

2011-2012 Complaints Register

YTD	#	Complaint Date/Time	Issue	Complainant	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	106	11/4/2011 10:30pm	Noise (Mine)	C	Message left on EO voice mail	Noise heard from mine during evening only 11/4/11 and specifically can hear dozer tracks.	North westerly winds and temperature inversion probably enhanced noise towards Werris Creek. Night shift mining locations were the quietest possible configuration.	Property immediately visited. Written response sent.
2	107	14/4/2011 1pm	Noise (Mine)	C	Rang EO mobile	Noise heard from mine during evening only 13/4/11 and specifically can hear dozer tracks.	North westerly winds and temperature inversion probably enhanced noise towards Werris Creek. Night shift mining locations were the quietest possible configuration.	Attended noise monitoring to be undertaken at residence in April. Written response sent.
3	108	14/4/2011 5:15pm	Dust (Mine)	Q	Rang Complaints Line	Dust observed on 14/4/11 from the coal mine observed moving to the east.	Temperature inversion was present that evening trapping dust and concentrating so that it was visible. Wind was blowing away from complainant's residence.	Property immediately inspected and tank water sample taken for analysis of potable water quality. Written response sent.
4	109	20/4/2011 11pm	Noise (Mine)	L	Rang EO mobile	Noise heard from mine during evening only 20/4/11.	Westerly winds probably enhanced noise towards Quipolly. Night shift mining locations were the quietest possible configuration.	Property immediately visited. Written response sent.
5	110	28/4/2011 8:45am	Noise (Rail Load Out)	OEH/A	Rang EO phone	Noise heard from rail load out facility during evening and nights on weekend 16&17/4/11.	South easterly wind unlikely to enhance noise towards Werris Creek. Only operations were dozers working on coal stockpile. Continuous noise monitor measured levels with compliance criteria.	Attended noise monitoring to be undertaken at residence in April. Written response sent to OEH and complainant.
6	111	10/5/2011 3pm	Noise (Rail Load Out)	OEH/A	Email to EO	Noise from loader, dozers and train shunting on 13 th , 14 th and 26 th April 2011 and 8 th May 2011.	13/4 & 14/4 & 8/5 Adverse met conditions could have enhanced RLO noise levels towards Werris Creek but not applicable against compliance criteria. 26/4 No activities onsite. Attended noise monitoring indicates levels within compliance.	Undertook attended noise monitoring in April 2011. Continuous noise monitor nearby at "Greenslopes". Written response to OEH and complainant provided.
7	112	11/5/2011 8pm	Noise (Mine)	L	Message left on EO voice mail	Terrible noise from mine on 10 th & 11 th May 2011.	Mining locations were elevated because no overburden inventory in pit. Adverse weather conditions could have enhanced mining noise levels towards Quipolly but not applicable against compliance criteria.	Continuous noise monitor to be relocated to "Hazeldene". Written response to complainant provided.
8	113	17/5/2011 11am	Dust (Mine)	R/ Anonymous	Rang EO phone	Four individuals from the Barnes sub- division adjacent to golf course concerned at the amount of dust from mine in early mornings.	Temperature inversions in mornings concentrate dust in mornings so is visible but overall daily dust emissions at same rate and monitoring result are still within compliance. Review of water cart dust suppression L/bcm fallen 17% compared to previous year even though water cart capacity (number and size) has increased over the past year.	Written response to complainant provided.
9	114	19/5/2011 4pm	Dust (Blast)	J	In person to EO	Mine blast on 6 th May caused grayish dust cloud to blow over their property.	WCC did not blast on that date. Council quarry had been in use during that period.	Written response to complainant provided.

2011-2012 Complaints Register

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10	115	20/5/2011 9:30am	Dust (Mine)	OEH/ Anonymous	Rang EO phone	Werris Creek Road passerby had never seen dust so bad across the road coming from a drill.	Inspection by EO and Superintendent did not identify significant dust. Drill and scrappers located close to road. All drills were using dust sprays and wind was westerly blowing away from the road.	Written response to OEH provided.
11	116	19/5/2011 2:29pm	Blast (OP/ Vibration)	OEH/A	Email to EO	Complainant impacted by blast on 19 th May 2011 at 1:25pm.	Blast results were in compliance. Wind was a light SW towards Werris Creek.	Written response to OEH and complainant provided.
12 & 13	117 & 118	1/6/2011 5:36pm	Noise (Rail Load Out)	OEH/A	Email to EO	Noise from rail load out on the evenings of Friday 27 th and Monday 30 th May 2011.	One train on each evening was loaded. Temperature inversion present on 27/5 and high winds 30/5 however weather conditions would have limited noise propagation from RLO to Werris Creek. Noise levels not an exceedance of noise criteria due to adverse weather conditions.	Complainant's residence apart of attended noise monitoring program. Written response to OEH and complainant provided.
14 to 22	119 to 127	3/6/2011 Various	Blast (OP/ Vibration)	OEH/ Various (9 Werris Creek residents)	Rang EO phone & mobile, Crushing Plant & Mine office, Complaints Line	Blast #32 (32 S10-9-11-385) was fired at 13:07 on 3 rd June 2011 in Strip 10 near to the natural surface on the western side of the pit resulted in loud noise and house shaking experienced.	Video confirmed that a hole "rifled"/stemming ejection due to stemming contamination from muddy bench conditions causing elevated overpressure. South westerly wind blowing towards Werris Creek could have enhanced overpressure effects of the blast. Blast monitoring results were in compliance at all community monitors albeit with two locations recording elevated results over 115dB.	Written response to OEH and complainant provided. EO to inspect alleged house defects.
23	128	14/6/2011 1:16pm	Blast (OP/ Vibration)	O	Rang EO phone	Blast #37 (37 S9-9-GCoal) was fired at 13:19 on 14 th June 2011 in Strip 9 right in the bottom of the pit resulted in shaking his house, the worst blast yet. Complainant noticing new cracks in gyprock.	The blast was small and in pit, Blast Engineer would not have thought that it could cause any community issues. South easterly wind could have enhanced overpressure effects. Blast monitoring results were in compliance at all community monitors with none of the community monitors triggering a result.	Written response to OEH and complainant provided. EO to inspect alleged house defects.
24	129	15/6/2011 9am	Lights (Mine)	OEH/A	Rang EM mobile	Lights from the mine were shining brightly at her property all night.	Light monitoring camera set up on southern edge of Werris Creek capture a bright light shining towards Werris Creek. Lighting plant was positioned on RL445m orientated north (Werris Creek is north-north east) and was relocated before next night shift.	Written response to complainant provided.
25	130	16/6/2011 11:21am	Noise (Rail Load Out)	OEH/A	Email to EO	Noise from rail load out on the evenings of Thursday 9 th , Friday 10 th , Monday 13 th and Wednesday 15 th June 2011.	No trains during the evenings, however two trains finished being loaded late afternoon 13/6 & 15/6. Adverse weather conditions present on each day potentially influence noise propagation from RLO to Werris Creek. Noise levels not an exceedance of noise criteria due to adverse weather conditions.	OEH requested specific attended monitoring during Train Loading from Kurrara St. Written response to OEH and complainant provided.

2011-2012 Complaints Register

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26 to 45	131 to 148, 150 & 151	16/6/2011 Various	Blast (OP/ Vibration)	OEH/ Various (20 Werris Creek residents)	Rang EO phone & mobile, Crushing Plant & Mine office, Complaints Line	Blast #36 (36 S12-13-385) was fired at 13:13 on 16 th June 2011 in Strip 12 near to the natural surface on the western side of the pit resulted in loud noise and house shaking experienced.	Video confirmed that a hole "rifled"/stemming ejection due to stemming contamination from muddy bench conditions causing elevated overpressure. Southerly wind blowing towards Werris Creek could have enhanced overpressure effects of the blast. Blast monitoring results were in compliance at all community monitors albeit with two locations recording elevated results over 115dB(L).	Written response to OEH and complainant provided. Several investigations into blasting practices launched by Orica and Whitehaven Coal. EO to inspect alleged house defects.
46	149	20/6/2011 1:20pm	Blast (OP/ Vibration)	OEH/A	Rang EM mobile	Blast #35 (35 S12_3-4_385) was fired at 13:15 on 20 th June 2011 in Strip 12 near to the natural surface on the very western edge of the open cut and shook the complainants house.	Given the rifling issues with the two previous (#36 on 16th June and #32 on 3rd June), this shot was loaded with an extra metre of stemming loaded into each hole. Also the shotfirers checked each hole with a pole to confirm that no holes have been under loaded with stemming due to slumping or hang ups within each hole and the blast initiation direction was changed orientated to the west. Blast monitoring results were in compliance at all community monitors around 6dB(L) less than previous blasts.	Written response to OEH and complainant provided.
47	152	22/6/2011 2:15pm	Blast (OP/ Vibration)	I	Rang EO mobile	Blast #39 (S12_8-9_385) was fired at 13:17 on 22 nd June 2011 in Strip 12 near to the natural surface towards the centre of the pit and shook the complainants house.	Blast monitoring results were in compliance at all community monitors. South easterly wind could have enhanced overpressure effects.	EO to inspect alleged house defects. Written response to complainant provided.
48	153	4/7/2011 10:30am	Noise (Rail Load Out)	OEH/A	Rang EO phone	Noise from the coal loader 2 nd July from 7:12pm to 10:30pm was loud and pretty ordinary. However noise from the coal loader 3 rd July from 7:24pm until 2:20am was audible but at an acceptable level.	One train loaded each evening with dozers working until 4:30am and 5:30am respectively. Adverse weather conditions present on each day potentially influence noise propagation from RLO to Werris Creek. Noise levels not an exceedance of noise criteria due to adverse weather conditions.	OEH requested additional specific attended monitoring during Train Loading from Kurrara St. Written response to OEH and complainant provided.
49	154	4/7/2011 6:44pm	Noise (Mine)	L	Message left on EO voice mail	Mine is very noisy on 4 th July 2011 as well as the week beginning 20 th June 2011.	Dump location was on the exposed eastern side of RL410m dump. Adverse weathers conditions could have enhanced mining noise levels towards Quipolly but not applicable against compliance criteria. Continuous noise monitor recorded elevated noise levels with mining noise a major component.	OCE relocated the dump back to protected centre of RL410m dump. The continuous noise monitor is stationed at complainant's residence "Hazeldene". Written response to complainant provided.

2011-2012 Complaints Register

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50	155	22/7/2011 10:30am	Noise (Rail Load Out)	OEH/A	Email to EO	No issues with noise from the coal loader on 16 th and 18 th July however noise from the coal loader 17 th July from 11pm onwards was very loud.	One train loaded each evening with dozers working until 12am, 4am and 3:30am respectively. Adverse weather conditions present on 17 th and 18 th July only that could potentially influence noise propagation from RLO to Werris Creek. Noise levels not an exceedance of noise criteria due to adverse weather conditions.	OEH requested additional specific attended monitoring during Train Loading from Kurrara St. Written response to OEH and complainant provided.
51	156	26/7/2011 2:17pm	Blast (time)	OEH/DoP/A	Rang Complaints Line	Complainant alleges WCC blasted at 2:03pm outside time advertised and WCC is not allowed to do that.	Blast #49 (S11_5-6_365 TSB9) fired at 1:44pm. Not sure of difference in time. Advertised blast times in Werris Creek Flyer are indicative while approved blasting hours are 9am to 5pm.	Written response to OEH, DoP and complainant provided.
52	157	2/8/2011 10:15pm	Noise (Mine)	L	Message left on EO voice mail	The trains and mine were very noisy tonight 2 nd August 2011 as well as last night 1 st August 2011.	Dump location was the centre of RL430m dump. Adverse weathers conditions could have enhanced mining noise levels towards Quipolly but not applicable against compliance criteria. Continuous noise monitor recorded elevated noise levels with mining noise a major component.	No other dump options so OCE instructed truck operators to keep revs below 1500 rpm. The continuous noise monitor is stationed at complainant's residence "Hazeldene". Written response to complainant provided.
53	158	3/8/2011 10:45am	Dust Visual	T	Rang EO phone	The mine is in general very dusty and visually intrusive from the road and the dust some mornings causes a haze over the top of the mine.	No specific dates provided so no investigation undertaken.	A letter response will be provided to the complainant outlining rehabilitation and dust monitoring programs and results.
54 to 63	159 to 168	3/8/2011 Various	Blast (OP/Vibration)	OEH/ Various (10 Werris Creek residents)	Rang EO phone & mobile, Complaints Line	Blast #51 (S10_12-13_GCoal) was fired at 13:24 on 3 rd August 2011 in Strip 10 in the bottom of the pit resulted in higher than normal vibration causing excessive shaking of houses.	Blast performed as designed. Weather conditions did not enhance overpressure effects of the blast. Blast monitoring results were in compliance at all community monitors.	Written response to OEH and complainant provided. Several investigations into blasting practices launched by Orica and Whitehaven Coal. EO to inspect alleged house defects.
64	169	9/8/2011 8:30am	Light	A	Rang EM phone	Lights shining into her backyard on Friday night 5 th August 2011 up until 11:30pm but by 12am they appeared to have been redirected in pit.	The Light camera on Friday night all night a light source moving around and varying in intensity. OCE Lighting Plant Set Up and Inspection form confirms that the lighting plant was set up correctly on the RL430m dump. Probable source of light was dozers working at the dump face.	Operators to confirm that lights are set up correctly on dozers. Written response to complainant provided.
65 to 71	170 to 175, 177	17/8/2011 Various	Blast (OP/Vibration)	Various (7 Werris Creek residents)	Rang EO phone & mobile, Complaints Line	Blast #55 (S10_14-15_GCoal) was fired at 10:39 on 17 th August 2011 in Strip 10 in the bottom of the pit resulted in higher than normal vibration causing excessive shaking of houses.	Blast performed as designed. Weather conditions did not enhance overpressure effects of the blast. Blast monitoring results were in compliance at all community monitors.	Written response to complainant provided. Several investigations into blasting practices launched by Orica and Whitehaven Coal. EO to inspect alleged house defects.

2011-2012 Complaints Register

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72	176	17/8/2011 8:23pm	Noise (Mine)	L	Message left on EO voice mail	The mine is very noisy tonight 17 th August 2011 as well as the previous nights 15 th /16 th August 2011.	Dump location was the centre of RL430m dump. Adverse weathers conditions could have enhanced mining noise levels towards Quipolly but not applicable against compliance criteria. Continuous noise monitor recorded elevated noise levels with mining noise a major component.	PM & OCE relocated dump to RL300m in pit. The continuous noise monitor is stationed at complainant's residence "Hazeldene". Written response to complainant provided.
73	178	24/8/2011 9:33pm	Noise (Mine)	L	Message left on EO voice mail	The mine is very noisy tonight 24 th August 2011 and that the mine might be able to do something about it.	Dump location was the centre of RL430m dump. Adverse weather conditions could have enhanced mining noise levels towards Quipolly but not applicable against compliance criteria. Continuous noise monitor recorded elevated noise levels with mining noise a major component.	OCE relocated dump to RL360m in pit. The continuous noise monitor is stationed at complainant's residence "Hazeldene". Written response to complainant provided.
74	179	29/8/2011 7:45pm	Noise (Mine)	L	Message left on EO voice mail	The mine is very noisy tonight 29 th August 2011.	Dump location was in pit to RL360m dump. Adverse weathers conditions could have enhanced mining noise levels towards Quipolly but not applicable against compliance criteria. Continuous noise monitor recorded elevated noise levels with mining noise a major component.	OCE requested Coal trucks to minimise revs to 1500 rpm when tipping off. The continuous noise monitor is stationed at complainant's residence "Hazeldene". Written response to complainant provided.
75	180	30/8/2011 3:46pm	Blast (OP/ Vibration)	U	Rang Complaints Line	Blast #58 (S10_16_GCoal) was fired at 15:42 on 30 th August 2011 in Strip 10 in the bottom of the pit resulted in higher than normal vibration causing excessive shaking of house.	Blast performed as designed. Weather conditions could have enhanced overpressure effects of the blast. Blast monitoring results were in compliance at all community monitors.	Written response to complainant provided. Several investigations into blasting practices launched by Orica and Whitehaven Coal. EO to inspect alleged house defects.
76 & 77	181 & 182	12/9/2011 Various	Blast (OP/ Vibration)	O & OEH/A	Rang Complaints Line	Blast #59 (S10_12_GCoal) was fired at 13:09 on 12 th September 2011 in Strip 10 in the bottom of the pit resulted in higher than normal vibration causing excessive shaking of house.	Blast performed as designed. Weather conditions were unlikely to enhance overpressure effects of the blast. Blast monitoring results were in compliance at all community monitors.	Written response to complainants provided. Several investigations into blasting practices launched by Orica and Whitehaven Coal.
78 & 79	183 & 184	16/9/2011 Various	Blast (OP/ Vibration)	L & M	Rang Complaints Line	Blast #60 (S10_7-11_GCoal) was fired at 13:18 on 16 th September 2011 in Strip 10 in the bottom of the pit resulted in higher than normal vibration causing excessive shaking of house.	Blast performed as designed. Weather conditions could have enhanced overpressure effects of the blast. Blast monitoring results were in compliance at all community monitors.	Written response to complainants provided. Several investigations into blasting practices launched by Orica and Whitehaven Coal.
80 to 82	185 to 187	21/9/2011 Various	Blast (OP/ Vibration)	Anonymous, V & W	Rang Complaints Line	Blast #61 (S11_9-10_385) was fired at 14:10 on 21 st September 2011 in Strip 11 in the upper horizon of the pit resulted in higher than normal vibration causing excessive shaking of house.	Blast performed as designed. Weather conditions were unlikely to enhance overpressure effects of the blast. Blast monitoring results were in compliance at all community monitors.	Written response to complainants provided. Several investigations into blasting practices launched by Orica and Whitehaven Coal.



2011-2012 Complaints Register

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83	188	20/9/2011 10:00am	Noise (Rail Load Out), Lights (Rail Load Out), Truck Coal Spillage	A/OEH	Rang EM phone and email to EO	Rail Load Out was loud from 10:15pm to 12am and noisy until 3:30am on 20 th September 2011. Rail Load Out lights flashed all over the place at 2:40am on 20 th September 2011. On 16 th September 2011 at 11am, coal from truck "M21" fell onto Werris Creek Road in front of their vehicle.	One train loaded between 7pm and 9pm. South westerly wind and temperature inversion likely to enhance noise propagation to Werris Creek. Adverse weather conditions not applicable against compliance criteria. Lighting camera did not identify any lights from open cut on 20 th September and lighting plants set up to the west at Rail Load Out, dozers on stockpile were the only potential source of light. Based on the information provided by Mountain Industries, it is unlikely that coal could spill from the trailer of "M21" on 16 th September 2011, WCC was not able to confirm whether coal was actually spilled or not.	Written response to complainant provided. Mountain Industries to review induction and work method statement to strengthen tarping and cleaning off hang up coal procedures and haul route via Taylors Lane.
84	189	14/10/2011 10:02am	Blast (OP/ Vibration)	OEH/ Anonymous	Rang EO phone	Blast #66 (S11_11-14_Aseam) was fired at 13:09 on 13 th October 2011 was louder than normal.	All blast results were in compliance with blasting criteria and performed as designed. The weather conditions were unlikely to enhance overpressure effects of the blast towards Werris Creek.	Written response to OEH provided.
85	190	17/10/2011 9:47am	Blast (OP/ Vibration)	OEH/ Anonymous	Email to EO	Complainant alleged to OEH that a blast on either 11 th or 12 th October 2011 broke the windows of his step fathers home	WCC did not blast on 11 th or 12 th October 2011. Given the low levels of the blasts on 10 th and 13 th October, they were unlikely to have caused any windows to break.	Written response to OEH provided.
86	191	24/10/2011 9:47pm	Noise (Mine)	L	Rang EO mobile	Complainant indicated that the mine was noisy tonight (Monday night 24 th October 2011) for the first time in many weeks. The noise wasn't unbearable but significantly noiser than last week.	Based on current in-pit blasted overburden inventory, the location of excavators and the in-pit dump location represents the "quietest" available configuration for mining operations. The prevailing northerly winds would have enhanced noise emissions towards the complainants residence. The noise levels measured under adverse weather conditions (high winds) are not subject to noise criteria.	Letter response will be provided to the complainant.
87	192	25/10/2011 9:10am	Blast (OP/ Vibration)	X	Rang EO mobile	Complainant stated that the last couple of weeks there have been cracks appearing in her house in Quipolly and is most likely due to the mine's blasts.	No specific blasts or periods of blasts identified by the complainant.	EO inspected complainant's property and took photos of the building defects. Letter response will be provided to the complainant.

2011-2012 Complaints Register

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88	193	18/10/2011 3:25pm	Noise (Rail Load Out), Lights (Mine)	A/OEH	Email to EO	Complainant stated that Monday night 17 th October was impacted by intrusive lighting from the overburden dump from 9:10pm until 0:30am in bursts of 15 to 20 minutes at a time. Also the train shunting noise was loud all evening until 0:30am.	Lighting camera did not identify any lights from the overburden dump area on 17 th and 18 th October. There were no trains loaded or on the WCC rail spur during the time period, indicating that the source of the rail shunting noise was from ARTC/Pacific National rail yards at Werris Creek.	A written response sent to OEH and the complainant.
89	194	26/10/2011 12:26pm	Noise (Rail Load Out), Lights (Mine)	A/OEH	Email to EO	Sunday and Monday mornings 23 rd and 24 th October at 1:15am and 1:45am respectively there was a lot of noise and very bright lights from the coal loader. Also on 25 th October from 7:45pm to 1:45am the noise from the coal loader and the train was amazing loud.	Lighting camera did not identify any lights from the overburden dump area on 23 rd and 24 th October. There were no trains loaded 23 rd October but a train was loaded on 24 th October at 1:15am and 25 th October at 6:27pm. The meteorological conditions in the early mornings of the 23 rd and 24 th October were unlikely to have enhanced noise emissions from WCC, however the prevailing wind direction on 25 th October could have enhanced noise emissions from WCC.	A written response sent to OEH and the complainant.
90	195	28/10/2011 4:11pm	Blast (OP/ Vibration)	A/OEH	Email to EO	Complainant alleged that a loud blast shook the whole house on Thursday 27 th October 2011 at 1:27pm and the coal mine closed the Werris Creek Road for 20 minutes while blasting.	All blast results were in compliance with blasting criteria and performed as designed. The weather conditions could have enhanced overpressure effects of the blast towards Werris Creek. Discussions with onsite personnel involved with the road closure said that the road was closed for 12 minutes.	A written response sent to OEH and the complainant.
91	196	4/11/2011 9:19pm	Blast (Fume)	Y/OEH	Email to EO	Complainant stated that there was a "big blast on 4th November 2011 after 1pm with a lot of orange smoke".	Blast #71 (S12-S13_19-20_DE Coal UG) was fired at 13:10 on 4 th November 2011 with the blast results in compliance. The blast was in an area above the former underground workings that had many cavities and voids in the ground. The blast was designed to collapse the old workings so that it could be excavated safely however a fume cloud with a rating of 4 was generated and dispersed onsite.	A written response sent to OEH and the complainant.
92	197	16/11/2011 7:50am	Noise (Rail Load Out), Lights (Mine)	A/OEH	Email to EO	Complainant stated that there were lights on her property most of the night (Tuesday 15 th November 2011) and the mine was noisy.	The Light Monitoring Camera does not show any lighting impacts, however it is possible that the dozer headlights pushing coal from the west to the east in the direction of Werris Creek could have been the source of the lighting complaint. Given the prevailing weather conditions, noise from the Train Load Out Facility (in particular 16 th November) could have potentially been enhanced towards Werris Creek.	A written response was sent to the complainant and OEH.

2011-2012 Complaints Register

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93	198	22/11/2011 2:16pm	Noise (Rail Load Out)	A/OEH	Email to EO	Complainant alleged excessive noise on 2 nd , 3 rd and 4 th November 2011.	While the dozers would have been working until 3:30am on those nights, however the timing of the trains does not match the times outlined by the complainant. The source of train noise is more likely to have originated from Werris Creek Rail Yard.	A written response was sent to the complainant and OEH.
94	199	9/12/2011 5:12pm	Noise (Rail Load Out)	A/OEH	Email to EO	Complainant alleged excessive noise on 5 th and 8 th December 2011 due to train shunting and coal loading activities.	No trains were loaded at WCC on 5 th or 8 th December, most likely source of noise is from Werris Creek Rail Yard.	A written response was sent to the complainant and OEH.
95	200	19/12/2011 10:01am	Blast (OP/ Vibration)	Anonymous/ OEH	Email to EO	Complainant alleged that a large blast was fired on 16 th December between 1:30pm and 2pm.	Blast #83 (S12_7-9_Aseam) was fired at 13:10 on 16 th December 2011 was an overburden blast in the centre of the pit at RL385 level. Blast was small and all results were within compliance limits.	A written response was sent to the OEH.
96	201	24/11/2011 9:00am	Noise (Mine)	Z	Raised at CCC	Complainant alleged to CCC member that the evening of Monday 21 st November the mine was noisier than usual. Noise was particularly worse when the trucks were dumping up on the top of dump of an evening.	While trucks were not dumping on top of the dump on 21 st November 2011, dumping had recently been occurring on the RL445m level. The dump locations shifted in pit at dark.	Follow up phone call to complainant confirmed that noise was quieter after dark when trucks moved in pit.
97	202	24/11/2011 9:00am	Dust (Mine)	M	Raised at CCC	Complainant alleges that dust from the mine is coating their outdoor area.	Wind roses for August and September do not indicate that the mine is the likely source of the increase in dust levels. The complainant had recently plowed and sown the paddock adjacent to their home and dust deposition gauge which is the likely source of dust.	A written response was sent to the complainant.
98	203	22/12/2011 10:24pm	Noise (Mine)	L	Phone to EO	Complainant stated that the mine was very noisy Thursday night 22 nd December 2011.	Mining operations and dump locations were just below the natural surface. Between 8:30pm and 2am the wind was a north easterly which could have propagated noise towards complainant's residence.	A written response was sent to the complainant.
99	204	11/01/2012 1:35pm	Dust (Mine)	AA	Phone to Community Liaison Officer	Complainant suffers from asthma and believes the symptoms have worsened and that this year is the dustiest seen for 50 years due to WCC.	No specific incident to investigate. WCC is currently utilizing five water carts to manage dust emissions. The local area has predominant NW-SE winds, WCC is not a major source of dust for Werris Creek because SW winds only occur on average 15% of the time.	A written response was sent to the complainant.



2011-2012 Complaints Register

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100	205	18/01/2012 4:18pm	Noise (Rail Load Out) Lights (Mine)	A/OEH	Email to EO	Complainant alleged that the on 3 rd January 2012 the coal loader was noisy particularly at 11:30pm and that there was light spill from the coal mine.	The coal crushing plant ran until 3:30am and the dozers pushed up at the rail load out facility until 1am after loading a train that arrived at 7:47pm and departed 9pm. The meteorological conditions were unlikely to enhance noise impacts that would be continuous or persistent. A review of photos and lighting camera indicates that no lighting plants were visible to Werris Creek from either open cut or rail load out facility.	A written response was sent to the complainant and OEH.
101	206	18/01/2012 4:18pm	Noise (Rail Load Out) Lights (Mine)	A/OEH	Email to EO	Complainant alleged that the 18 th January 2012 trains were revving their engines from 1am to 2:30am when she went to bed and that they were impacted at 1:30am by light.	The meteorological conditions were unlikely to enhance noise impacts as there no night shift operations on 17 th January 2012. A review of photos and lighting camera indicates that no lighting plants were visible to Werris Creek from either open cut or rail load out facility.	A written response was sent to the complainant and OEH.
102	207	20/01/2012 1:44pm	Blast (OP/ Vibration)	AB	Phone to EO	Complainant said that the mine blast shook his house and this was the first blast that had ever felt.	Blast #03 (S11_4-7_350) was fired at 13:28 on 20 th January 2012 was a thru-seam blast on the west edge and middle horizon of the pit. Blast results were within compliance limits.	A written response was sent to the complainant.
103	208	20/01/2012 1:45pm	Blast (OP/ Vibration)	AC	Phone to EO	Complainant said that the mine blast shook his house and knocked two photo frames off a cupboard. The level of vibration is not acceptable.	Blast #03 (S11_4-7_350) was fired at 13:28 on 20 th January 2012 was a thru-seam blast on the west edge and middle horizon of the pit. Blast results were within compliance limits.	A written response was sent to the complainant.
104	209	25/01/2012 1:55pm	Blast (OP/ Vibration)	0	Phone to EO	Complainant said that the mine blast at 1:30pm gave his house a fair thump and saw orange smoke.	Blast #04 (S12_13-18_Aseam) was fired at 13:28 on 25 th January 2012 was an overburden blast in the weathered material on the crest of the ridge, centre of the pit. Blast results were within compliance limits.	A written response was sent to the complainant.
105	210	20/01/2012 2:51pm	Blast (OP/ Vibration)	A/OEH	Email to EO	Complainant alleged to OEH that a blast from Werris Creek Coal Mine today at 13:30hrs had shook all her back windows. Mrs Campbell claimed that she is unable to sell her home because of the mining activities.	Blast #04 (S12_13-18_Aseam) was fired at 13:28 on 25 th January 2012 was an overburden blast in the weathered material on the crest of the ridge, centre of the pit. Blast results were within compliance limits.	A written response was sent to the complainant and OEH.

2011-2012 Complaints Register

YTD	#	Complaint Date/Time	Issue	Complainant	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
106	211	8/02/2012 7:39am	Noise (Rail Load Out) from Train	AC	Phone to EO	Complainant alleged that a train arriving on the Werris Creek Rail Spur was travelling in excess of the maximum speed of 15km/h which was very noisy as train line 50m from back door.	Initial response from coal delivery contractor found that the driver did not exceed the rail spur speed limit and that these style of locomotives do not record speed. However further investigation by rail transport contractor found that the locomotives do record speed which found that the train driver had exceed the rail spur speed limit of 15km/h due to testing a recently repaired locomotive engine.	Initial written response provided to complainant. Train driver has been disciplined by rail transport contractor and entire crew of train drivers refresher toolbox talk on WCC site rules. A final written response was sent to the complainant.
107	212	9/02/2012 1:18pm	Lights (Mine)	A	Phone to EM	Complainant stated that on Wednesday 8 th February 2012 at 1:30am could see two lights from WCC but were not intrusive. However on Thursday 9 th February 2012 at 12:05am, could see three lights, with the additional third light shining impacting on their residence.	A review of open cut operations indicates that at least two lighting plants would have been visible to Werris Creek, one on the east RL430m dump and centre RL440m ramp. The "additional third lighting plant" was the lighting plant on the centre RL440m ramp. The lighting plant was set up in accordance with WCC consent conditions at 30m away from Werris Creek but still noticeable to people in town.	The centre RL440m ramp lighting plant was relocated to the east RL430m dump for the next night shift. A written response was sent to the complainant.
108	213	15/02/2012 3:13pm	Noise (Rail Load Out)	EPA/A	Email to EO	Complainant alleged to the EPA that noise from train movements at WCC had interrupted their sleep at 2:25am on 7 th February 2012.	The last train loaded at night by Werris Creek Coal was on the 4th February 2012. Any train shunting at 2:25am on 7th February 2012 is unrelated to WCC activities.	A written response was sent to EPA and the complainant.
109	214	15/02/2012 2:35pm	Blast (OP/ Vibration)	EPA/A	Phone to EM	Complainant alleged to the EPA that a blast from WCC had shaken the back windows and entire house.	Blast #05 (S13_13-18_BlackSeam1) was fired at 13:37 on 15 th February 2012 was a blast in the weathered material on the ridge in front of the pit down to RL385m. Blast results were within compliance limits.	A written response was sent to EPA and the complainant.
110	215	22/02/2012 12:30pm	Noise (Rail Load Out) Lights (Mine)	A	Phone to EM	Complainant stated that on Monday 20 th , Tuesday 21 st and Wednesday 22 nd February 2012 that was impacted with lights shining directly at the property from the open cut.	A review of the lighting camera time lapse video did not identify any potential point source lighting impacts between the 20 th and 23 rd February 2012. The camera did not identify any lights from the mine on Tuesday and Wednesday nights 21 st and 22 nd February, with a only a general glow of lights visible on Monday night 20 th February 2012.	A written response was sent to the complainant.
111	216	2/03/2012 9:11am	Noise Light	EPA/A	Email to EO	Complainant indicated on 25 th February 2012 there was noise and intrusive lighting coming from the coal loader from 7pm to 2:45am. The coal loader was also very noisy mainly from bulldozers and lights on Thursday night 1 st March 2012 from 9pm to 0:15am.	Dozers working away from Werris Creek and lighting plants were oriented to the north west and west. The weather conditions could have propagated noise towards Werris Creek from the Rail Load Out Facility on the Saturday and Monday night however Thursday night weather conditions would have been unlikely to enhance noise emissions.	Written response sent to EPA and complainant.



2011-2012 Complaints Register

YTD	#	Complaint Date/Time	Issue	Complainant	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
112	217	8/03/2012 11:37pm	Noise	C	Text message to EO	Complainant stated that noise from WCC was very clear and loud at their house tonight and WCC needed to look at what was in operation at 11:24pm as the machinery was very noisy.	Both the wind direction and temperature inversion are considered to represent noise enhancing conditions and likely to have enhanced mining noise levels.	Written response sent to complainant.
113	218	16/03/2012 10:58pm	Noise	L	Message left on EO voice mail	Complainant stated that mine was very loud tonight	The wind direction and temperature inversion were likely to result in noise enhancement at the complainant's residence.	Noise Control Operator position created for night shift to review real time noise levels and audio. Written response sent to complainant.
114	219	28/03/2012 10:34am	Light	A	Phone to EO	Lights from WCC were shining at complainants residence after midnight	Lighting camera confirms glow of mine lights visible. Lighting plant inspection confirms all lights are orientated away from Werris Creek.	One lighting plant was removed by OCE. Written response sent to complainant.
115	220	29/03/2012 9:10am	Dust	Z	Phone to Open Cut Office	Complainant indicated that mine was very dusty this morning.	Small patch of spontaneous combustion in pit had caused hazy conditions in the morning. Strong inversion present trapping smoke and dust.	Spontaneous combustion dug out and put out. Written response sent to complainant.
116	221	30/03/2012 10:42pm	Noise	L	Phone to EO	Complainant stated that mine was very noisy at 10:30pm	The wind direction was likely to result in noise enhancement at the complainant's residence however it is not obvious whether mining noise or road truck/traffic noise that caused levels above the Hazeldene criteria of 37dBA.	OCE shutdown all operations at 10:50pm when contacted by Noise Control Operator. OCE sent operator to Quipolly to investigate road noise. Written response sent to complainant.
117	222	30/03/2012 9:13am	Light	DoP/A	Phone to EO	Lights from WCC were shining at complainants residence after midnight	Lighting camera confirms glow of mine lights visible. Lighting plant inspection confirms all lights are orientated away from Werris Creek.	Pre Shift Instruction to dozer operators on variable light switches to dim lights. Written response sent to DoP and complainant.