

2013-2014 Complaints Register

YTD	#	Complaint Date/Time	Issue	Complainant	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1	279	03/04/2013 10:51am	Dust (Mine)	Y Werris Creek	Phone to EO	Big dust cloud sitting over the top of the coal mine on Wednesday 3 rd April 2013 morning.	Inversion present trapping dust emissions. Werris Creek real time PM10 dust levels <30µg/m3 and in compliance.	Written response provided to complainant.
2-3	280-281	08/04/2013 Various	Blast (Overpressure or Vibration)	Various Werris Creek	Phone to EO	Blast caused significant ground movement and shaking houses.	WCC shot #23-2013 (S11_6-10_Gcoal) was fired at 12:12pm on Monday 8 th April 2013 was in compliance. Blast in bottom of pit previously caused complaints.	Written response provided to complainant. Visited complainant during next blast event.
4-6	282-284	11/04/2013 Various	Blast (Overpressure or Vibration)	Various Werris Creek	Phone to EO	Blast caused significant ground movement and shaking houses.	WCC shot #24-2013 (S11_12-17_Gcoal) was fired at 1:17pm on Thursday 11 th April 2013 was in compliance. Blast in bottom of pit previously caused complaints. Orica could not identify cause of complaints.	Written response provided to complainant. Independent blast consultant engaged to review Orica blast designs for G Coal interburden.
7	285	19/04/2013 11:39am	Noise (Train Load Out/ Train)	EPA/ Anonymous Werris Creek	Email to EO	Noise from coal train shunting on Thursday 18 th April 2013 between 20:00 hrs and 03:00 hrs.	Wind direction not towards Werris Creek so TLO noise would not be propagated or enhanced.	Written response provided to EPA.
8	286	28/04/2013 9:15am	Dust (Mine)	Z Quipolly	Phone to Mine Office	Mine has been dusty since day break.	Inversion present trapping dust emissions. Werris Creek real time PM10 dust levels <15µg/m3 and in compliance.	Written response provided to EPA.
9	287	01/05/2013 5:03pm	Noise (Train Load Out)	Anonymous/ EPA Werris Creek	Email to EO	Excessive noise experienced on Saturday and Sunday night (27th and 28th April 2013) after 10.30pm, Saturday night was particularly bad.	Wind directions from the north and west do not propagate or enhance noise emissions from WCC TLO which is south west of Werris Creek.	Written response provided to EPA.
10	288	01/05/2013 5:03pm	Light (Train Load Out)	Anonymous/ EPA Werris Creek	Email to EO	Intrusive lighting from the coal loader on Saturday and Sunday night (27th and 28th April 2013).	Lighting camera was reviewed for Saturday and Sunday night and did not identify any intrusive lights from Werris Creek Coal (both open cut and train load out facility). The only time light was visible was when the trains arrived and started being loaded with the dozers operating on the coal stockpile.	Written response provided to EPA.
11	289	17/05/2013 7:30am	Noise (Mine)	U Werris Creek	Phone to EO	Mine noise is loud Thursday and Friday morning (16 th & 17 th May 2013) and can hear dump trucks.	Background noise levels are similar or higher than LF (mining) noise levels indicating that urban and traffic noises were dominant although mining was audible.	EO met with complainant. Written response provided to complainant.
12	290	5/06/2013 10:33am	Odour (Spon Comb)	Q Quipolly	Phone to EO	Sulphurous Odour present this morning (5 th June 2013) and noticeable for the last week.	Spontaneous combustion of waste material present in pit that had not been covered, unrelated to former underground mine. Gases from spon comb unlikely to contain high levels of SO ₂ or H ₂ S due to low sulphur levels in WCC coal. If odour from spon comb, the odour would be more bituminous and if present offsite only due to temperature inversion/low winds trapping rather than dissipating gases. No alarms from personal gas detectors of employees during the same period, therefore unlikely to be at a harmful level.	Dumping in pit recommenced with priority given to burying areas of overburden with spon comb. EO met with complainant. Written response provided to complainant.

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13 & 14	291 & 292	17/06/2013 6:49am & 8:23am	Odour (Spon Comb)	AD & AP Quipolly	Phone to EO	Sulphurous Odour present this morning (17 th June 2013) and concerned about air quality and health impacts.	Spontaneous combustion of waste material present in pit that had not been covered, unrelated to former underground mine. Gases from spon comb unlikely to contain high levels of SO ₂ or H ₂ S due to low sulphur levels in WCC coal. If odour from spon comb, the odour would be more bituminous and if present offsite only due to temperature inversion/low winds trapping rather than dissipating gases. No alarms from personal gas detectors of employees during the same period, therefore unlikely to be at a harmful level.	Dumping in pit recommenced with priority given to burying areas of overburden with spon comb. EO met with complainant. Written response provided to complainant.
15 & 16	293 & 294	18/06/2013 1:12pm & 1:18pm	Blast (Overpressure or Vibration)	AI & AL Werris Creek	Phone to EO	Blast experienced in two waves with the first shaking the house and the second lesser wave just rattling the cupboards.	WCC shot #44-2013 (S16_8-11_385 Pt2) was fired at 1:11pm on Tuesday 18 th June 2013 was in compliance. Blast in upper horizon of pit and had a high MIC.	WCC to review whether to reduce size of RL385 shots. Written response provided to complainant.
17	295	18/06/2013 7:30pm	Lights (Mine)	A Werris Creek	Phone to EO	Bright light shining at house but stopped by mid evening.	Lighting camera not operational on 18/19 June due to modem error. Maintenance building new drill on northern end of MIA with lighting plant shining to the east but works finished at 9pm and light turned off.	Lighting plant relocated next night. MIA Bund to be constructed to provide a barrier for future workshop to prevent further recurrence. Written response provided to complainant.
18	296	02/07/2013 12:40am	Lights (Mine)	A Werris Creek	Email to EO	Spotlight south of coal loader shining on house evening 1 st July 2013.	Mining operations constructing MIA Bund. Lighting plant set up orientated westward and barely visible. Werris Creek lighting camera shows that dozer and truck headlights were intermittently visible but in accordance with PA10_0059.	Written response provided to complainant.
19 to 29	297 to 307	08/07/2013 Various	Blast (Overpressure or Vibration)	Various Werris Creek	Phone to EO	Blast caused significant shaking of house and community amenity impact.	WCC shot #48-2013 (S16_12-18_Blackseam) was fired at 1:35pm on Monday 8 th July 2013 was in compliance with PA10_0059 and EPL12290. Significant air blast due to energy released into atmosphere from old bore and surface of shot resulting in elevated air blast >115dB(L) in Werris Creek.	WCC and Orica to develop blast protocols to reduce potential air blast from above RL385m. Improved communication and signoff process. Written response provided to complainants.
30	308	08/07/2013 4:31pm	Dust (Mine)	EPA/A Werris Creek	Email to EO	General dust problem from mining operations and coal stockpile.	Average dust levels for previous fortnight were PM10 9.2µg/m ³ and PM2.5 6.3µg/m ³ . PM10 air quality less than 30µg/m ³ is considered good air quality.	Written response provided to EPA and complainant. Offer to swab/sample dust rejected.
31	309	15/07/2013 11:48pm	Noise (Train Load Out)	A Werris Creek	Email to EO	Noise from coal loader deafening evening 15 th July 2013.	Open cut and Train Load Out operated to 3:30am. Northerly wind did not enhance noise from WCC. Review of audio indicates significant noise from trains passing through Werris Creek.	Written response provided to complainant.
32	310	15/07/2013 11:58pm	Dust (Train Load Out)	A Werris Creek	Email to EO	Dust from coal loader with pictures of alleged coal dust on tiles in house.	Average PM10 dust levels for previous day were less than 20µg/m ³ . PM10 air quality less than 30µg/m ³ is considered good air quality.	Written response provided to complainant. Offer to swab/sample dust rejected.

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33 to 36	311 to 314	17/07/2013 Various	Blast (Overpressure or Vibration)	Various Werris Creek	Phone to EO	Blast rattled houses with three complaints alleging damage.	WCC shot #49-2013 (S13_18-23_350TSB35) was fired at 3:32pm on Wednesday 17 th July 2013 was in compliance with PA10_0059 and EPL12290. Large blast with 888 holes performed as expected but complaints from dominant vibration wave frequency of 12-13Hz.	WCC and Orica to develop blast protocols to reduce potential air blast from above RL385m. Improved communication and signoff process. Written response provided to complainants. Undertake Property Investigations in accordance with PA10_0059.
37	315	17/07/2013 1:45pm	Dust (Mine)	W Werris Creek	Phone to EO	Black dust on outdoor tables and under veranda believed to be coal.	Average dust levels for previous fortnight were PM10 9.2µg/m ³ and PM2.5 6.3µg/m ³ . PM10 air quality less than 30µg/m ³ is considered good air quality.	Written response provided to complainant. Offer to swab/sample dust.
38	316	26/07/2013 4:20pm	Blast (Other)	EPA/A Werris Creek	Email to EO	Alleged that WCC fired two blasts both with significant dust.	WCC only fired one shot #50-2013 (S13_22-23_350TSB36) at 1:36pm on Friday 26 th July 2013 was in compliance with PA10_0059 and EPL12290. Second dust cloud was from material caught on highwall falling into the pit after the blast onto ash like material.	Written response provided to EPA and complainant.
39	317	27/07/2013 12:07am	Light (Train Load Out)	A Werris Creek	Email to EO	Bright spotlights shining on home evening 26 th , 27 th and 28 th July 2013.	Rail Loop construction was undertaking night works on 26 th & 27 th July only. Light plants orientated westward. Werris Creek lighting camera shows that construction works were visible as well as Train Load Out on 28 th July but in accordance with PA10_0059.	Written response provided to complainant.
40	318	29/07/2013 8:53pm	Noise (Train Load Out)	A Werris Creek	Email to EO	Noise from coal loader morning 29 th July 2013 between 12am & 1am.	Open cut and Train Load Out did not operate. Northerly wind did not enhance noise from WCC. Review of audio indicates significant noise from trains passing through Werris Creek.	Written response provided to complainant.
41	319	01/08/2013 11:55am	Noise (Train Load Out)	EPA/A Werris Creek	Email to EO	Noise from coal loader morning 30 th July 2013 between 12:45am & 1am.	Open cut and Train Load Out operated to 3:30am. No trains loaded. North westerly wind did not enhance noise from WCC. Review of audio indicates significant noise from trains passing through Werris Creek.	Written response provided to complainant.
42 & 43	320 & 321	30/07/2013 12:13pm & 12:36pm	Blast (Overpressure or Vibration)	AL & S Werris Creek	Phone to EO	Blast shook house but not as bad as previous blasts.	WCC shot #51-2013 (S13_10-13_330) was fired at 12:12pm on Tuesday 30 th July 2013 was in compliance with PA10_0059 and EPL12290. Large blast performed as expected, however larger blasts to produce enough material for EX5600 excavator increases risk of complaints from dominant vibration wave frequency of 15Hz.	Written response provided to complainant.
44 to 46	322 to 324	06/08/2013 Various	Blast (Overpressure or Vibration)	Various Werris Creek	Phone to EO	Blast shook house and impacted amenity.	WCC blast #52-2013 (S13_3-7_330 TS37) at 13:15 Tuesday 6th August 2013 was in compliance with PA10_0059 and EPL12290.	Written response provided to complainants.
47	325	08/08/2013 10:16pm	Dust (Mine)	A Werris Creek	Email to EO	Dust from visual bund dump covering washing.	OCE inspections did not identify dust off the visual bund dump. Wind from north west blowing (if any dust was generated) away from Werris Creek township.	Written response provided to complainant.

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48	326	12/08/2013 9:02am	Light (Train Load Out)	A Werris Creek	Email to EO	Bright lights shining in back room from bottom of conveyor at TLO until 1:35am.	Train loaded on 11th August 2013 from 11:15pm to 1:39am from high ash coal stockpile pushing north east towards Werris Creek. Lighting plants were set up correctly and in accordance with Project Approval 10_0059 requirements.	Written response provided to complainant.
49	327	22/08/2013 1:46pm	Blast (Overpressure or Vibration)	AQ Werris Creek	Phone to EO	Blast shook house and impacted amenity.	WCC blast #56-2013 (S13_8-10_DE Coal UG Collapse) at 13:41 Thursday 22nd August 2013 was in compliance with PA10_0059 and EPL12290.	Written response provided to complainants.
50	328	25/08/2013 9:58pm	Blast (Overpressure or Vibration)	A Werris Creek	Email to EO	Blast shook house and impacted amenity.	WCC blast #57-2013 (S13_8-10_DE Coal) at 13:14 Friday 23rd August 2013 was in compliance with PA10_0059 and EPL12290.	Written response provided to complainants.
51	329	02/09/2013 11:11pm	Light (Train Load Out)	A Werris Creek	Email to EO	Bright lights from TLO impacting on their house preventing them from having a decent night.	Two dozers working at TLO and one train loaded. All lighting plants appropriately set up and in compliance with PA10_0059.	Written response provided to complainants.
52	330	09/09/2013 10:16am	Dust (Mine)	Q Quipolly	Phone to EO	Visible dust coming off mine site and beyond a reasonable haze.	Visual inspection did not observe excessive or visual dust off the mine site. General conditions very hazy and PM10 levels in Werris Creek were in compliance.	Written response provided to complainant.
53	331	11/09/2013 12:17pm	Blast (Overpressure or Vibration)	U Werris Creek	Phone to EO	The blast caused the front windows to rattle.	WCC blast #68A-2013 (S13_330_Cap Rocks) at 12:16 Wednesday 11th September 2013 was in compliance with PA10_0059 and EPL12290.	Written response provided to complainant.
54	332	18/09/2013 1:50pm	Blast (Overpressure or Vibration)	U Werris Creek	Phone to EO	Blast shook house and concerned about impacts to residence however no damage.	WCC blast #69-2013 (S15_2-6_DE Coal UG Collapse & TSB40) at 13:49 Wednesday 18th September 2013 was in compliance with PA10_0059 and EPL12290.	Written response provided to complainants.
55	333	4/10/2013 3:50pm	Blast (Overpressure or Vibration)	AQ Werris Creek	Phone to EO	If blast can be felt must be too big and impacting on amenity.	WCC blast #75-2013 (S13_18-21_350-330_TSB41 Part 1) at 15:41 Friday 4 th October 2013 was in compliance with PA10_0059 and EPL12290.	Written response provided to complainant.
56	334	4/10/2013 3:50pm	Noise (Mine)	AY East of Mine	Email to EO	Owner wanted to make formal complaint regarding noise exceedance on property R97.	Noise Exceedance of R97 recorded 39dBA +4dBA above the noise criteria on 19 th September 2013 due to westerly source to receiver winds.	Written response provided to complainant.
57	335	10/10/2013 10:49am	Blast (Overpressure or Vibration)	AX Werris Creek	Phone to EO	Blast shook house and rattled windows. Concerned over how often this is now occurring.	WCC blast #76-2013 (S13_18-21_350-330_TSB42) at 10:47 Thursday 10 th October 2013 was in compliance with PA10_0059 and EPL12290.	Written response provided to complainant.
58	336	22/10/2013 10:21am	Dust (Train Load Out)	A/EPA Werris Creek	Email to EO	Dust from Coal Stockpile at 2:30pm on 17 th October 2013.	Strong north westerly wind resulted in all operations except water carts suspended between 11:30am and 1:30pm on Thursday 17 th October. Visual inspections did not observe dust offsite although conditions were hazy. Real time dust monitoring was elevated but considered to be good air quality PM10 25.9µg/m ³ .	Written response provided to EPA.

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59	337	22/10/2013 10:21am	Dust (Train Load Out)	A/EPA Werris Creek	Email to EO	Dust from Coal Stockpile between 2:30pm and 4pm on 19 th October 2013.	Light westerly wind not dusty. TLO worked half shift on Saturday 19 th October finishing at 12:30pm. Visual inspections did not observe dust offsite. Real time dust monitoring was considered to be good air quality PM10 13.0µg/m3.	Written response provided to EPA.
60	338	24/10/2013 2:44pm	Dust (Mine)	A/EPA Werris Creek	Email to EO	Dust from Overburden area between 2pm and 2:45pm on 23 rd October 2013.	Strong westerly wind prevailing on 23 rd October. Visual inspections did not observe dust offsite although conditions were hazy. Real time dust monitoring was elevated but considered to be good air quality PM10 26.1µg/m3.	Written response provided to EPA.
61	339	28/10/2013 2:28pm	Blast (Dust)	Anonymous/ EPA	Phone to EO	Dust cloud from blast visible from Kamilaroi Highway.	WCC blast #80-2013 (S13_7_DE Coal Wedge) at 13:08 Monday 28 th October 2013 was in compliance with PA10_0059 and EPL12290. Shot was small but dusty due to prevailing dry conditions.	Written response provided to EPA.
62	340	11/11/2013 1:25pm	Light (Train Load Out)	A/EPA Werris Creek	Email to EO	Lights from Coal Load Out Facility still on at 3am on 5 th November 2013.	Review of lighting camera shows no visual impact from lighting at Train Load Out facility.	Written response provided to EPA.
63	341	11/11/2013 1:25pm	Noise (Train Load Out)	A/EPA Werris Creek	Email to EO	Loud noise from Coal Load Out Facility at 10:08pm on 10 th November 2013.	Source of loud noise due to train in Werris Creek rail yards and unrelated to WCC activities.	Written response provided to EPA.
64	342	12/11/2013 4:26pm	Light (Mine)	A Werris Creek	Email to Executive Director	Lights from the pit are directed at complainant's residence only after 11:30pm.	Monday night 11th November 2013 lighting video did not identify any lighting impacts beyond normal operation of the Train Load Out facility lighting and lights from dozers. No lights from the Open Cut were directly visible. An inspection of lighting plants at the Train Load Out Facility confirm that the lights were set up correctly in accordance with PA10_0059 and AS4282.	Verbal response provided to complainant.
65	343	20/11/2013 12:09pm	Blast (Overpressure or Vibration)	AL Werris Creek	Phone to EO	Complainant said that they had just felt the blast and caused his house to shake and he does not appreciate the intrusive nature of blasting.	WCC blast #88-2013 (S13_4-9_TSB41 Pt1) at 12:08pm 20 th November 2013 was in compliance with PA10_0059 and EPL12290. Blast #88 was designed to minimise potential for community complaints and performed as expected.	Written response provided to complainant.
66	344	20/11/2013 1:30pm	Blast (Overpressure or Vibration)	AT Werris Creek	Phone to EO	Complainant indicated that he had felt the blast last Wednesday 13th November which rattled the shutters on the southern side of his house.	WCC blast #87-2013 (S13_4-9_TSB43_Presplit and Rock Pops) at 13:27 13 th November 2013 was in compliance with PA10_0059 and EPL12290. Blast #87 was designed to minimise potential for community complaints and performed as expected.	Written response provided to complainant.
67	345	4/12/2013 1:50pm	Blast (Dust)	AZ Werris Creek	Phone to Mine Office	Complainant indicated could see dust cloud and smell odour from blast when driving past mine on 4 th December 2013.	WCC blast #92-2013 (S16_12-15_370) at 13:09 4 th December 2013 was in compliance with PA10_0059 and EPL12290. Blast #92 performed as expected. Blast video shows dust generated blowing to the east but video ends and no fume generated.	Written response provided to complainant.
68 & 69	346 & 347	9/12/2013 9:30am 13/12/2013 8:20am	Odour (Spontaneous Combustion)	AD Quipolly	Phone to EM	Complainant alleged strong sulphur smell that causes breathing difficulties. Odour similar to previous event.	Possible source of odour on 9 th December 2013 from ROM Stockpile spontaneous combustion event which had been addressed by time of complaint. Possible source of odour on 13 th December 2013 due to uncovering former underground workings close to previously active fire.	WCC to review and monitor for spontaneous combustion events to minimise off-site impacts. No written follow up required.

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70	348	13/12/2013 3:45pm	Blast (Overpressure or Vibration)	U Werris Creek	Phone to EM	Complainant indicated that the 13 th December 2013 blast caused vibration in his house.	WCC blast #95-2013 (S12_12-16_Gcoal) at 15:12 13 th December 2013 was in compliance with PA10_0059 and EPL12290. Blast #95 was designed to minimise potential for community complaints and performed as expected.	No written follow up required.
71 to 76	349 to 354	19/12/2013 Various	Blast (Overpressure or Vibration)	Various	Phone to EO	Complainants indicated that the 19 th December 2013 blast shook their houses.	WCC blast #96-2013 (S17_Trim_Pt2) at 12:17 19 th December 2013 was in compliance with PA10_0059 and EPL12290 although Werris Creek vibration was >1mm/s design limit due deeper than normal >20m holes to create flat bench horizon in pit.	Blast contract with Orica finishes at end of month. Engineering Manager to review initiation sequence. Written response provided to complainants.
77	355	24/12/2013 1:50pm	Blast (Damage)	A Werris Creek	Email to Executive Director	Complainant indicated that the mine cracked four new tiles for Christmas.	The nearest WCC blast to the complaint #97/#98-2013 (S13_Wedge and S17_Trim_Pt3) at 13:05 24 th December 2013 was in compliance with PA10_0059 and EPL12290. Blast #97/#98 was designed to minimise potential for community complaints and performed as expected with levels well below damage threshold.	No written response required. Previous allegations of blast damage by this complainant have been referred to Department of Planning and are currently being independently assessed.
78	356	13/01/2014 8:50am	Blast (Damage)	BA Werris Creek	Phone to EO	Complainant indicated concern that recent cracking in their home was due to mine blasting having felt the blast on Christmas Eve.	The nearest WCC blast to the complaint #97/#98-2013 (S13_Wedge and S17_Trim_Pt3) at 13:05 24 th December 2013 was in compliance with PA10_0059 and EPL12290. Blast #97/#98 was designed to minimise potential for community complaints and performed as expected with levels well below damage threshold.	EO met with complainant on 13 th January 2014 and a Property Inspection by a Structural Engineer undertaken on 21 st January 2014. Written response provided to complainants.
79 to 81	357 to 359	23/01/2014 Various	Blast (Overpressure or Vibration)	Various/EPA Werris Creek	Phone to EO	Complainants indicated that the 23 rd January 2014 blast was intrusive and shook their houses.	WCC blast #02-2014 (S15_13-16_370-350) at 1:02pm 23 rd January 2014 was in compliance with PA10_0059 and EPL12290. Blast #02 was designed to minimise potential for community complaints and performed as expected except for minor fume generated by the blast.	WCC to analyse blast frequencies and undertake frequency testing of Werris Creek houses. Investigate cause of minor fume. Written response provided to complainants and EPA.
82	360	28/01/2014 10:15am	Noise (Train Load Out)	A/EPA Werris Creek	Email to EO	Noise from Coal Loader on both nights Saturday 11/12th January 2014 and the following night Sunday 12/13th January 2014	Noise levels found to be below 35dB(A) and no mining noise audible. Source of complaint unknown. Wind direction would not propagate noise from TLO towards Werris Creek.	Written response provided to EPA.
83 & 84	361 & 362	31/01/2014 Various	Blast (Overpressure or Vibration)	U and AI Werris Creek	Email to EO	Complainants indicated that the 31 st January 2014 blast had two strong shocks about 5 seconds apart and whole blast lasted 10 seconds.	WCC blast #04-2014 (S15_17-18_370-350) at 2:08pm 31 st January 2014 was in compliance with PA10_0059 and EPL12290. Blast #04 was designed to minimise potential for community complaints and performed as expected.	WCC to analyse blast frequencies and undertake frequency testing of Werris Creek houses. Written response provided to complainants.
85	363	08/02/2014 12:48pm	Blast (Dust)	U Werris Creek	SMS to EO	Large dust cloud generated by blast on 8 th February 2014 that the complainant thought the dust was going to fall out over his house.	WCC blast #06-2014 (S15_19-23_370-350) at 12:39pm 8 th February 2014 was in compliance with PA10_0059 and EPL12290. Wind direction at time of blast was a southerly (171o) but not towards Werris Creek (182o to 204o). Operations Manager confirmed that dust cloud had dispersed before left site. Ground conditions dry due to low rainfall.	Written response provided to complainant.

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86 & 87	364 & 365	10/02/2014 7:50am	Dust (Mine)	U & M Werris Creek	SMS to EO and In Person with EO	Huge dust cloud just sitting over the mine and moving west towards the Gap.	Strong temperature inversion (peaked at +8.6oC/100m at 6am) prevented any dust from dispersing until 8am when the haze disappeared as the wind picked up and lapse rate became positive. Real time dust monitoring did not spike during this period indicating that the dust cloud was limited to the mine site. Limited water carts in operation due to maintenance issues.	Operations stopped to allow extra road watering. Lost production included 2 hours for excavators, 7.5 hours for trucks, 11 hours for drills, 2 hours for crushing plant, 2 hours for train load out. Ensure water carts as practice start an hour before shift to water down active areas. Written response provided to complainant.
88 & 89	366 & 367	20/02/2014 12:47pm & 4:36pm	Dust (Mine)	BB & BC Werris Creek	Email to EO	Complainant indicates that dust is the worst in Werris Creek for 12 years.	Dust levels are 5% to 40% higher in 2013/2014 than 2012/2013 due to rain being 53% lower associated with dry conditions locally as well as from western NSW. Highest dust levels recorded are during bush fire periods. Dust monitoring results in Werris Creek are considered good quality because PM10 is below 30µg/m3.	Written response provided to complainant.
90	368	21/02/2014 2:50pm	Noise (Train Load Out)	A/EPA Werris Creek	Email to EO	Deafening shunting noise from train on Friday 1:05am 21 st February 2014 lasting for 10 minutes.	Train arrived at Train Load Out at 1:24am on Friday 21 st February 2014. The shunting noise could have been from the train bound for WCC Train Load Out as it requires the locomotives to be transferred from the northern end to the southern end in the Werris Creek rail yard (not on WCC managed land) so that the train can be propelled down the rail spur and around the loop.	Written response provided to EPA.
91 & 92	369 & 370	25/02/2014 11:53am	Blast (Dust)	U & BD Werris Creek	Phone to EO	Large dust cloud generated by blast on Monday 25 th February 2014.	WCC blast #10-2014 (S13_8-10_310+S14_Ramp_Remnant) at 11:43pm 25 th February 2014 was in compliance with PA10_0059 and EPL12290. Wind direction at time of blast was a north westerly (307o) and blowing away from Werris Creek (182o to 204o). Video confirmed that dust cloud had dispersed before left site. Ground conditions dry due to low rainfall.	Written response provided to complainant.
93	371	25/03/2014 10:36pm	Noise (Train Load Out)	A Werris Creek	Email to Executive Director	Loud noise from the Coal Loader woke the husband from the "sound of throwing very large rocks into an empty barrel" at 4am on 25 th March 2014.	A review of the audio and lighting camera records show that the only significant noise source was the sound of a train (most likely the train that finished being loaded at 3:28am) moving into Werris Creek Rail Yard and after leaving WCC's premise. WCC is not responsible for activities undertaken in the Werris Creek Rail Yard.	Written response provided to EPA.