

2014-2015 Complaints Register

YTD	#	Complaint Date/Time	Issue	Complainant	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
1-3	372-374	01/04/2014 3:10pm	Blast (Overpressure or Vibration)	AL, U, S Werris Creek	Phone to EO	Blast caused significant ground movement and shaking of houses.	WCC shot #21-2014 (S13_7-10_Gcoal TSB) fired at 3:08pm on Tuesday 1 st April 2014 was in compliance. Blast in bottom of pit has previously caused complaints.	Written response provided to complainant.
4-5	375-376	08/04/2014 1:10pm	Blast (Overpressure or Vibration)	AL, I Werris Creek	Phone to EO	Blast caused significant ground movement and shaking of houses.	WCC shot #23-2014 (S15_10-12_350) fired at 1:08pm on Tuesday 8 th April 2014 was in compliance. Blast performed as expected and both Werris Creek blast monitor results below 0.5mm/s.	Written response provided to complainant.
6-8	377-379	16/04/2014 3:15pm	Blast (Overpressure or Vibration)	U, I, AT Werris Creek	Phone to EO	Blast caused significant ground movement and shaking of houses.	WCC shot #24-2014 (S13_7-10_GCoal TSB Part2) fired at 3:13pm on Wednesday 16 th April 2014 was in compliance. Blast in bottom of pit has previously caused complaints.	Written response provided to complainant.
9	380	23/04/2014 3:24pm	Road Transport	LPSC	Email to EO	Council received complaints from public and councillors regarding the speed that some trucks are travelling when exiting the site.	The supervisors responsible for managing delivery and coal transport heavy vehicles have been made aware of the issue to address with their contractors. WCC campaign hauling coal over to Gunnedah by road ceased.	Written response provided to complainant.
10	381	30/04/2014 10:01am	Groundwater (Level)	M Quipolly	Phone to EO	Groundwater level in bore been dropping rapidly recently.	The previous measurement on 26 th March 2014 was 8.38m while the 30 th April 2014 measurement was 9.32m. This is a larger decrease (-10%) in groundwater compared to the recent trend since May 2013 of between -3% to -6% fall which was believed to be reflecting the lack of rainfall recharge to the Quipolly alluvial aquifer.	EO met with complainant and referred to expert Hydrogeologist for analysis. Written response provided to complainant.
11	382	16/05/2014 3:15pm	Blast (Overpressure or Vibration)	AZ Werris Creek	Phone to EO	Blast caused significant ground movement and shaking of house.	WCC shot #30-2014 (S13_6-10_GSeam) fired at 3:15pm on Friday 16 th May 2014 was in compliance. Blast in bottom of pit has previously caused complaints.	Written response provided to complainant.
12	383	22/05/2014 11:14am	Blast (Overpressure or Vibration)	U Werris Creek	Phone to EO	Blast caused significant ground movement and shaking of house.	WCC shot #31-2014 (S13_11-12_GSeam) fired at 11:13pm on Thursday 22 nd May 2014 was in compliance. Blast in bottom of pit has previously caused complaints.	Written response provided to complainant.
13-15	384-386	29/05/2014 3:14pm	Blast (Overpressure or Vibration)	AL,AN,BD Werris Creek	Phone to EO	Blast caused significant ground movement and shaking of houses.	WCC shot #31-2014 (S13_11-16_264) fired at 3:13pm on Thursday 29 th May 2014 was in compliance. Blast in bottom of pit has previously caused complaints.	Written response provided to complainant.
16	387	3/06/2014 2:00pm	Dust (Mine)	Q Quipolly	Phone to EO	Thick dust cloud over Werris Creek Road at 9:30am on Friday 30 th May 2014.	Temperature inversion trapping dust emissions; however no exceedance of dust criteria at the Werris Creek real time dust monitor. Regional dust event also recorded in Tamworth real time dust monitor.	Written response provided to complainant.
17	388	15/06/2014 10:37pm	Noise (Mine)	U Werris Creek	Phone to EO	Excessive noise allegedly from mining operations on Sunday night 15 th June 2014.	Elevated noise levels were found to be due to rail yard maintenance activities and not related to WCC operations. The average weather conditions were a moderate north westerly wind (318o @ 3.0m/s) with no inversion present.	Written response provided to complainant.

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18	389	17/06/2014 12:26am	Noise (TLO)	A Werris Creek	Email to Executive Director	Loud noise from coal loader tonight Monday 16 th June 2014.	Elevated noise levels were found to be due to rail yard maintenance activities and not related to WCC operations. The average weather conditions were a light northerly wind (3530) at 1.0m/s and a moderate temperature inversion of +4.2oC/100m	Written response provided to complainant.
19	390	17/06/2014 1:13pm	Blast (Other - Vibration)	U Werris Creek	Phone to EO	Blast caused significant ground movement and shaking of house at 1:10pm Tuesday 17 th June 2014.	WCC did not blast on Tuesday 17 th June 2014 at 1:10pm.	Written response provided to complainant.
20-37, 39-40	391-408, 410-411	02/07/2014 Various	Blast (Overpressure or Vibration) Blast (Fume)	Various Werris Creek	Phone to EO	Blast caused significant ground movement and shaking of houses at 1:05pm Wednesday 2 nd July 2014. The blast also generated excessive orange gas that was visible from Werris Creek town.	WCC shot #45-2014 (S15_B12-B16_RL330_EXT) fired at 1:05pm on Wednesday 2 nd July 2014 generated an excessively large cloud of fume (Oxides of Nitrogen) that drifted north north west off the mine site and dispersed over vacant agricultural land owned by Whitehaven Coal resulting in 8 complaints. The other 12 complaints were in relation to the blast which had a longer than normal duration due to size of the blast which was one the larger blasts fired at WCC.	EPA were notified in accordance with the Pollution Incident Response notification process. EPA are investigating the incident with a preliminary report submitted 8 th July and ICAM investigation report submitted 31 st July 2014. Written response provided to complainants.
38	409	03/07/2014 3:00pm	Groundwater (Level)	H Quipolly	Phone to EO	Groundwater level in bore been dropping recently.	The previous measurement on 20th May 2014 was 5.25m while the 2nd July 2014 measurement was 5.38m. This is following a consistent groundwater decline trend since May 2013 of between -1% to -6% fall which is due to the lack of rainfall recharge to the Quipolly alluvial aquifer since the last heavy rain in February 2013.	EO referred to expert Hydrogeologist for analysis. Written response provided to complainant.
41	412	11/07/2014 2:43pm	Dust (Mine)	BG Werris Creek	Phone to EO	The complainant stated that since April 2014 when the mine started mining towards Tony Windsor's (referring to MIA construction) that the house now gets coated in black dust. The complainant has only recently started suffering from rashes/hives that only occur after showering.	Confirmed that the MIA relocation had occurred over 12 months ago (March 2013) and not consistent with the complainants timeline of recent symptoms. No further investigation was undertaken as no specific event identified by the complainant. Nearby Werris Creek TEOM and DG92 demonstrate dust levels well within criteria.	Environmental Officer met with the complainant and observed the alleged black dust on the roof of the house. The roof dust and water tank sludge sampled and tested for composition. Written response provided to complainant.
42	413	24/07/2014 1:04pm	Blast (Overpressure or Vibration)	AL Werris Creek	Phone to EO	Blast caused significant ground movement and rattled sun room at rear of house.	WCC shot #52-2014 (S15_B14-B16_RL330) fired at 1:03pm on Thursday 25 th July 2014 was in compliance. Blast performed as expected and both Werris Creek blast monitor results below 0.5mm/s.	Written response provided to complainant.
43	414	25/07/2014 9:50am	Dust (Mine)	M Quipolly	Phone to EO	Alleged dust from WCC causing dust to deposit on the back deck and table. The complainant believes that the black dust wiped up daily from the table is coal dust.	HVAS results for the 27th June and 3rd July 2014 recorded 22µg/m3 and 15µg/m3 and were within criteria limits. Generally when the wind speeds are low on the 27th June and 3rd July, these not usually considered to dusty conditions. The ambient dust levels from all dust sources were not considered excessive and therefore any dust from mining operations on those days would not be considered to have impacted the property.	Environmental Officer met with the complainant and observed the alleged black dust on the back deck of the house. The roof dust and water tank sludge sampled and tested for chemistry and composition. Written response provided to complainant.

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44	415	6/08/2014 1:06pm	Blast (Overpressure or Vibration)	U Werris Creek	Phone to EO	Blast caused back shed to shake significantly and hum.	WCC shot #58-2014 (S15_B3-B5_RL330) fired at 1:05pm on Wednesday 6th August 2014 was in compliance. Through seam blast was fired towards Werris Creek and duration of 5 seconds; both changes were required but outside the usual practice. Actual blast vibration marginally exceeded the predicted and target vibration of 1mm/s; however actual frequency was in the range of natural resonance of buildings. Weather conditions were a north westerly wind (336o) @ 3.7m/s with no inversion present.	Written response provided to complainant.
45 & 46	416 & 417	11/08/2014 1:09pm	Blast (Overpressure or Vibration)	AL & AN Werris Creek	Phone to EO	Blast shook house disturbing the resident.	WCC shot #61-2014 (S16_B12-B13_RL350) fired at 1:08pm on Monday 11th August 2014 was in compliance. Actual blast vibration was below target vibration of 1mm/s; however actual frequency was in the range of natural resonance of buildings. Weather conditions were a west north westerly wind (294o) @ 2.9m/s with no inversion present.	Written response provided to complainant.
47	418	5/09/2014 1:08pm	Blast (Overpressure or Vibration)	Anonymous/EPA Werris Creek	Email to EO	Blast caused whole house to shake significantly and woke up night shift worker.	WCC blast #72-2014 (S17_B13_B16_RL350) fired at 1:08pm on Friday 5th September 2014 was in compliance however the overpressure result recorded at Kyooma was above 115dBL but below the limit of 120dBL. The actual vibration levels were below the predicted vibration. Analysis of the waveform frequency indicates that the peak frequencies were 10.7-13.9Hz which is in the natural resonance range of buildings. The cause of the complaint could have been either overpressure or vibration. Weather conditions were a south easterly wind (135o) @ 6.9m/s with no inversion present.	Written response provided to the EPA.
48	419	18/09/2014 8:17am	Dust (Mine)	Z Quipolly	Phone to EO	Complainant indicated that the mine was dusty this morning and enquired what was going on.	Dump locations on Thursday dayshift 18 th September 2014 were RL445m dump and eastern in pit haul road. Visual inspection by Environmental Officer from 8:30am to 9am did not identify any excessive dust or dust haze from WCC. As the air quality in Werris Creek would be classed as good and well below the daily criteria of 50µg/m ³ ; with no visible dust impact from WCC operations, it was unlikely that there was any dust impact offsite on Thursday morning. Weather conditions were a north westerly wind (326o) @ 2.0m/s with no inversion present.	Verbal response provided immediately to the complainant. Complainant requested no written response.

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49	420	18/09/2014 1:19pm	Blast (Overpressure or Vibration)	U Werris Creek	Phone to EO	Blast caused back shed to shake but not as bad as previously.	WCC blast #80-2014 (S16_B20_B22_RL370) fired at 1:13pm on Thursday 18th September 2014 was in compliance. The actual vibration levels were above the predicted vibration and above the anecdotal threshold for vibration complaints of 0.5mm/s. Analysis of the waveform frequency indicates that the peak frequencies were 11.0-12.2Hz which is in the natural resonance range of buildings. Weather conditions were a westerly wind (278o) @ 3.6m/s with no inversion present.	Written response provided to complainant.
50	421	18/09/2014 2:04pm	Blast (Fume)	Anonymous/EPA Unknown Location	Email to EO	Blast cause large reddish dust plume to travel towards Werris Creek town visible from Kamilaroi Highway.	WCC blast #80-2014 (S16_B20_B22_RL370) fired at 1:13pm on Thursday 18th September 2014 was in compliance and no fume was generated (Level 0) by the blast. The majority of the dust from the blast settled in pit along Strip 17. Weather conditions were a westerly wind (278o) @ 3.6m/s with no inversion present.	Written response provided to the EPA.
51	422	23/09/2014 4:16pm	Blast (Overpressure or Vibration)	AL Werris Creek	Phone to EO	Blast shook house disturbing the resident.	WCC shot #82-2014 (S17_B21-B23_RL370) fired at 4:13pm on Tuesday 23 rd September 2014 was in compliance. Actual blast vibration was below the predicted vibration but close to the anecdotal threshold for vibration complaints of 0.5mm/s. Analysis of the waveform frequency indicates that the peak frequencies were 11.5-12.9Hz which is in the natural resonance range of buildings. Weather conditions were a north easterly wind (31o) @ 2.0m/s with no inversion present.	Written response provided to complainant.
52	423	24/09/2014 4:03pm	Dust (Mine)	BH Werris Creek	Phone to EO	WCC is allegedly the cause of the complainants' heart problems and emphysema because of the black dust that is constantly depositing in the house since the mine started.	A review of the PM10 dust data for Werris Creek since 2012 found that there has been no exceedance of dust limits in Werris Creek and that Werris Creek air quality is rated as very good and consistently lower than Tamworth, Muswellbrook, Singleton and Sydney dust levels. No further investigation is required as no specific event was identified by the complainant.	Written response provided to complainant.
53 to 56	424 to 427	3/10/2014 1:19pm	Blast (Overpressure or Vibration)	Various Werris Creek	Phone to EO	Blast caused house to shake significantly.	WCC blast #87-2014 (S16_B13_B16_RL350) was fired at 1:18pm on Friday 3rd October 2014 was in compliance. The actual vibration levels were at the anecdotal vibration complaint threshold of 0.5mm/s. Analysis of the waveform frequency indicates that a single frequency of 18Hz was generated but not normally in the natural resonance range of buildings. Weather conditions were a light north westerly wind (336o) @ 1.9m/s with no inversion present.	Written response provided to complainant.

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57 to 60	428 to 431	8/10/2014 1:10pm	Blast (Overpressure or Vibration)	Various Werris Creek	Phone to EO	Blast caused house to shake significantly.	WCC blast #88-2014 (S14_B12-B15_Cseam) was fired at 1:08pm on Wednesday 8th October 2014 was in compliance. The actual vibration levels were close to the anecdotal vibration complaint threshold of 0.5mm/s. Analysis of the waveform frequency indicates that a single frequency of 13Hz was generated in the natural resonance range of buildings. Weather conditions were a moderate south westerly wind (214o) @ 4.1m/s with no inversion present.	Written response provided to complainant.
61	432	10/10/2014 11:05am	Groundwater Level	BK Quipolly	Phone to EO	Groundwater in Quipolly has alarming dropped allegedly because of the mine.	The previous measurement on 25th March 2014 was 4.60m which was a decrease of -9% from the previous year; however the groundwater level was still within the historical range of results measured at MW7 since 2005 indicating that there has been no impact to the Quipolly alluvial aquifer over that time. The decline reflects the below average rainfall and reduce rainfall recharge to Quipolly Alluvium Aquifer.	Written response provided to complainant.
62	433	16/10/2014 2:23pm	Groundwater Level	AG Quipolly	Phone to EO	Concerned about water as well level dropped requiring sensor to be lowered.	The last measurement on 19th January 2012 was 5.15m with a recent measurement taken when a groundwater logger was installed on 25th September 2014 at 8.68m - a decrease of 3.53m. This is consistent with other Quipolly Alluvium Aquifer bores which had shown a decline of 4m since 2012 due to below average rainfall resulting in limited rainfall recharge to the aquifer.	Written response including the four weeks of groundwater level data provided to the complainant.
63 & 64	434 & 435	17/10/2014 2:01pm & 2:05pm	Blast (Overpressure or Vibration)	U & AH Werris Creek	Phone to EO	Blast caused house to shake.	WCC blast #94-2014 (S15_B4_B6_RL335_TSB) was fired at 13:58 on Friday 17th October 2014 was in compliance. The actual vibration levels were at the anecdotal vibration complaint threshold of 0.5mm/s. The actual Werris Creek South vibration level of 0.63mm/s was 50% higher than the predicted vibration and above the anecdotal threshold for vibration complaints of 0.5mm/s. Analysis of the waveform frequency did not indicate a dominant frequency but did have peaks in the natural resonance range of buildings. The weather conditions were a moderate south south easterly wind 167o @ 4.1m/s with no temperature inversion (-4.4oC/100m).	Written response provided to complainant.

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65	436	20/10/2014 8:22am	Dust (Mine)	U Werris Creek	SMS to EO	Complainant asked if water carts were broken given the dust haze over the mine.	The weather conditions on Monday morning 20th October 2014 averaged a light east south easterly wind 122o @ 0.8m/s with a peak temperature inversion of +6.2oC/100m resulting in dust emissions being trapped under the temperature inversion, concentrating the particles so that they were visible over the mine. When the wind speed increased after 9am, the dust haze dispersed onsite and was no longer visible.	Written response provided to complainant.
66	437	20/10/2014 1:37pm	Blast (Overpressure or Vibration)	I Werris Creek	Phone to EO	Blast caused house to shake.	WCC blast #95-2014 (S16_B19_B21_RL350_TSB) was fired at 13:33 on Monday 20th October 2014 was in compliance. The actual Werris Creek South vibration level of 0.40mm/s was equal to the predicted vibration and below the anecdotal 0.5mm/s threshold for receiving community blast complaints. Analysis of the waveform frequency indicates a dominant frequency only in the Vertical direction of 24Hz which is not normally considered to be in the natural resonance range of buildings. The weather conditions were a strong southerly wind 177o @ 7.7m/s with no temperature inversion (-4.4oC/100m).	Written response provided to complainant.
67	438	27/10/2014 8:00am	Dust (Mine)	U Werris Creek	SMS to EO	Complainant indicated more dust today and not good that it is starting to smell like the Hunter Valley.	The instantaneous TEOM PM10 dust levels measured in Werris Creek between 7am and 9am averaged 21.5µg/m3 with a peak of 24.5µg/m3 demonstrating that the dust haze was only localised to the mine site not impacting Werris Creek. When the wind speed increased after 9am, the dust haze dispersed onsite and was no longer visible.	Written response provided to complainant.
68	439	27/10/2014 4:00pm	Dust (Mine)	EPA/Anonymous Unknown	Email to EO	A lot of dust coming from WCC on 20th October at 1:50pm on a windy and very dry day. Complainant indicated it is an ongoing issue.	The weather conditions on Monday afternoon 20th October 2014 between 1pm and 2pm averaged a strong southerly wind 177o @ 7.2m/s. To minimise dust emissions during adverse weather, WCC were using either low sheltered dumps at surface or in pit dumps and during inspections on the day found mining operations to not be visual dusty. The instantaneous TEOM PM10 dust levels measured in Werris Creek between 1pm and 2pm averaged 20.3µg/m3 with a peak of 24.3µg/m3; well below the daily PM10 limit of 50µg/m3 despite the TEOM location being almost downwind on this particular day. All water carts were operating with haul roads in pit sufficiently watered preventing trafficable dust and crushing plant/train load out water carts also used to manage trafficable dust and suppress dust from stockpiles.	Written response provided to complainant.

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69 to 71	440 to 442	30/10/2014 10:30pm	Dust (Mine)	Various Werris Creek	Phone to EO	Excessive smoke and dust seen coming from the mine.	The 3600 excavator was digging in overburden in the eastern area of Strip 16 when suddenly excessive dust was generated from hot material. To minimise dust emissions, the OCE relocated the 3600 away from the hot dusty material and set up a water cart to saturate the heat affected area with no further dust visible after 15 minutes. Dust was localised to the pit but because of the thermals generated by the heat and dry material, the dust cloud travelled upwards. The instantaneous TEOM PM10 dust levels measured in Werris Creek between 10am and 11am averaged 31.8µg/m ³ with a peak of 34.3µg/m ³ ; well below the daily PM10 limit of 50µg/m ³ .	Written response provided to complainant.
72	443	4/11/2014 1:05pm	Blast (Overpressure or Vibration)	AL Werris Creek	Phone to EO	Blast shook house disturbing the resident.	WCC shot #105&106-2014 (S14_B14_B16_RL305 and S15_B6_Wedge_UG) fired at 1:04pm on Tuesday 4 th November 2014 was in compliance. Actual blast vibration was below the predicted vibration but close to the anecdotal threshold for vibration complaints of 0.5mm/s. Weather conditions were a strong north westerly wind (301o) @ 5.6m/s with no inversion present.	Written response provided to complainant.
73	444	3/11/2014 2:32pm	Noise (TLO)	EPA/A Werris Creek	Email to EO	Noise from railway and mine at 2:51am 31 st October 2014 was so loud woke husband.	A review of the audio file between 2:45am and 3am indicates a train arriving into Werris Creek station. As there were no mining or train loading operations occurring at the time of the complaint, the train was unrelated to WCC and likely to be travelling on the main northern rail line. The weather conditions at 2:45am were a very light north westerly wind (325o) @ 0.9m/s with a +12.3oC/100m inversion present.	Written response provided to EPA.
74 & 75	445 & 446	6/11/2014 10:30am	Dust (Mine)	Planning /Anonymous Unknown	Email to EO	Excessive dust emissions allegedly from Werris Creek operations on Wednesday 29th October 2014 at 6:39pm and Thursday 30th October 2014 at 10:30am.	On 29 th October 2014 the dust cloud colour was yellow and that it appeared to be behind the product coal stockpile indicates that it was not from activities at the Train Load Out. On 30 th October 2014 the dust was from digging into an area of spontaneous combustion adjacent to former underground mine. The excavator was immediately relocated, water cart used to cool the area and dust dissipated within 15 minutes. Weather conditions on both days were not conducive to excessive dust being generated. The instantaneous Werris Creek PM10 TEOM dust levels on both days were below the 50µg/m ³ criteria.	Written response provided to Planning.

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76 & 77	447 & 448	1/12/2014 1pm	Dust (Mine)	Y Werris Creek	Phone to EO	Excessive dust emissions allegedly from Werris Creek operations on Wednesday 29th October 2014 at 6:39pm and Thursday 30th October 2014 at 10:30am.	On 29 th October 2014 the dust cloud colour was yellow and that it appeared to be behind the product coal stockpile indicates that it was not from activities at the Train Load Out. On 30 th October 2014 the dust was from digging into an area of spontaneous combustion adjacent to former underground mine. The excavator was immediately relocated, water cart used to cool the area and dust dissipated within 15 minutes. Weather conditions on both days were not conducive to excessive dust being generated. The instantaneous Werris Creek PM10 TEOM dust levels on both days were below the 50µg/m3 criteria.	Written response provided to Complainant.
78	449	1/12/2014 3pm	Groundwater Level	AG Quipolly	Phone to EO	Concerned about groundwater level decline resulting in losing access to water and how that will affect their livelihood.	The last measurement was on 25th September 2014 at 8.68m when a logger was installed. Data indicates mining is not the cause of the groundwater decline.	Groundwater consultant engaged to review monitoring data. Written response provided to Complainant.
79 & 80	450 & 451	2/12/2014 4:21pm	Dust (Mine) & Road Closure	Planning/ Anonymous Unknown	Email to EO	Allegedly a dust or spontaneous combustion event within the vicinity of the Werris Creek mine on 26 November 2014 and duration of the Werris Creek Road closure for a blast on 25 November 2014 was too long.	No exceedance of criteria on Wednesday 26th November with the peak PM10 24 hour result was 22.6µg/m3. A fire was started by a lighting strike on Monday 24th November occurred immediately to north of the Train Load Out through a paddock of stubble that had been recently harvested. The duration of the road closure was normal approximately 7 to 8 minutes.	Written response provided to Planning.
81	452	9/12/2014 11:02pm	Blast (Damage)	BJ Werris Creek	Phone to EO	Damage/cracking to internal gyprock believed to be from mine blasting (no specific event).	No further investigation was undertaken as no specific event identified by the complainant.	Structural Engineer engaged to undertake Property Investigation in accordance with Project Approval
82	453	29/01/2015 9:45pm	Noise (Mine)	U Werris Creek	SMS to EO	The complainant indicated that moving more dirt shouldn't lead to excessive noise that they were experiencing.	A review of the audio found the elevated noise levels to be due to rail yard maintenance activities and with WCC mining operations compliant with noise criteria. The average weather conditions were a light southerly wind (170o @ 1.7m/s) with +5oC/100m inversion present.	Written response provided to Complainant.
83 to 85	454 to 456	9/02/2015 7:32am	Dust (Mine)	U, AH, EPA /Anonymous Werris Creek	Various	A dust haze was present over the open cut on Monday morning 9th February 2015 from load face dust and spon comb gases trapped under a temperature inversion.	Weather conditions at 7am were a very light southerly wind (182o) @ 0.8m/s with a strong inversion present (+6.7oC/100m). WCC was mining through a hot area of former underground workings (Panel 3) with gas/thermals resulting in dust from 3600 load face as well as 5600 load face being dusty. Sprinklers had been used since previous week to manage hot area. Two 773 water carts operating from 5am before shift start. 3600 commenced loading from another area and water cart set up at 5600 digface to wet loads. The area will be excavated and extinguished in a week.	No dust issues the following morning as no inversion present. Written response provided to Complainants.

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86	457	10/02/2015 1:10pm	Blast (Overpressure or Vibration)	U Werris Creek	Phone to EO	Blast shook house disturbing the resident.	WCC shot #24-2015 (S18_B11-B12_RL390) fired at 1:08pm on Tuesday 10 th February 2015 was in compliance. Actual blast vibration was below the predicted vibration but close to the anecdotal threshold for vibration complaints of 0.5mm/s. Weather conditions were a moderate easterly wind (105o) @ 3.3m/s with no inversion present.	Written response provided to complainant.
87	458	13/02/2015 10am	Groundwater Level	AG Quipolly	Phone to EO	Concerned about groundwater level decline resulting in the loss of access to water and how that will affect their livelihood.	A measurement was taken on 16th February 2015 at 9.43m. Despite groundwater levels declining 0.75m since September 2014; the data indicates mining is not the cause of the groundwater decline.	Complainant did not request a response.
88	459	24/02/2015 12pm	Heritage	OEH/Anonymous Unknown	Phone to EO	Not watering of grinding groove rocks as per 2007 Heritage Management Plan risks breaking to occur during relocation.	LPSC & WCC consulted with Nungaroo LALC and determined that watering of rocks is not required.	Written response provided to DP&E and OEH.
89	460	24/02/2015 4:18pm	Dust (Mine)	U Werris Creek	SMS to EO	Excessive dust generated from top of overburden emplacement.	All mine operations were located in pit (~100m below surface) and dumping in pit (~30m below surface) with no visible dust leaving the mine site. Weather conditions at 4pm were a strong southerly wind (181o) @ 9.7m/s with no inversion present.	Written response provided to complainant.
90	461	5/03/2015 6:38pm	Dust (Mine)	U Werris Creek	SMS to EO	Excessive dust generated from mine.	Dozer was undertaking drill prep and pushing dirt off a 50m high wall in strong southerly winds creating a lot of dust lasting for approximately 15 minutes when the OCE identified the dust and stopped the activity. Weather conditions at 4pm were a strong south south westerly wind (200o) @ 7.4m/s with no inversion present.	Written response provided to complainant.
91 & 92	462 & 463	6/03/2015 9:41pm & 9/03/2015 8:21am	Odour (Mine)	U Werris Creek	SMS to EO	Sulfur like smell coming from mine.	Sprinkler set up to wet down eastern spontaneous combustion area and seal pushed in over western spontaneous combustion area.	Written response provided to complainant.
93 & 94	464 & 465	13/03/2015 1:59pm	Blast (Overpressure or Vibration)	BI & BM Werris Creek	Phone to EO	Blast shook house disturbing the resident.	WCC shot #41-2015 (S14_B7-B10_RL290_TSB) fired at 1:59pm on Friday 13th March 2015 was in compliance. Actual blast vibration was above the predicted vibration of 0.7mm/s and above the anecdotal threshold for vibration complaints of 0.5mm/s. Weather conditions were a strong south easterly wind (140o) @ 6.9m/s with no inversion present. Vibration frequency measured at Werris Creek South was 15Hz which could have attenuated to ~10Hz at the complainants residences.	Written response provided to complainant. Offer to undertake blast monitoring at complainants for next similar shot.

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YTD	#	Complaint Date/Time	Issue	Complainant	Method	Nature of Complaint	Investigation	Action Taken / Follow-up
95	466	27/03/2015 1:14pm	Blast (Dust)	C Werris Creek	Phone to EO	Large black horrible dust cloud hanging over the coal mine.	WCC shot #47-2015 (S15_B18-B22_RL320_TSB) fired at 1:08pm on Friday 27th March 2015 was in compliance. The blast was a thru-seam blast which produces a darker dust due to the coal seams in the blast but also the ground was dry and the pit swirled the dust cloud across the pit. Weather conditions were a light southerly wind (171o) @ 1.7m/s with no inversion present.	Written response provided to complainant.