

Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine
2011 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Environmental Manager	17/01/2011 9:30am	Council slashed the public section of the haul route (Manilla Rd) which exposed a substantial amount of litter along the roadway. In comparison to other sections of the public road, this section of the Tarrawonga haul route is disgraceful in terms of the volume of rubbish and litter that is being thrown from vehicles and needs a complete tidy up.	Arrangements were made for staff to view the area in question to ascertain the extent of rubbish and to take appropriate arrangements to clean it up. The matter was also discussed with the Tarrawonga Project Manager to raise with staff, as well as with Toll to ensure drivers are not throwing rubbish out along the road. Whilst this section of road is used by Tarrawonga employees and Toll for coal haulage, it is a public road, and other users apart from Tarrawonga personnel are also likely to be contributing to the rubbish. Whilst this may be the case, Whitehaven have made appropriate arrangements to clean the area up on a regular basis.	Nil Required.
Phone call to Environmental Manager	7/02/2011 7:00pm	Boon Haulage Truck transporting an excavator to Tarrawonga clipped powerlines bringing them down and causing electricity disruption. No effort was made by Boon to notify Country Energy or rectify the situation. The complainant had to contact Country Energy to arrange service with supply cut until 11:00pm.	Complete investigation was undertaken including discussions with Tarrawonga personnel and Boon Haulage. Despite initial denial by Boon Haulage supervisor, it was later agreed by the Boon Haulage manager that in all likelihood, transport of the excavator caused the powerline to be damaged. Boon Haulage agreed to review procedures and make appropriate arrangements with Country Energy to pay costs for the line repair.	The complainant was advised of the outcome and that Boon Haulage had accepted responsibility.
Phone call to Environmental Manager from DECCW on behalf of complainant	28/02/2011 2:30pm	Excessive dust from both Boggabri and Tarrawonga Coal Mines on Friday 25 th February and Monday 28 th February.	Matter was investigated with site personnel and Boggabri Coal Environmental Coordinator. Review of meteorological data undertaken. On Friday 25 th February, site personnel were not aware of any significant additional dust issues from site. Usual operations were occurring, with 3 water carts in operation. Scrapers were relocating a soil stockpile from the north-west corner of the lease. Wind conditions were light and predominantly from the north, east and south, and not from the west as would be expected if significant impacts were prevalent at the complainant's property. A temperature inversion was present throughout the night and up to around 9am on the Friday morning. This may have restricted capacity for dust to disperse and may have made dust more visible at the complainant's property. On Monday 28 th February, conditions were poor with wind gusts up to 15m/s and average wind speeds of around 5m/s. Dust lift off was prevalent from all sources on Monday, not just production areas of the mine. There was no capacity to control dust lift off with the conditions at the time which were hot, dry and very windy. Scraper operations were suspended at Tarrawonga at approximately 10am on the Monday morning due to the poor conditions. There was little more that could be done in relation to dust lift on Monday as a consequence of the poor conditions throughout the day.	Advice was issued to DECCW confirming the outcomes of the investigation. The advice was a combined response from Tarrawonga and Boggabri Coal.
Email to	2/03/2011	The complainant advised DECCW that he was not being informed of blasting times for	A response email was issued to DECCW informing them that the complainant is contacted on the day of every blast by phone call to his landline. There are times when there is no answer and with	The complainant's mobile phone



WHITEHAVEN COAL

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Environmental Manager from DECCW on behalf of complainant	4:00pm	Blasting at Tarrawonga.	no message bank a message cannot be left. On other occasions, messages have been left with others who answer the phone, however, it is unknown if the message is being passed on to the complainant.	number is now used to advise of blasting activities at Tarrawonga.
Phone call to Environmental Manager	13/05/2011 3:00pm	Complaint relating to dust on Monday morning and Monday afternoon 9 th May. Also in relation to noise, on occasions it becomes quite audible at their property.	A review of the weather conditions will be undertaken to determine any incidence of inversion that may have caused dust to become trapped beneath the inversion layer, causing it to become concentrated and visible. It is also intended to locate the real time noise monitor at the "Sylvania" property to obtain some noise data files. The complainant also asked if she could see the zone of affectation for the Tarrawonga extension proposal. She was advised that modelling was not yet completed for noise or dust impacts, but that advice would be provided to her upon completion of draft modelling.	Contact will be made with the complainant once the real time noise monitor was available to place at her property.
Phone call to Environmental Manager	16/05/2011 9:40am	Complaint relating to dust on Monday morning 16 th May. Dust plume from Tarrawonga site floating out towards their property.	The complainant was advised that an Environmental Officer would investigate the dust generation from site to ensure dust lift off was minimised. Dust was evident across the valley and some localised dust generation was identified at Tarrawonga. Site personnel advised that water trucks commenced watering roads before mining commenced and that the water trucks had been operational throughout the morning. Dust generation was also noted on adjacent unsealed public roads and from Boggabri Coal. A member of staff who lives in close proximity to the mine said that the dust haze was present at 7am before mining commenced and was obviously associated with vehicles travelling on unsealed roads.	Follow up contact will be made with the complainant at the same time that the real-time noise monitor is available to place at her property.
Phone call to Environmental Manager	27/05/2011 2:00pm	Whilst in the area today for other matters, Jessica Creed from OEH noticed a significant amount of dust emanating from the Tarrawonga site, predominantly in the south west corner.	During discussions it was identified that the dust source was most likely related to scraper operations transferring topsoil from the stockpiles below the southern dump to the new stockpiling location west of the haul road. OEH were advised that the matter would be investigated and water carts directed to the area as necessary. Subsequently, the Project Manager was contacted and he advised that the scrapers had only been operating in that locality for around an hour. He advised that he would make arrangements for the water carts to service the access roads for the scrapers to minimise dust generation.	Nil required. Jessica indicated she would make contact next week to arrange a meeting to discuss issues around Tarrawonga and the other sites.
Anonymous complaint to Environmental Manager via OEH	21/06/2011 2:30pm	Complaint on behalf of anonymous complainant in relation to dust generation off the Tarrawonga site.	An Environmental Officer travelled to site to review conditions. Dust was observed leaving site due to strong north-westerly winds. Whilst some dust was evident from overburden dumping, the majority of dust was associated with soil relocation from stockpiles at the southern end of site to the new stockpiling location west of the haul road. The issue was raised with the Project Manager and it was determined that shortening the haul length for topsoil relocation, and additional runs by the water carts would reduce dust lift off. This practice was implemented and observed to effectively reduce dust impact.	No further action required.
Phone call on Tarrawonga complaints	25/7/2011 12:27pm	Complaint in relation to blast at Tarrawonga which rattled her windows and house, and the extent of yellow plume drifting to her property	The complainant was contacted to discuss the investigation being undertaken, and a message to this effect left on the answering machine. It was identified that upon availability of the blast results, and receipt of the video for the blast, a report would issue to the complainant outlining the	Letter response issued on 29 July identifying blast

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line		following the blast.	results.	within compliance limits.
Anonymous complaint to Environmental Manager via OEH	25/07/2011 1:00pm	Complaint on behalf of anonymous complainant in relation to a blast at the Tarrawonga site on 25 July 2011. Complainant concerned about the extent of window rattling and vibration at her home and yellow plume that spread towards her property.	Advised OEH that we would obtain the blast monitor results to identify vibration and overpressure results and if in compliance at monitoring locations. Matter also discussed with Orica who advised that the fume generation rated a 2 on their scale (up to 5). Video of the blast has been requested to enable review of fume produced.	Advice issued to OEH same as to complainant.
Phone call to Environmental Manager	28/07/2011 12:00pm	Complaint in relation to Toll truck T19 spilling a piece of coal from rear trailer onto windscreen of wife's vehicle, causing windscreen to crack. Incident occurred south of the Rocglen turn off at around 10:55am with T19 travelling towards Gunnedah and his wife travelling in the opposite direction. The coal piece was retrieved at the time of the incident and the truck number identified.	The matter was discussed with the Toll Project Manager and the Environmental Manager met with the complainant at their residence and viewed the damaged windscreen and the nominated coal piece which caused the damage. The complainant's were advised that the matter would be discussed between Toll and Whitehaven for resolution and advice would issue back to them as soon as possible.	Whilst Toll generally has a policy not to replace windscreens, on this occasion the cost of replacement was covered by Toll.
Phone call to Environmental Manager	2/08/2011 10:00am	Complaint in relation to extent of dust in the area during the morning, which seemed to be travelling east from the direction of the mines. It was acknowledged that conditions were very dry and prevailing winds determined how dust dispersed however it was requested that more be done to control dust from off the mine sites.	The extent of dust during the morning was acknowledged with Boggabri Coal and review of photographs taken by the Boggabri Coal Environmental Coordinator. Both Boggabri and Tarrawonga mines acknowledge dust generation from their operations, however, a significant proportion of dust is also generated from traffic on the nearby unsealed roads including Manilla Road, Wean Road, Goonbri Road, Dripping Rock Road and Leard Forest Road. This road dust, combined with dust generation from the mine sites is creating a cumulative dust impact that is most visible in the early morning due to temperature inversions preventing the dust from dispersing. Visual observations of the mine sites during the day generally confirm a reduced dust impact once the inversion layer has dispersed. Notwithstanding this, actions currently under investigation to reduce dust impact include consideration to ongoing gravel collection by Narrabri Shire Council requiring Council to water the affected roads to reduce dust impact; review of water cart operations on both day and night shift to confirm adequate dust suppression is being implemented; and consideration to the use of a surfactant to further reduce dust lift off from haul roads on the mine site.	A meeting was held on the 22 August 2011 between the complainants and representatives from Boggabri Coal and Whitehaven to discuss cumulative impacts.
Phone call to Environmental Manager	29/09/2011 1:34pm	Complaint in relation to truck exiting Tarrawonga private section of haul route onto Manilla Road and crossing centre line of road into incorrect lane. This caused the complainant to brake in order o allow the truck to enter correct lane.	Immediately following the complaint, the Environmental Manager contacted the Co-ordinator for Domestic Coal Sales at Tarrawonga site to verify if a domestic coal truck had recently departed site. It was confirmed a truck matching the description provided by the complainant had departed site at approximately 1:20pm. On the 30 September 2011, contact was made with the haulage contractor who agreed to raise the matter with the driver of the truck. It was reiterated to the haulage contractor that any trucks undertaking haulage to and from the Tarrawonga site must be compliant with all rules and regulations or face the prospect of being banned from entering site.	No further action required.



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Phone call to Environmental Manager	25/10/2011 8:30am	Extent of dust in the area during the morning, particularly relating to dust from Tarrawonga site and dust from gravel trucks departing site for Narrabri Shire Council.	Upon receipt of the complaint the Environmental Manager travelled to site to review the extent of dust in the area. It was clearly dusty and hazy across the valley. On discussion with the Project Manager at Tarrawonga, he confirmed that dusty/hazy conditions were prevalent early in the morning even prior to Tarrawonga site commencing production. It was commented that gravel trucks departing site along Goonbri Road and then Manilla Road were creating significant dust lift off, with Council not providing any dust suppression on the Council roads. Following discussions, it was agreed that scraper operations be suspended at Tarrawonga site until dust levels cleared. It was also agreed that discussions should be held with Council on the basis that Tarrawonga would no longer supply gravel unless Council undertook to provide a water cart for dust suppression of its roads during gravel cartage. Contact was made with Council in relation to this and it was agreed they supply a water cart for this purpose.	No further action required.
Phone call to Environmental Manager	25/10/2011 9:30am	Extent of dust in the area during the morning, particularly relating to dust from Tarrawonga site.	As per above complaint.	No further action required.
Phone call to Environmental Manager from OEH	25/10/2011 12:30pm	Extent of dust in the area during the morning, particularly relating to dust from Tarrawonga site and complaints from surrounding community.	As per above complaint. OEH were advised that Tarrawonga ceased scraper operations from 9:30am to reduce dust dispersal and that Council had been requested to provide water carts for its roads when transporting gravel. It was also advised that Tarrawonga now also utilises a dust suppressant (surfactant) for spraying on its haul roads as a further means of reducing dust lift off from site.	No further action required.
Phone call to CHPP offices – transferred to Environmental Officer	21/11/2011 9:10am	Number of Toll trucks (from Tarrawonga and Rocglen) on Blue Vale Road when the school bus is travelling between the Canyon turnoff and Old Blue Vale Road during the morning and afternoon. The complainant asked that trucks are staggered or held back to reduce the number of trucks on the road at that time (ie. for the 15-20 minutes from 8:05am). She also made comment that each day there is about 10 trucks that overtake the school bus. Her complaint was also in relation to regular cracks and chips in her windscreen from coal falling from trucks. She noted truck T31 at 7:45am on the 21 st November 2011 being so full that the tarp was only half covering the load.	The Environmental Officer committed to raising the concerns with the appropriate personnel within Whitehaven and Toll and advised the complainant to contact Whitehaven any time she has any issues with the trucks. A letter was issued to the complainant on the 9 th December 2011 advising that the current roadworks are causing congestion at times and in general delaying the trucks while the bus is on Blue Vale Road would require an extension to haulage hours which isn't an option at this stage. The letter also reiterated that the trucks are in UHF contact with the bus driver and that recent discussions with him indicated that he didn't have concerns with the Toll drivers. Toll were advised of the complaint regarding T31 and were requested to remind drivers about the requirement to have trucks fully covered.	