

Tarrowonga Coal Pty Ltd – Tarrowonga Coal Mine
2009 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Environmental Manager	20/02/2009 8:30am	Toll trucks travelling out to Tarrowonga earlier than previously stated, running past "Kyalla" at 6:30am in the morning when previously he had been told trucks would not leave the Canyon coal bin until 6:45am. Also, windscreen in complainant's vehicle was smashed by coal falling from Toll Truck.	Advised complainant that arrangements would be made for John Molloy (Toll) to contact him directly to discuss the issue. This follows advice given at the CCC meeting on Wednesday 18th Feb 2009 that a trial was to be conducted regarding extended trucking hours.	Arranged with John Molloy (Toll) to follow up.
Phone call to Environmental Manager	23/02/2009 7:10am	Toll trucks travelling out to Tarrowonga, running past "Kyalla" at 6:35am in the morning. Also had not received any contact from Toll following complaint from Friday the previous week.	Advised complainant that we would arrange for John Molloy of Toll to ring him direct to discuss the issue. Mr John Molloy contacted at 8:20am that morning and asked to contact complainant as soon as possible to discuss.	Arranged with John Molloy (Toll) to follow up.
Phone call to Environmental Manager	16/03/2009 8:10am	Toll trucks travelling out to Tarrowonga, running past "Kyalla" nose to tail without separation gap as was discussed with the complainant previously.	Matter raised with John Molloy of Toll to ensure adequate separation distance between trucks, particularly at start of shift to avoid undue noise impacts on adjacent residents.	John Molloy (Toll) indicated that trucks are gapped by 90 seconds at the start of shift.
Phone call to Environmental Manager	20/03/2009 4:48pm	Toll truck T35 on entrance to Manilla Road from the Tarrowonga Haul Route turned completely into the oncoming traffic lane. Complainant concerned that this seems to be an ongoing problem that is not being rectified.	Matter raised with John Molloy of Toll to ensure drivers are monitored and expected to abide by the applicable road rules. In addition, road improvements were proposed (new white lines and rubber markers) to further guide to truck drivers.	Advised that Toll would be instructed to take appropriate action on the matter.
Phone call to Environmental Manager	27/03/2009 10:10pm	Toll truck travelling out to Tarrowonga at 10:10pm well after consent timeframe for loading.	Toll advised that the truck had experienced a breakdown between Canyon and Tarrowonga, and rather than turn the rig around to travel back to town empty it was run out to Tarrowonga and parked up until next morning.	Complainant was advised about the situation and was told that John Molloy was arranging to visit him at "Kyalla".
Phone call to Environmental Manager	12/06/2009 11:00am	Complaint in relation to noise monitoring undertaken and concerns that consultants do not monitor in appropriate location, are likely to produce monitor results that benefit the mine as they are engaged by the mine, and that he has not received copies of unattended monitor results.	Advised complainant that engaged consultants are required to monitor in accordance with set guidelines and rules and any deviation from this risks their credibility and licence to continue to work in the industry. Also advised that monitor results do not impact on ongoing requirement to monitor so there would be no advantage to consultants in misrepresenting the truth. Advised complainant that copies of the unattended monitoring reports would be provided, but reiterated it would be of little value as it does not disseminate the noise source.	Complainant was advised to contact DECC if he had ongoing concerns in relation to monitoring processes.

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Phone call to Environmental Manager	25/06/2009 9:15am	Contract coal haul trucks travelling out to Tarrawonga using exhaust brakes at Manilla Road intersection.	Advised complainant that the matter would be raised with Toll so that it is raised with the contract truck operators. Signage is already in place at the intersection to limit use of exhaust brakes so the matter needs to be further addressed through communication with the contract operators.	Complainant was satisfied with the approach and understood the difficulties of policing this problem. Suggested that identification of the truck number would assist in the matter being able to be directly handled.
Phone call to Environmental Manager	31/07/2009 1:30pm	Toll coal haul trucks travelling out to Tarrawonga at 6:15am as opposed to agreed 6:30am start.	Matter referred to Whitehaven Management due to continual breach of agreed commencement time by Toll and inadequate response to Environmental Manager.	Toll instructed to revert to agreed protocol where trucks would depart from the Canyon Coal Bin to ensure travelling onto Manilla road would be after 6:30am.
Phone call to Environmental Manager	21/08/2009 12:23pm	Toll B-Double turned into incorrect lane on Manilla Road on entry from the Tarrawonga haul route and on intent to obtain Toll Truck number noted that the truck was not labelled. The complainant referred to a letter from Tony Bracken of Toll indicating that operators who do not ensure appropriate labelling would be immediately dismissed as would repeat offenders who continue to cross centre line.	Matter referred to John Molloy of Toll with reiteration of the seriousness of the complaint, particularly in view of the letter from Mr Bracken. Toll asked to immediately take action to label trucks and counsel the offending operator. Complaint also referred through Whitehaven Management.	At meeting with complainant he was advised that the matter would be investigated with Toll to ensure corrective action.
Phone call to Environmental Manager	7/09/2009 11:30am	Blast shook windows and house – generally concerned that some blasts seem to have significant impact on their property.	Env. Manager contacted complainant to discuss blast. Advised that conditions at the time of the blast were not ideal due to low cloud cover and moisture in air but that the blast went ahead to avoid safety issues associated with wet blast area and a need to disconnect charges if blast didn't proceed. No monitor results available at time of complaint. Offered to set up blast monitor at residence for future blasts but not accepted at the time. Committed to checking with the Geologist to determine if strata has connection back to Northam property which may be influencing blast impacts.	No determination as to strata connection back to Northam. Complainant advised of blasts from other sites have occasionally impacted on their house. Offer of blast monitoring at residence not taken up.
Phone call to DECC	8/10/2009 12:20pm	Dust and noise from the Tarrawonga mine.	Env. Manager contacted DECC to discuss. Advised that wind direction on the day was a south-easterly that would not direct dust or noise to the Greenhills property. Also informed DECC that Idemitsu Coal was undertaking a clearing campaign in Leard State Forest which was generating dust and may be contributing to complainant's concerns. It was also advised that as of the previous day Whitehaven had made an offer to purchase the complainant's property which to our knowledge had been accepted.	No further action required at this time.