 1:30pm	Lighting complaint from resident of Werris Creek regarding two mine lights shining into lounge room.	A review of lighting plant locations resulted in one light relocated from top level of overburden emplacement and another lighting plant being re-orientated.	Verbal response provided to Complainant, indicating that the next night was an improvement. Maintenance to investigate alternative light bulbs.
20	73	Lighting (Mine) Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	13/10/2010 9am	Werris Creek resident stated that lights shining at the house meant that people could not sleep in the back room and that the blast shook the house on 7/10/2010.	The blast results were within compliance levels. A review of lighting impact towards the house identified that no lights were shining at the house but the lights were visible from upper levels of overburden emplacement. Environmental Officer had been inspecting lights at night from Werris Creek.	Verbal response provided to Complainant that as the lights are not shining directly at the house, there is not much more the mine can do in the short term to improve the amenity as the mine was operating in accordance with approvals.
21	74	Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	18/10/2010 10am	Werris Creek resident stated that a blast on Sunday shook the house.	No mining activities including blasting were undertaken on the weekend and neither Zeolitte Quarry or Council Quarry were also operating that day.	Verbal response provided to Complainant.
22	75	Lighting (Mine)	Rang Community Complaint Phone Line	26/10/2010 11am	Lighting complaint from Werris Creek resident regarding two mine lights shining at the house.	A review of lighting plants locations resulted in one light being relocated from the top of overburden dump.	Verbal response provided to Complainant.
23	76	Noise (Mine)	Rang Community Complaint Phone Line	4/11/2010 11am	Noise complaint from Werris Creek resident regarding mining noise last night that could be heard from within the house.	There was a mild temperature inversion and SSW wind blowing towards Werris Creek that was unusual and could have enhanced noise propagation.	Verbal response provided to Complainant.

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24	77	Blast (Overpressure and Vibration)	Rang Community Complaint Phone Line	8/11/2010	Blasting complaint from Werris Creek resident regarding the second blast from the previous Friday that badly shook the house.	The blast results were in compliance. Two blasts were fired following permission from DECCW due to safety issues.	Verbal response provided to Complainant.
25	78	Blast (Overpressure and Vibration)	Rang Community Complaint Phone Line	10/11/2010 1:30pm	Werris Creek resident stated that blast shook house and windows and was the biggest blast they had ever felt.	The blast results were in compliance. Weather conditions unlikely to affect blast levels. Blasting engineer review identified that a change to the product type to minimise the fume and overpressure had resulted in a higher than normal vibration levels.	Verbal response provided to Complainant.
26	79	Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	10/11/2010 1:30pm	Werris Creek resident stated that blast shook house and windows and was the biggest blast they had ever felt.	The blast results were in compliance. Weather conditions unlikely to affect blast levels. Blasting engineer review identified that a change to the product type to minimise the fume and overpressure had resulted in a higher than normal vibration levels.	Verbal response provided to Complainant.
27	80	Blast (Overpressure and Vibration)	Rang Environmental Officers Phone	10/11/2010 1:30pm	Werris Creek resident stated that blast shook house and windows and was the biggest blast they had ever felt.	The blast results were in compliance. Weather conditions unlikely to affect blast levels. Blasting engineer review identified that a change to the product type to minimise the fume and overpressure had resulted in a higher than normal vibration levels.	Verbal response provided to Complainant.
28	81	Blast (Overpressure and Vibration)	Rang Open Cut Office	10/11/2010 1:30pm	Werris Creek resident stated that blast shook house and windows and was the biggest blast they had ever felt.	The blast results were in compliance. Weather conditions unlikely to affect blast levels. Blasting engineer review identified that a change to the product type to minimise the fume and overpressure had resulted in a higher than normal vibration levels.	Verbal response provided to Complainant.
29	82	Lighting (Mine)	Rang Community Complaint Phone Line	7/12/2010 8am	Lights shining brightly towards Werris Creek resident's house.	Project Manager reviewed lighting plant locations and found none that would cause nuisance to Werris Creek.	No follow up taken.
30	83	Blast (Overpressure and Vibration)	Rang Community Complaint Phone Line	21/12/2010 10am	Blasting complaint from Werris Creek resident stating that yesterday's blast shook the house and that it was late.	Blast results were within compliance limits.	Verbal response provided to Complainant.
31	84	Lighting (Rail Load Out)	Email to Environmental Officer	31/12/2010 11pm	Lights from coal stockpile beaming straight into town tonight from Werris Creek resident.	Coal Processing Manager confirmed two trains were loaded that night with dozers working on the stockpile.	Verbal response provided to Complainant.

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32	85	Blast (Overpressure and Vibration)	Rang Environmental Officers Mobile	6/1/2011 1:30pm	Blasting complaint from Werris Creek Resident for Blast #1 6/1/11 at 1.30pm.	Blast results were in compliance however strong SSE wind could have reinforced the air blast impact.	Environmental Officer spoke with complainant over the phone advising them of the blast results.
33	86	Blast (Overpressure and Vibration)	Rang Community Complaint Phone Line	6/1/2011 1:30pm	Blasting complaint from Werris Creek Resident for Blast #1 6/1/11 at 1.30pm.	Blast results were in compliance however strong SSE wind could have reinforced the air blast impact.	Environmental Officer visited complainant and provided a copy of December and January blasting results.
34	87	Blast (Overpressure and Vibration) Dust (Mine)	Rang Environmental Officers Mobile	13/1/2011 5:30pm	General blast and dust complaint from a Werris Creek resident alleging that the mine is doing nothing to fix the damage that blasting has done to their home and the dust is affecting husband's asthma.	Structural Inspection report completed. Last couple of months blasting and dust results were reviewed.	Structural Inspection report, blasting and dust results were sent to DECCW. Environmental Officer visited complainant to discuss their complaint.
35	88	Lighting (Mine)	Rang Community Complaint Phone Line	20/1/2011 2:30pm	Lighting complaint from Werris Creek resident about a bright light from the coal mine directed at home the previous night between 12am and 1am.	OCE confirmed that RL445m dump was used the previous night and on review the following day the lighting plant was facing west. OCE's have received toolbox talks to be aware of Werris Creek direction to avoid when setting up lighting plants.	Phone call and letter to complainant advising of investigation outcome.
36	89	Blast (Overpressure and Vibration) Dust (Blast)	Rang Environmental Officers Mobile	28/1/2011 10:30am	Complaint from Werris Creek resident regarding a blast dust cloud on 21/1/11 that allegedly was able to be seen from 45km away and thought that it was a bush fire. Also the blast on 25/1/11 shook the house.	Both blasts were in compliance. Weather at time of blast 21/1/11 would have dissipated dust cloud over WCC land to NW and blast 25/1/11 would not have influenced overpressure impact.	Email response to DECCW. Phone call and letter to complainant advising of investigation outcome.
37	90	Noise (Train Load Out) Noise (Train Shunting)	Rang Environmental Officers Mobile	3/2/2011 10:40am	Werris Creek resident stated that dozer noise from Product Coal Stockpile on Monday 31 <sup>st</sup> January and Tuesday 1 <sup>st</sup> February night was very loud all night. Noise from a train shunting in Werris Creek station was very loud on Tuesday 1 <sup>st</sup> morning just after midnight. Complainant later changed date to Wednesday 2 <sup>nd</sup> February.	Weather conditions had an unusually strong summer time temperature inversion and SW to NW winds that could have enhanced noise experience by people in Werris Creek. Otherwise all other operational activities were as per normal practice. Werris Creek station train shunting is a Pacific National issue.	Phone call to complainant advising of a Pacific National contact for Werris Creek train yard and letter sent advising of investigation outcome. Coal Processing Manager refreshed operators on 1 <sup>st</sup> Gear Reverse Policy.

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38	91	Noise (Train Load Out) Lighting (Mine)	Rang Environmental Manager Mobile	8/2/2011 8:00am	Werris Creek resident complained that lighting from the mine on 7 <sup>th</sup> February from 11:30pm was directly impacting the property until 5am. Excessive dozer noise from the Train Load Out area at 4:30am.	Night shift finished at 3:45am with the highest lighting plant on RL410m dump. A cross section was prepared by Surveyor that found a hill RL423m between the lighting plant and house would have prevented any lighting impact on the house. Train Load Out dozers operated in 1 <sup>st</sup> Gear Reverse as per policy and meteorology was unlikely to have enhanced the noise toward Werris Creek.	Phone call and letter to complainant advising of investigation outcome. OCE's implementing a documented procedure for setting up and monitoring lighting plant locations. Complainant was offered to inspect operations onsite, undertake attended monitoring and have a second structural inspection undertaken which was all declined.
39	92	Noise (Mine)	Rang Environmental Officers Mobile	4/2/2011 4:00pm	Tenant complained to Quipolly property owner of general noise from the mine.	No specific dates given.	Phone call to complainant encouraging their tenant to contact Environmental Officer as soon as practicable with any noise issues they may have.
40	93	Blast (Overpressure and Vibration) Dust (Blast)	Rang Environmental Manager Mobile	9/2/2011 2:00pm	Werris Creek resident complained of blast on Wednesday 9th February 2011 fired at 13:51 (Blast #7 Strip 10 Through-seam) resulted in a dust plume described as a "black cloud".	Blast results were within compliance limits and the weather conditions were unlikely to have influenced any impacts. The through-seam blast could have produced blacker dust due to the coal seam blasted however the SE wind would have dissipated the plume over WCC owned land.	Phone call and letter to complainant advising of investigation outcome.
41	94	Blast (Overpressure and Vibration) Dust (Blast)	CCC member passed on to Environmental Officer	11/2/2011 4:00pm	Werris Creek resident complained of blast on Wednesday 9th February 2011 fired at 13:51 (Blast #7 Strip 10 Through-seam) resulted in a dust plume described as a "huge black cloud" and shook their home.	Blast results were within compliance limits and the weather conditions were unlikely to have influenced any impacts. The through-seam blast could have produced blacker dust due to the coal seam blasted however the SE wind would have dissipated the plume over WCC owned land.	Phone call and letter to complainant advising of investigation outcome.
42	95	Noise (Train Load Out) Unauthorised Access	Rang Environmental Manager Mobile	23/2/2011 9:30am	Werris Creek resident complained about excessive noise from Train Load Out Area due to dozers at 9:15pm. Children were observed riding bikes at the mine site entrance on the weekend.	Weather data indicated temperature inversion present however SE wind would limit noise enhancement. Dozers were operated in accordance with normal practice with one dozer operating in between trains. Staff onsite over weekend did not see any children.	Written response sent to Complainant. I&I NSW requested WCC to review security.
43	96	Blast (Overpressure and Vibration)	Rang Crushing Plant Office	24/2/2011 9:30am	Werris Creek resident stated yesterdays blast "shook whole house" frightening them and next door neighbour.	Blast results were in compliance. Shot was a larger blast but at bottom of pit.	Written response sent to Complainant.
44	97	Blast (Overpressure and Vibration)	Rang Crushing Plant Office	24/2/2011 4:20pm	Werris Creek resident stated yesterdays blast "shook whole house" frightening the wife and was the first blast they had ever experienced.	Blast results were in compliance. Shot was a larger blast but at bottom of pit.	Written response sent to Complainant.

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45	98	Lighting (Mine)	Rang Environmental Manager Mobile	25/2/2011 2pm	Werris Creek resident claimed that lights directed at house last night from midnight	No change to lighting plants locations occurred. Highest lighting plant is at RL~410m behind ridge crest RL~423m preventing light towards Werris Creek.	Written response sent to Complainant.
46	99	Unauthorised Access	Rang Environmental Manager Mobile	28/2/2011 9am	Werris Creek resident observed Children seen at mine site entrance and risk of unauthorized access when driving past on the weekend.	Staff onsite over weekend did not see any children.	Review security patrols. Review options for camera. Close gate during periods of limited operations.
47	100	Lighting (Mine)	Rang Environmental Manager Mobile	7/3/2011 12:20pm	Werris Creek resident stated lights shining brightly at their house only after 12:15am on 3 <sup>rd</sup> & 4 <sup>th</sup> March 2011.	The highest lighting plant is located on RL410m dump which is below the ridgeline RL423m which is between the mine and the house and therefore unlikely that any of the stationary lighting plants are causing the issue. A review of lighting complaints indicates lights only impact between 11pm and 2am. A review of train arrivals into Werris Creek station from the south was inconclusive.	A response letter was sent to the complainant.
48	101	Noise (Rail Load Out) Lighting (Mine)	Rang Environmental Manager Mobile	10/3/2011 3pm	Werris Creek resident heard noise from the rail load out facility from 9pm to 1am and lights shining from the open cut area last night 9th March 2011.	There was one train arriving in that time period together with the weak inversion and south westerly winds it is possible that noise from the rail load out facility was audible at the residence. No change to the highest lighting plant which is below the ridgeline and unlikely to be the source of the lighting complaint.	Environmental Manager spoke to complainant at the time of the complaint.
49	102	Dust (Mine)	Rang Environmental Officers Mobile	14/3/2011 6:30pm	Werris Creek resident stated that excessive dust coming from mining operations blowing towards Werris Creek on Monday 6pm 14 <sup>th</sup> March 2011.	Very strong south easterly winds started suddenly at 5:30pm. Mining operations were as protected in pit as possible and the dump was also in pit. Scrappers ended shift at 5:30pm. ARTC contractors were known to be operating on the rail line around that time.	Complainant to get photos developed and EO to organize meeting.
50	103	Noise (Mine)	Email to Environmental Officer	25/3/2011 11pm	Werris Creek resident stated that excessive noise from mining operations on 22 <sup>nd</sup> , 23 <sup>rd</sup> and 25 <sup>th</sup> March.	All three nights had strong temperature inversions and south westerly winds which would enhance and propagate noise levels towards Werris Creek township. No exceedance of noise levels due to adverse weather conditions.	A response letter was sent to the complainant.
51	104	Noise (Rail Load Out)	Email to Environmental Manager	28/3/2011 6pm	Werris Creek resident stated that loud and annoying noise from the rail load-out facility from 9pm to 2:30am.	Weak to moderate inversion however north east to south easterly winds unlikely to propagate noise towards Werris Creek township. No trains, but coal haulage and one dozer operated until 3:30am	Email response provided to DECCW. A response letter was sent to the complainant. Monthly attended noise monitoring to now include Kurrara St in Werris Creek.

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52	105	Noise (Rail Load Out) Lighting (Mine)	Email to Environmental Manager	30/3/2011 2:30pm	Werris Creek resident stated that excessive noise from the rail load-out facility until 11:30pm and lights from the "pit area" were very bright on Wednesday night 30th March 2011.	Strong temperature inversion present but moderate south east winds until 10pm, after which light winds changing between south east and north west. Unlikely that there were ongoing noise impacts but after 10pm possible as there was a train being loaded at that time. The highest lighting plant is unchanged located below the ridgeline and unlikely to be the source of the complaint.	Email response provided to DECCW. A response letter was sent to the complainant.