

**Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine**  
**2007 Complaints Register**

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Complaint to EPA	16/03/2007 2:00pm	Wastage of water by dewatering the pit.	Discussed matter with EPA and actions of dewatering were consistent with Water Management Plan. All water is stored on site for use in dust suppression.	No additional action required.
Phone call to CHPP office	25/04/2007 4:22pm	Speeding vehicle on Manilla-Boggabri Rd, believed to be a Tarrawonga employee.	Issue discussed with complainant who described the vehicle as having a Whitehaven logo – driver also suggested he worked for the mine when questioned by the complainant. No registration number was obtained.	Incident occurred on Anzac Day and there were no employees at Tarrawonga or Whitehaven. No vehicles have Whitehaven logo. Considered incident was not related to Tarrawonga or Whitehaven.
Phone call to Whitehaven Boggabri office	4/07/2007 2:30pm	Loss of water in groundwater bores which complainant believed to be caused by Tarrawonga Mine.	Complainant unable to supply normal water levels. Monitoring piezometers around Tarrawonga indicate no significant decline.	Bore dipping of complainant's wells over extended period determined variation in water level coincided with seasonal conditions. Significant rain replenished bore levels.
Phone call to site office	5/07/2007 4:25pm	Blast on the 5 <sup>th</sup> July which caused rattling of windows.	Peak overpressure limit exceeded at 117 dB(A). Blast occurred in windy conditions, late in afternoon.	Blast controls tightened to exclude blasting where wind speed <6m/s from NW. Blasting to take place around midday where possible. No additional actions requested by complainant.
Complaint to DECC	9/07/2007 2:15pm	General relating to dust, noise, blasting and groundwater.	Monitoring indicated general compliance.	Await advice from DECC following their discussions with complainant.
Complaint to DECC	20/08/2007 4:00pm	Dust, noise and blasting specific to 8 <sup>th</sup> , 10 <sup>th</sup> , 14 <sup>th</sup> and 16 <sup>th</sup> August 2007.	Tarrawonga only blasted on 16 <sup>th</sup> August which was compliant. IBC blasted on the other dates. Other monitoring indicated general compliance.	Meeting held with complainant to discuss concerns and ensure appropriate communication to resolve any ongoing issues.
Complaint to DoP	27/08/2007 3:30pm	Loss of groundwater in bore located eastern end of property adjacent to the neighbour's property.	Complainant unable to provide details on normal water levels.	Complainant's bores included on Tarrawonga bore dipping program to assess any ongoing impact. Bore levels responded to seasonal conditions (ie. replenishment with rain).
Phone call to Environmental Manager	30/08/2007 9:00am	Truck movements along Manilla Road at 6:30am impacting on sleep.	Contractor advised to ensure truck movements managed to coincide with first loading at Tarrawonga at 7:00am.	Protocol with Toll developed whereby trucks are not permitted to leave the Canyon coal bin until 6:45am.
Phone call to Environmental Manager	12/09/2007 8:20am	Truck movements along Manilla Road at 6:30am impacting on sleep.	Matter raised with Toll to investigate.	Reiterated previous arrangements. Toll advised that Toll B-Double fitted with sat tracking would be the first truck movement departing from Canyon at 6:45am.
Phone call to Environmental Manager	19/09/2007 9:30am	Truck crossing centre line of Manilla Road on entry from Tarrawonga haul road.	Matter referred to Toll to investigate claim and follow up.	Toll to implement truck numbering system to enable ease of identification of trucks which will assist in breach identification.

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Phone call to Environmental Manager	27/09/2007 11:10am	Dust cloud from Tarrawonga following blast at 11am.	Investigation confirmed blast occurred in appropriate conditions NW wind at 2-3m/s. Prolonged dry conditions contributed to dust cloud.	Tarrawonga staff followed correct procedures in relation to the blast with limited additional actions that could have been taken to reduce dust level.
Complaint to DECC	3/10/2007 3:30pm	Dust from both Tarrawonga and IBC.	Confirmed scrapers operating at Tarrawonga on rehabilitation works. Water cart experienced down time due to mechanical failure resulting in increased dust lift off.	Matter raised with operational personnel at Tarrawonga to ensure that in situations where significant dust lift off occurs, operations in that area are to cease until such time as controls can bring dust generation to a manageable level.
Phone call to Whitehaven's Boggabri office	5/10/2007 2:45pm	Dust from the mine following blast at 9:00am.	Blast undertaken early in the morning to avoid increasing winds, however, at time of blast there was no wind causing dust to hang suspended over the site.	Due to ongoing issues with dust, and the outcome of an early blast not reducing dust impact, site personnel advised to return to midday blast schedule.
Phone call to Environmental Manager	10/10/2007 1:45pm	Toll trucks crossing centre line of Manilla Road when entering from Tarrawonga haul road.	Matter referred to Toll for investigation.	Toll interview complainant in relation to the incident and provided advice direct to the complainant.
Phone call to Environmental Officer	29/10/2007 3:30pm	Dust off the Tarrawonga site.	Topsoil stockpile was being opened up for use in rehabilitation and was soon to be exhausted.	Additional dust monitor established at Bollol Creek for monitoring purposes.