



**Tarrawonga Coal Pty Ltd – Tarrawonga Coal Mine**  
**2012 Complaints Register**

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to Environmental Manager	9/01/2012 4:00pm	Complaint in relation to dust generation from Manilla Road as a consequence of haulage of gravel from Tarrawonga to Narrabri Coal.	Immediately following the complaint, the Environmental Manager contacted Narrabri Coal to confirm if it had a water cart operating on Manilla Road. Narrabri Coal advised that a water cart had been stationed on the road all day. The time of the complaint and details of the location of the complaint were provided to Narrabri Coal who advised they would cease haulage immediately and investigate the situation and revert with an appropriate response. Upon investigation it was confirmed that the water cart commenced operations on the road at 7am. The water cart operator is a sub-contractor servicing both Narrabri Coal and Narrabri Shire Council during gravel haulage. The water cart operator has a designated fill point located adjacent to the Tarrawonga mine entrance and on this basis, it is thought that the truck was on refill at the time the complainant travelled the road. The gravel truck operators were questioned in relation to the extent of dust being generated during haulage on this day, both indicating the dust lift off was minimal. Inspection of the road was undertaken the following week, with the water cart identified operating and the road generating minimal dust.	No further follow up required. Complainant was advised that the matter would be investigated and appropriate action taken.
2	Phone call to Environmental Manager	14/01/2012 10:00am	Complaint in relation to dust generation from Manilla Road as a consequence of haulage of gravel from Tarrawonga to Narrabri Coal or to Narrabri Shire Council.	Immediately following the complaint, the Environmental Manager contacted the Tarrawonga Project Manager with an instruction to confirm that a water cart was stationed on Manilla Road. Narrabri Coal ceased haulage upon notification of the complaint. Confirmation was made that the water cart was operating and that truck operators considered the extent of dust generation acceptable. A shower of rain also occurred on Saturday morning which assisted in dust suppression. Inspection of the route was undertaken early the following week with the water cart identified as operating and the road well watered – minimal dust was observed during truck haulage. Discussions have been held with Project Manager in relation to redirecting gravel haulage down Goonbri Road rather than using the gravel section of Manilla Road. This would take the dust impacts further away from the residents in proximity to Manilla Road, with only one residence within proximity to Goonbri Road, at its western connection with the tar sealed Leard Forest Road. If this action is taken, the water cart will be removed from Manilla Road and stationed at Goonbri Road.	No further follow up required. Complainant was advised that the matter would be investigated and appropriate action taken.
3	Phone call to Environmental Manager	13/02/2012 5:40pm	Complaint in relation to coal truck exiting Tarrawonga haul road without its tarp fully extended. Coal was clearly visible above the sides of the trailer and the coal appeared to be blocking the tarp from full extension.	The matter was taken up with Toll. A truck number was not provided, however was described as having the rounded edge trailer, and exited Tarrawonga haul road at approximately 17:40pm. Toll confirmed that Truck 26 experienced a tarp failure on its "A" trailer after loading from Tarrawonga, and returned direct to the Toll Depot at 17:53pm for repairs. Upon entry to the Depot the B Tarp was fully extended and operational. The problem with the A tarp was corrected prior to truck leaving the depot and running into the CHPP.	No further follow up required. Outcome of investigation explained to complainant – 16/2/2012.

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4	Phone call to Environmental Manager	3/03/2012 10:40am	Complaint in relation to blast at Tarrawonga which shook the complainant's house. Described as one of the worst blasts they had felt.	The complainant was advised that once the monitoring results were available a formal response to the complaint would issue. An offer was made to undertake a structural inspection of the property by an Engineer to verify if any blast related damage had occurred. The offer was declined. Blast results have since confirmed that the blast was within compliance limits at both monitoring points, with the blast not triggering at the "Tarrawonga" property and returning a 102.3dB overpressure and 1.099mm/s in vibration at the "Templemore" property. Orica were also requested to consider any reasons that this particular blast may have exacerbated impacts at further afield locations on the basis of other complaints received in relation to this blast.	A written response was issued on 16/03/2012 including summary of Orica investigation.
5	Phone call to Environmental Manager	3/03/2012 11:06am	Complaint in relation to blast at Tarrawonga which impacted at the complainant's property above normal levels. Requested confirmation of blast results once they become available.	A message was left with the complainant indicating that once results were made available we would advise of the results. Blast results confirmed compliance at blast monitors with the "Tarrawonga" monitor not triggering and the "Templemore" monitor triggering at 102.3dB overpressure and 1.099mm/sec in vibration. Orica were also requested to provide advice as to why the blast impacted at far field locations when compared to the monitor results which are well below compliance limits.	A written response was issued on 16/03/2012 including summary of Orica investigation.
6	Phone call to Environmental Manager	5/03/2012 9:20am	Complaint in relation to blast at Tarrawonga which impacted at the complainant's property above normal levels. Complainant indicated this was not the first time they had experienced blast impacts from mines located further to the north, however this blast caused significant vibration in their property and it is concerning given the proposed Vickery Mine so close to his property.	The complainant was advised that blast monitoring results were not yet available at the time of his complaint, but that they would be provided as soon as they were known. The results have indicated compliance with compliance limits, recording 102.3dB overpressure and 1.099 mm/s vibration at "Templemore" with the "Tarrawonga" monitor not triggering. Given the extent of concerns raised further afield, Orica has been asked to undertake an investigation into the blast to verify causes/reasons behind blast impacts being generated at far field monitors and not locally at the monitoring points.	A written response was issued on 16/03/2012 including summary of Orica investigation.
7	Email to Environmental Officer from EPA on behalf of anonymous complainant	14/03/2012 2:16pm	EPA advised that a number of complaints had been received following the 3 <sup>rd</sup> March blast. One complaint read: "A huge blast Saturday 03.03.12 at about 12 noon shook the house & cracked glass window panes. Everyone in the house was very startled with the blast as you could feel it through the ground like a shock. There was another blast Monday 05.03.12 about 12.30pm which was strong, though not as bad.	The EPA was advised on 8 March at Tarrawonga that the blast had occurred. They were advised that blast monitoring indicated compliance however three complaints and an enquiry had been received following the blast. Whitehaven requested that Orica provide an investigation report into the blast and this report, along with a letter from Whitehaven, was subsequently issued to the EPA on 16 March. The EPA was also advised that each complainant had been provided with a summary of the Orica report.	No further action required at this stage.

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			Caller is about 3k from the mine in Boggabri".		
8	Email to Environmental Officer from EPA on behalf of anonymous complainant	22/03/2012 10:22am	EPA advised that an anonymous complaint had been received on the Environment Pollution Line regarding dust at Tarrawonga. The complainant advised that the incident time was 21:00 hours and the description provided was "A very large quantity of dust coming from Tarrawonga Mine".	Site personnel investigated the complaint with afternoon shift supervisors advising that water carts were operating as per standard practice around the time of the complaint. An email response was provided to EPA advising of standard water cart use and the fact that it would be impossible at night to see dust outside the immediate sphere of the lighting plant so Whitehaven can only assume that a halo around a lighting plant (which could have been caused by a single dump truck passing the lighting plant) led the complainant to believe the entire site was generating dust. Notwithstanding this, the requirement for adequate dust control at all times has been reiterated to all supervisors and operators.	No further action required at this stage.
9	Phone call to Environmental Officer	27/03/12 8:10am	Complaint in relation to dust at Tarrawonga that morning (and the previous day) and light from Rocglen. Was unable to define where dust was actually coming from (Tarrawonga and/or Boggabri Coal) but said she could see Tarrawonga which is why she called us. Complainant also asked about the noise monitoring report Whitehaven is to provide. Suggested that report will be issued on return of Environmental Manager from Annual Leave.	Environmental Officer immediately called Tarrawonga Project Manager and asked that the dust situation be assessed and any additional controls be implemented if issues are identified. The Project Manager and Mine Planner inspected the site and were unable to ascertain any dust generation that could have caused concern. Some dust generation from Boggabri Coal was noticeable and photos of both sites were taken. The paddock directly south of the Tarrawonga Mine was also being ploughed at the time of the complaint. The Rocglen Project Manager was made aware of the complaint in relation to light impacts. It was identified that whilst site personnel are aware of the need for sympathetic positioning of light, often it is very difficult to position the lights in such a way that allow for safe operations whilst not affected neighbouring landholders. The complainant's property is approximately 15km from the mine site.	No further action required.
10	Phone call to Environmental Officer	2/04/2012 8:25am	Complaint in relation to dust from gravel haulage on Manilla Road.	Environmental Officer immediately called Tarrawonga Project Manager who advised that gravel haulage would be ceased until the road was appropriately watered. A water cart had been provided by the Council however haulage had commenced before the road was watered. Tarrawonga personnel had previously requested that the road be watered for an hour prior to haulage and this requirement was reiterated to NSC personnel. The complainant said it was extremely dangerous and motorists were unable to see where they were going.	No further action required.
11	Email to Environmental Manager	25/04/2012 9:29am	Complaint in relation to noise over the previous three days and concerns over the location of a proposed gravel crushing plant.	Complainant was advised by return email of intent to undertake an attended noise monitoring event at their property with noise consultants when next undertaking compliance monitoring. The matter pertaining to the proposed Council gravel crushing and screening facility is a Council matter, and should be discussed with Council. A letter response will issue to the complainant.	No further action required.
12	Phone call to Tarrawonga	9/05/2012	Complaint in relation to dust from the mine. Complainant was unable to	Environmental Officer contacted the site to determine source of dust. The onsite Environmental Officer viewed the pit from the east (Bollol Creek Station) and took photos at	No further action required.

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	Complaints Line	8:44am	identify if dust was only from Tarrawonga. He said that he knew the dust was being generated at night when the water carts aren't utilised at the same rate as daytime operations.	this location. He also spoke with the Manager Mining Engineering who was in the pit at around 9:30am taking photos of a clear inversion layer. He commented that dust in the pit was fairly minimal but a haze could be seen due to a clear inversion layer. The OCE also commented that dust from the pit was minimal. Water carts could be observed running in the pit and on the scraper circuit. The OCE confirmed that the water cart had been running the previous night and drills were using water injection.	
13	EPA on behalf of anonymous landholders – email to Environmental Manager	9/05/2012 1:35pm	Complaint in relation to dust from Tarrawonga and Boggabri Mines. Very thick dust in the air this morning right across the valley and coming from the mines.	Investigation undertaken to confirm operations occurring at Tarrawonga and extent of dust suppression undertaken. Confirmed normal operations with 835,000L of water used for dust suppression on night shift up to 2:30am Wednesday morning. Tarrawonga shut down between 2:30am and 7:00am. Photographic evidence taken on the Thursday morning prior to pit start up identifying substantial dust in the area, but no dust identified above the Tarrawonga site. This is indicative of other dust sources contributing to dust levels first thing in the morning. Review of the Real Time PM <sub>10</sub> at Flixton property confirms dust levels well within compliance limits. A report has been issued to the EPA in response to the complaints.	No further action required.
14	EPA on behalf of anonymous landholder – email to Environmental Manager	10/05/2012 11:18am	Complaint in relation to dust from Tarrawonga Mine. Very thick dust in the air this morning with black smog over Tarrawonga site.	Investigation undertaken to confirm operations occurring at Tarrawonga and extent of dust suppression undertaken. Confirmed normal operations with 928,000L of water used for dust suppression on night shift up to 2:30am Thursday morning. Tarrawonga shut down between 2:30am and 7:00am. Photographic evidence taken on the Thursday morning prior to pit start up identified substantial dust in the area, but no dust identified above the Tarrawonga site. This is indicative of other dust sources contributing to dust levels first thing in the morning. Review of the Real Time PM <sub>10</sub> at Flixton confirms dust levels well within compliance limits. A report has been issued to the EPA in response to the complaints.	No further action required.
15	EPA on behalf of anonymous landholder – email to Environmental Manager	11/05/2012 9:48am	Complaint in relation to noise from the mines last night, and dust this morning being so thick you can't see the hills.	Investigation undertaken to confirm operations occurring at Tarrawonga and extent of dust suppression undertaken. Confirmed normal operations with 960,000L of water used for dust suppression on night shift up to 2:30am Friday morning. Tarrawonga shut down between 2:30am and 7:00am. Photographic evidence taken on the Friday morning prior to pit start up identified substantial dust in the area, but no dust identified above the Tarrawonga site. This is indicative of other dust sources contributing to dust levels first thing in the morning. With regard to the noise complaint, Tarrawonga site shuts down between 2:30am and 7:00am thereby minimizing potential for noise impacts from site over this period. The real time noise monitor was in Gunnedah at the time of the complaint however is being re-tasked to site to measure noise levels. Review of the Real Time PM <sub>10</sub> at Flixton confirms dust levels well within compliance limits. A report has been issued to the EPA in response to the complaints.	No further action required.
16	Phone call to Environmental Manager	11/05/2012 10:30am	Complaint received in relation to dust from the mine and gravel trucks causing dust on Manilla Road. Complainant believes she had seen gravel trucks running on Manilla Road	Both Council and Narrabri Coal have been informed of the need for a water cart to be operational on Manilla Road during gravel haulage on several occasions. A phone call was made to Narrabri Coal at 2.30 p.m. to discuss the movements of Narrabri Coal gravel trucks. They confirmed that two trucks (White Kenworth and Blue Kenworth) were doing 3 loads per day from the quarry and had been clearly instructed not to use Manilla road, if this was the	The complainant was contacted via phone at 4.00 pm by the Environmental Officer. She was informed that Narrabri Coal, Narrabri Shire Council and Peter Harris had

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			in the morning without a water cart.	<p>case serious action was to be taken. Narrabri Coal immediately rang the truck drivers and told them to pull up for the day. The truck drivers confirmed they had been using the sealed Whitehaven haul road instead of Manilla Road.</p> <p>Tony Williams from Narrabri Shire Council was then called at 3.30 p.m. Tony confirmed that Council had not been using the quarry for 3 weeks and that on the day of the complaint there was a Rostered Day Off so no council trucks were operating.</p> <p>Further investigation found that a third gravel truck was operating on the day. A meeting was held with the Environmental Officer, Project Manager and Peter Harris (who is currently running the quarry) on Monday 14<sup>th</sup> May at 8.30 a.m. Peter was also asked to confirm where the third gravel truck is travelling to so it can be assured it is not using Manilla Road. Monitoring of trucks using the Manilla Road will continue over the following weeks by the Project Manager and Environmental Officer.</p> <p>In relation to dust from the mine, an inspection was conducted that morning from 6.30 a.m. Water carts were observed from the beginning of morning shift. Dust was being created by a drill rig from around 7.00 am. The Project Manager was informed and both the Project Manager and Environmental Officer met with the drill rig operator to confirm that water injection was being used and dust aprons were down (of which both actions were already in place). The operator was also told by the Project Manager to keep dust in mind.</p>	been contacted in regard to the matter and investigations were underway. She was instructed to call and try to provide specific details on any gravel trucks seen using Manilla Road without a water cart in future so that Whitehaven can narrow down who is responsible and take necessary action. She said she could see two gravel trucks on the morning but couldn't provide more detail. She was also informed that the pit was being monitored in an attempt to keep dust to a minimum and that the Project Manager and OCE's are aware that dust is an issue and are working to minimise it.
17	EPA on behalf of anonymous landholder – phone call to Environmental Manager	15/05/2012 10:30am	Complaint in relation to noise from the mines last night, from around midnight through to 9am this morning	Investigation undertaken to confirm operations occurring at Tarrawonga. Confirmed normal operations with three dumps active, being on the western out of pit emplacement (RL 358m), central dump in pit (RL 322m) and southern emplacement (RL 307m). Tarrawonga shut down between 2:30am and 7:00am. As a consequence, Tarrawonga operations could have only contributed to noise impacts for a small component of the timeframe nominated by the complainant. The real time noise monitor was in Gunnedah at the time of the complaint however is being re-tasked to site to measure noise levels. Arrangements will be made to position the monitor at the complainant's residence to verify noise levels. A letter report has been issued to the EPA on this basis.	Real time monitor relocated to complainant's property – 18/5/2012.
18	Phone call to Environmental Manager	17/05/2012 9:30am	Complaint in relation to from Tarrawonga yesterday which shook his house. Concerns that they felt this blast but don't normally feel them and if the mine continues to expand – what will the implications be from blasting impacts.	Reviewed the blast information which confirmed the shot was of an average size and performed to expectations. Review of monitoring results confirmed the blast was well within compliance limits at closer monitoring points, recording levels of 1.77mm/s vibration and 105.3 dBL overpressure at the "Templemore" property and not triggering at the "Tarrawonga" property. A blast the following day on the same bench of similar size was undertaken and Environmental Officers travelled up to the complainant's property for the blast. It was reported that the blast was hardly audible with negligible vibration noticeable.	A letter was issued to the complainants in relation to the blast and observed conditions, with an offer to have blast monitors placed for a period to define blast impacts.
19	Phone call to Community Liaison Officer	23/05/2012 12:15pm	Complaint in relation to blast from Tarrawonga at around 12:01pm that shook the complainant's house. The complainant is concerned that this is	An investigation is being undertaken in relation to the blast and likely causes as to why it was felt at the complainant's property. Blast monitor results from monitors in much closer proximity to the Tarrawonga site confirmed compliance at all monitoring locations. The complainant was advised a written response would be issued in relation to the investigation	

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			the third blast from Tarrawonga that he has felt at his property, and at such a distance (~21km), the impacts should not be experienced at his property.	and that arrangements would be made to further discuss the issue with him with both Whitehaven and Orica personnel.	
20	Phone call to Environmental Manager	24/05/2012 12:30pm	Complaint in relation to blast on 24 <sup>th</sup> May that shook the complainant's house. Felt like a large blast.	<p>Orica was called at 3.30pm on the 24<sup>th</sup> May to discuss the blast. They advised that the blast was not in any way different to previous blasts apart from it being a high blast and an overcast day. Overcast days can have the tendency of spreading noise from blasting activities. The monitoring results received by Orica the following morning indicated that both locations (Tarrawonga and Templemore) conformed to environmental parameters. The site Environmental Officer monitored the blast from the road outside the "Sylvania" property to the east and reported that no overpressure or vibrations were present or could be noticed from this location.</p> <p>The complaint was in regard to air blast overpressure as the complainant reported that she could hear the blast and it rattled her windows, although she couldn't feel any vibrations. This was discussed with Orica in the weekly production meeting on 29<sup>th</sup> May 2012, of which Orica again reinforced the potential impact of an overcast day.</p>	The complainant was left a phone message on the afternoon of the 24 <sup>th</sup> May 2012 indicating that the complaint was being investigated and a response would be delivered in due time. A follow up phone call was made from the Environmental Officer at 9.00am on the 29 <sup>th</sup> May 2012. The complainant confirmed that the issue with the blast was overpressure rattling windows and noise from the blast. She indicated that no vibrations could be felt. She was advised that this information would be provided to Orica to further investigate the complaint.
21	Phone call to Environmental Manager	25/05/2012 8:30am	Complaint in relation to a rotten egg gas smell persisting in the area – not sure of the source but has contacted Whitehaven to check if the source is related to Whitehaven operations.	Tarrawonga and Rocglen Project Manager's checked their respective sites with no identification of any spontaneous combustion. Contact was made with Boggabri Coal who also confirmed no spontaneous combustion was present at their site. Site personnel were instructed to visit the Canyon site to confirm no spontaneous combustion from the reject emplacement area. The Geology team was also instructed to confirm no gas was emanating from exploration holes located on surrounding properties. Orica was contacted who also confirmed no odour emanating from their site. Orica personnel could also notice the smell, but described it as not being a sulphurous smell. It was suggested that perhaps there had been an application of a fertilizer product on an adjacent farming enterprise.	Whitehaven was unable to get in contact with the complainant despite many phone calls.
22	Phone call to Environmental Manager	25/05/2012 8:45am	Complaint in relation to a rotten egg gas smell persisting in the area – not sure of the source but has contacted Whitehaven to check if the source is related to Whitehaven operations.	Tarrawonga and Rocglen Project Manager's checked their respective sites with no identification of any spontaneous combustion. Contact was made with Boggabri Coal who also confirmed no spontaneous combustion was present at their site. Site personnel were instructed to visit the Canyon site to confirm no spontaneous combustion from the reject emplacement area. The Geology team was also instructed to confirm no gas was emanating from exploration holes located on surrounding properties. Orica was contacted who also confirmed no odour emanating from their site. Orica personnel could also notice the smell, but described it as not being a sulphurous smell. It was suggested that perhaps there had been an application of a fertilizer product on an adjacent farming enterprise.	Follow up phone call with complainant to advise that the smell was not found to be related to any of Whitehaven's or Orica's activities.

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23	Phone call to Tarrawonga Complaints Line	26/05/2012 8:00am	Complaint in relation to excessive noise from the mines all night and into the morning. She knows they've had noise monitoring but the noise the night prior to the complaint and the morning of the complaint was very, very loud. The complainant finds it hard to believe that the noise contours for the next 16 years of mining do not include the complainant's property.	Phone message left with complainant on Tuesday 29 <sup>th</sup> May. No response received to date.	No further action required.
24	Phone call to Environmental Manager	28/05/2012 9:00am	Complaint in relation to the local Rural Fire Brigade in attending a fire at the "Pine Grove" property, reported issues with Toll coal haulage trucks not moving sufficiently out of the way to enable immediate access to the property. No specific truck numbers could be provided. Incident occurred at around 8pm on Wednesday night 23 May 2012.	Toll was contacted to discuss this issue and ensure that all operators are made aware of their responsibility in terms of avoiding any impediment to operating fire trucks when in attendance of a fire. Toll confirmed that a driver hauling from Tarrawonga noted that the fire truck was already at the Pine Grove residence when he travelled on Manilla Road at approximately 7:15pm. The fire truck was still at the residence when all trucks completed their final haul back to Gunnedah.	No further action required.
25	Text message to Environmental Manager	29/05/2012 3:57pm	Complaint in relation to a Toll truck attempting to overtake the complainant's father, who was travelling at 100km/hr. Also questioned if WHC had spoken to Toll in relation to changed bus drivers on the school bus run to ensure communication protocols between Toll trucks and the bus were understood. Complainant indicated that unless these issues were sorted out with Toll, he would be contacting the Police.	A response was sent to the complainant confirming that he is within his rights to take the matters up direct with the Police if he believes there are activities occurring outside legal road rules. The complainant was also asked to provide any details in relation to the truck involved in the overtaking incident including truck number and time so it could be thoroughly investigated. No additional information had been received by the time of preparing this complaint record. Contact was made with Toll who refuted suggestions that a Toll truck attempted to overtake a vehicle travelling at 100km/hr. This was on the basis that the trucks are speed limited to 98km/hr and that any speed infringement would result in immediate notification to the RTA and Toll due to the system in place for Toll operations. Toll also confirmed communications had been held with the alternate drivers on the bus run and all were comfortable with communication protocols between trucks and the school bus.	No further action required.
26	Phone call to Environmental Manager	30/05/2012 9:20am	Complaint in relation to the blast held at Tarrawonga on Thursday 24 <sup>th</sup> May just after 12pm. Complainant felt the blast in his shed. The complainant's property is located south east of the Rocglen mine, so to be feeling blasts	The complainant was advised that an investigation is being undertaken in relation to the blast to confirm if the blast performed to expectations and verify if there was anything related to the shot that may have exacerbated blast impacts at far field sites. A letter report has been issued to all complainants confirming blast monitors were within compliance limits and offering further discussions with the complainants and Orica.	No further action required.

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			from Tarrawonga is indicative of something not going right with the blasts.		
27	Phone call to Environmental Manager	8/06/2012 9:50pm	Complaint in relation to vibration felt at complainant's property and suggestion that it was caused by Tarrawonga Coal Mine operations.	The complainant was advised that there had been an earth tremor and the vibration was felt at the Environmental Manager's property in Tamworth, and as a consequence was not related to mining activities. Complainant did not accept this response and remained adamant that the vibration was a consequence of Tarrawonga mine and wanted the complaint recorded. Subsequent news reports the following morning confirmed an earth tremor had occurred to the west of Manilla, with the vibration felt in many centres in the north-west. As a consequence, no further action taken in relation to the complaint.	No further action required.
28	Text message to Environmental Manager	9/6/2012 4:59pm	Complaint in relation to a Service Vehicle travelling out to Tarrawonga nearly colliding with the complainant.	The complainant was asked if he could provide any details of the vehicle involved as without detail there was little that could be done in terms of finding the offending driver. The complainant indicated that he did not get any details due to being shaken up as a consequence of the incident and it happening so fast. The only detail provided was that the vehicle had a crane on the back of the truck. As a consequence of the limited information available, the offending vehicle or driver could not be tracked down for further action.	No further action required.
29	EPA on behalf of anonymous complainant	20/06/2012 7:30am	Complaint in relation to dust in the area in the early morning and assumption that it was related to Tarrawonga, Boggabri and Rocglen Coal Mines.	A response was issued to the EPA identifying the extent of dust mitigation undertaken from water application, as well as daily reports from the Real Time TEOM located at the "Flixton" property. It was also identified that a thick fog was present around the mine until 9:30am that morning. The development of cumulative impact strategies with Boggabri Coal was also provided in the response.	No further action required.
30	EPA on behalf of anonymous complainant	25/06/2012 4:00am	Complaint in relation to noise from Tarrawonga and Boggabri operations from 4am through until 10am that morning.	A response was issued to the EPA identifying the Tarrawonga operation was not running at 4am. Site commencement was from 7am. Daily reports from the real time noise monitor located at "Templemore" were also provided identifying the noise levels at the time of the complaint. From 4am, noise levels were well within compliance limits. The monitor did identify mining noise during the morning, however could not be used for compliance as it is currently based at "Templemore" which is project related and in much closer proximity to operations. A temperature inversion was prevalent throughout the night and early morning. The EPA was advised of the developing cumulative impact strategies between Boggabri and Tarrawonga to address noise impacts.	No further action required.
31	Phone call to Open Cut Examiner (shift supervisor)	27/06/2012 10:00pm	Complaint received in relation to noise from the mine. Boggabri Coal also received the same complaint. The complainant subsequently contacted the Environmental Manager the following morning to discuss their concerns.	The OCE on shift immediately went for a drive to assess noise from the east and the west. From the west it was noted that noise could be heard from both Tarrawonga and Boggabri sites. At the time Tarrawonga was dumping on the top level of the western emplacement. The OCE turned the trucks around to start dumping to the eastern side of the western emplacement, of which after a second inspection from the west it was noted to be quieter. The OCE noted the need to dump lower in the pit after 10pm. The Environmental Officer and Project Manager were advised the morning of the 28 <sup>th</sup> June 2012 subsequent operations that night were aligned for dumping lower in the pit after 10pm despite space constraints.	No further follow up necessary at this time. Complainant was advised that Tarrawonga would be prepared to locate its real time monitor at their property if Boggabri Coal needed to relocate their unit.

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				It was also noted that Boggabri Coal have placed a real time noise monitor at the property as of 28 <sup>th</sup> June 2012 to obtain relevant noise data. The complainants also advised the Environmental Manager that after 2:30am, once Tarrawonga operations had ceased, the mining noise was still prevalent. The complainants identified that the majority of the noise source appeared to be from Boggabri Coal operations given the noise level remaining after Tarrawonga shut down. It was identified that there was a minor reduction in noise at this time, but was still of significant concern to the complainants.	
32	Phone call to Environmental Manager	10/07/2012 12:05pm	Complaint received in relation to a blast held at Tarrawonga at 12:02pm Blast shook the complainant's house.	Complainant indicated that every time there are overcast conditions, it seems to cause the blast to impact on her property. Complainant was advised that Tarrawonga would look into the blast monitor results to identify the monitor levels and provide that information to the complainant.	Written advice was issued to the complainant advising that the blast was compliant. An offer was made to place a blast monitor at the complainant's property when similar weather conditions are present.
33	Phone call to Environmental Manager	16/07/2012 7:40am	Complaint in relation to runoff from the mine causing increased flooding at the complainant's property.	Complainant indicated rainfall over the weekend had resulted in excess runoff causing increased flooding on his property. This follows previous complaints on the same issue from November 2011 and February 2012. The issue is subject to an investigation by Lindsay Gilbert to determine impacts of the mine on flooding downstream.	Subject to ongoing investigation.
34	In person complaint to Project Manager	24/07/2012 3:55pm	Toll truck T21 on the road at approximately 2.30 pm today with what appeared to be a split tarp at the rear of the B trailer and coal spilling over the back of the truck.	The Environmental Officer contacted Toll's Mining Services Manager to discuss the issue. He advised that following notification of the complaint, Toll's Leading Hand inspected T21 after it loaded at the Tarrawonga bin and found both tarps to be fully intact front to rear. The only explanation that Toll could provide is that the B trailer was loaded high at the rear and the tarp had cut through the coal load, depositing a small amount of coal on top of the tarp which was then able to fall off the truck. Toll has counselled the driver regarding inspecting the load whilst loading to ensure even placement of the load.	No further action required.
35	Text message to Environmental Manager	30/07/2012	Lights from the Tarrawonga dump were shining direct to the complainant's property.	Environmental Manager contacted the night shift OCE at Tarrawonga and requested that he review the lighting plant location and re-align the lighting plants to avoid impact on complainant's property. OCE contacted Environmental Manager upon completion of re-alignment to confirm it had been done. OCE provided with complainant contact number to confirm the issue had been resolved. OCE was also to advise complainant of cattle out on the road.	No further action required.
36	Phone call to Environmental Manager	2/08/2012 8:02am	Dust from Tarrawonga and Boggabri Coal hanging in the valley. Unacceptable dust levels and something needs to be done to reduce dust impacts.	Investigation undertaken into dust suppression activities undertaken at site. Records indicate 1,024,000L of water was used in dust suppression on the night shift of 6 <sup>th</sup> August. Dayshift used 1,493,000L. Personnel at site reported a general dust haze in the area during the morning, however there was no specific dust generation activity identified at site that could be the cause of the dust haze. The 'Flixton' PM <sub>10</sub> did not identify any elevated dust levels during the early morning of the 7 <sup>th</sup> August, with the predominant spike in dust levels coinciding with shift change between 5-8pm. The running 24hr average PM <sub>10</sub> was at 12.3ug/m <sup>3</sup> .	The Environmental Manager left a phone message on the complainant's message bank with an indication that a meeting could be arranged to discuss this and other matters.
37	Phone call to	7/08/2012	Dust plume in the air coming from the	Investigation undertaken to determine dust suppression activities undertaken at the time. It	Response provided to the EPA.

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	EPA	7.45am	Boggabri and Tarrawonga coal mines. Caller advised the dust is thicker than usual.	was confirmed that 1,024,000L of water was used for dust suppression during night shift of the 6 <sup>th</sup> August. This followed application of 1,248,000L of water during day shift. Review of data from the EPA camera did not pin-point any specific dust generating activities during the early morning with water carts actively in use. Review of the real time PM <sub>10</sub> data at Flixton identified a peak in PM <sub>10</sub> levels between 8am and 11am, and again between 5 and 8pm. Wind direction was from the North East and wind speed was around 0.8m/s.	Project Manager informed of complaint via Environmental Officer. Complaints highlighted in weekly production meeting and monthly GM's meeting.
38	Phone call to Environmental Manager	7/08/2012 11:11am	Gravel truck identified as travelling along Manilla Road. Truck had Robson marked on its trailer.	Investigation undertaken to determine who the truck was operating for. Robson was operating for Narrabri Coal, and all drivers had been instructed to travel the haul route to Gunnedah and stay on the tar. A new driver was operating who may not have been given this specific instruction. The matter was referred to Narrabri Coal to ensure all drivers understood the protocol.	Narrabri Coal has spoken with Robson and the driver has been given a first and final letter. The complainant was advised of the outcomes of the investigation.
39	Phone call to Environmental Manager	8/08/2012 8:30am	General dust in the valley from the coal mines. Dust levels unacceptable and something needs to be done to reduce dust impacts.	Investigation undertaken to determine dust suppression activities undertaken at the time. It was confirmed that 928,000L of water was used for dust suppression during night shift of the 7 <sup>th</sup> August. This followed application of 1,368,000L of water during day shift. Review of data from the EPA camera did not pin-point any specific dust generating activities during the early morning with water carts actively in use. Review of the real time PM <sub>10</sub> data at Flixton identified a peak in PM <sub>10</sub> levels between 8am and 11am, and again between 5 and 8pm. Wind direction was generally from the south west and north west which may have caused dust to drift towards the complainant's property.	A phone message was left with the complainant. In addition, the Environmental Officer had discussed several issues with the complainant over the subsequent days.
40	Phone call to Environmental Manager	8/08/2012 12:10pm	Dust travelled down to complainant's property following a blast at Tarrawonga.	Investigation undertaken which identified the blast was a near surface shot and as a consequence was not afforded the protection from the pit as usually occurs. At the time of the shot conditions were very still which result in the dust from the shot not dispersing as would normally occur. The shot did not result in any obvious peak in PM <sub>10</sub> levels at the "Flixton" monitor at the time of the shot.	A phone message was left with the complainant confirming that a meeting could be arranged to further discuss blasting protocols and impacts on properties.
41	Phone call to Environmental Manager	9/08/2012 10:48am	Noise from both Tarrawonga and Boggabri Coal unbearable this morning and we need to do something to reduce the noise impacts.	Discussions held between the complainant Tarrawonga Environmental Officer as to noise. The complainant indicated it was their belief that noise from the Boggabri Mine was the main source of impact at their house, however, believed noise from Tarrawonga was the main source at their other residence. The use of the mobile noise monitor was again explained, however the complainant was not of the view that the noise monitoring was accurate. The noise monitor was placed out to the east within the public road reserve for a period of time to obtain additional noise monitoring results. In terms of active noise mitigation, operations are currently using the western dump RL375m during the day and relocating to the eastern dump RL 347m during the night to reduce noise impacts.	Discussions were held with the complainant in relation to the noise however the matter remains unresolved. Data from the real time unit will be reviewed to identify noise levels.
42	Phone call to the EPA	21/08/2012 No specific time	Dreadful dust for the last few days and nights from unsealed section of local road. Council and the two local mines have been arguing about who will pay to seal the road but no agreement has been reached. Caller states the road is	Complaint is clearly in relation to Manilla Road. Whitehaven Coal had an agreement with Council and Narrabri Coal to supply a water cart if gravel trucks leaving Tarrawonga were to be using Manilla Road. Narrabri Coal decided only to use sealed haul roads when carting gravel. For the last 2 months to avoid Manilla Road council trucks have been using Goonbri Road to access Tarrawonga. They supply a water cart and water Goonbri Road for the duration that the gravel trucks are running. Tarrawonga coal has no registered water carts	Response provided to the EPA. Project Manager informed of complaint via Environmental Officer. Complaints highlighted in weekly production meeting and monthly GM's meeting. Issue of dust from

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			watered from time to time but not sure of the legal position of whether the mine or council should deploy water trucks. Caller states the traffic is almost entirely mine staff. Caller asks for EPA intervention and/or advice on what should be done and whether Council is legally responsible for the situation.	and therefore it is illegal for Tarrawonga to water public roads	gravel trucks reiterated with Pete Harris (Gravel Manager) and Council and both parties are fully aware of their obligations.
43	Phone call to the EPA	3/09/2012 7.45 am	Caller reports dense dust from the mine. The site reportedly has cameras on their own site to alert them to high levels of dust and this also is a lead to them shutting down operations to correct the matter. Caller relates that the cameras cannot be working given the volumes of dust travelling down their valley this morning.	Rm-Cam was not intended to be used specifically to shut down operations. The EPA has requested that Tarrawonga informs of blast times for viewing, since installation there have been no other requests from the EPA received. Investigation to determine dust suppression activities confirmed that 1.720.000L of water was used for dust suppression during day shift of the 3 <sup>rd</sup> September. This followed application of 1,088,000L of water during night shift. No water was applied on the previous night of the 2 <sup>nd</sup> September as this was a Sunday. Review of data from the EPA camera did show thick dust in the air at 8.00am in the morning. Given the first dig at Tarrawonga doesn't occur until around 7.30am and Tarrawonga was not operating the previous night, the volume of dust in the air would be expected to be generated by surrounding operations.	Response provided to the EPA. Project Manager informed of complaint via Environmental Officer. Complaints highlighted in weekly production meeting and monthly GM's meeting.
44	Phone call to the EPA	3/09/2012 8.25 am	Large amount of dust in the air from the Tarrawonga Coal Mine	Investigation to determine dust suppression activities confirmed that 1.720.000L of water was used for dust suppression during day shift of the 3 <sup>rd</sup> September. This followed application of 1,088,000L of water during night shift. No water was applied on the previous night of the 2 <sup>nd</sup> September as this was a Sunday. Review of data from the EPA camera did show thick dust in the air at 8.00am in the morning. Given the first dig at Tarrawonga doesn't occur until around 7.30am and Tarrawonga was not operating the previous night, the volume of dust in the air would be expected to be generated by surrounding operations.	Response provided to the EPA. Project Manager informed of complaint via Environmental Officer. Complaints highlighted in weekly production meeting and monthly GM's meeting.
45	Phone call to Environmental Manager (left message) and Tarrawonga site	12/9/2012 12:30pm	B-double truck travelled on unsealed section of Manilla Road and turned left onto Tarrawonga haul road. A description of the truck, including its trailer registration number, was provided.	The Environmental Officer and Tarrawonga Operations Manager contacted the complainant to discuss the issue. The Operations Manager advised that the truck is a sub-contractor to a domestic coal haulage contractor and committed to counselling the driver. The complainant further advised that he had reported the incident to the police. He suggested that Tarrawonga notify all contractors of restricted B-double routes. Following the commitment to counsel the driver, it was determined that the truck was a 19m B-double with bogey axles which means it is legally permitted to drive on all roads unless there is a road sign specifying a load limit. The complainant was contacted again to advise him of the situation. He said it's not that he didn't believe what he'd been told but he would be seeking clarification from the RTA as to what constitutes a B-double.	Whitehaven emailed the complainant a copy of the RTA information sheet on B-doubles on the 13 <sup>th</sup> September 2012.
46	Phone call to Environmental Manager	8/10/2012 8:03am	Dust coming off the mine site this morning and over the last few days.	The Environmental Officer was contacted and asked to do a site review to verify extent of dust generation on site. Environmental Manager accessed the site camera and reviewed real time vision of the site, as well as snapshot photographs from the camera over the course of the morning. The real time vision and photographs did not identify any significant dust source	No further action required.

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				<p>from the active pit or haul roads.</p> <p>Upon completion of the site review the Environmental Officer confirmed that all haul roads were well watered as was the scraper route. The only identified dust source was from the dig face and dumping of loads into haul trucks for which there is no practical solution, albeit this dust source was minor and unlikely to be visible outside the pit. Photographs were taken of the pit to verify limited dust generation.</p>	
47	Phone call to Environmental Officer	17/10/2012 12:10pm	Large amount of dust in the air from a blast at Tarrawonga Coal Mine	<p>The OCE advised the Production Superintendent of the wind speed and wind direction at around 10 am being 6m/s WNW. The wind was taken into consideration however there was no option to delay the blast due to an urgent need to move an excavator the following day. The wind direction was also blowing towards Whitehaven owned land. The wind speed and direction during the time of blasting was 6.4m/s WNW (301 degrees). The Environmental Officer inspected the blast from Goonbri Road and noted that dust was present but no fume rising from the shot. The dust was swept to the South East towards "Flixton" and "Templemore" (both Whitehaven owned properties).</p>	<p>Environmental Officer discussed complaint with Production Superintendent and Operations Manager. Complaint brought up in weekly production meeting. Operations Manager and Environmental Officer are reviewing the pre-blast assessment process.</p>
48	Phone call to EPA	17/10/2012 12:10pm	Complainant advised that it was quite windy and that following the blast a "huge cloud of dust" was coming over the valley.	<p>The OCE advised the Production Superintendent of the wind speed and wind direction at around 10 am being 6m/s WNW. The wind was taken into consideration however there was no option to delay the blast due to an urgent need to move an excavator the following day. The wind direction was also blowing towards Whitehaven owned land. The wind speed and direction during the time of blasting was 6.4m/s WNW (301 degrees). The Environmental Officer inspected the blast from Goonbri Road and noted that dust was present but no fume rising from the shot. The dust was swept to the South East towards "Flixton" and "Templemore" (both Whitehaven owned properties).</p>	<p>Response provided to the EPA. Environmental Officer discussed complaint with Production Superintendent and Operations Manager. Complaint brought up in weekly production meeting. Operations Manager and Environmental Officer are reviewing the pre-blast assessment process.</p>
49	Text message from unknown number to Environmental Manager	24/10/2012 ~9:00am	Photo showing one Toll truck overtaking another. Text said "T27 overtaking t02 700 metres before turn not on".	<p>The matter was referred to Toll. The Toll Mining Services Manager spoke with both drivers, viewed the scene of the photo, and interrogated the relevant GPS tracking data and rejected the complainant's claim for the following reasons:</p> <ul style="list-style-type: none"> <li>• The full overtaking manoeuvre was completed well before 500m before the corner – some 20 B Double lengths before the corner</li> <li>• Both drivers had clear view past the corner along Hoads Lane, and to the approaching left entry road for at least another 500m (from truck driver viewing position)</li> <li>• Truck T02 was loaded with chitter and slowing for the corner, slowed further and called T27 around, foreseeing that he would impede his progress up the hill towards the Canyon weighbridge</li> <li>• The call from T02, the response from T27 and the ok to return to lane by T02 was heard by all vehicles in the vicinity</li> <li>• Single dotted lines are in place on the roadway</li> <li>• At no stage where any other vehicles in danger, or required to make unplanned movement</li> </ul>	<p>No further action required.</p>

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				Toll's Mining Services Manager also noted that it appeared the complainant had taken the photo on their mobile phone whilst driving, which is illegal.	
50	Email from EPA to Environmental Manager on behalf of local landholder	1/11/2012 12:14pm	Complaint in relation to the extent of dust generated following a blast at Tarrawonga in windy conditions. Suggestions made that the blast should have been delayed for more favourable conditions.	On investigation of the complaint it was found that: - moderate wind speeds were forecast for the 1 <sup>st</sup> November from the NW and WNW - The wind was monitored during the morning of the blast and varied between 4.4m/s up to 6m/s which would be considered as a gentle to moderate breeze as defined by the BOM. - At the time of the blast wind speed was measured as 5.7m/s from the North West. - The dust from the blast was directed across Whitehaven owned property. - The blast was viewed by the Environmental Officer from Blair Athol Lane and it was noted that the dust travelled across towards the Templemore property (Whitehaven owned) before dispersing. - A check of the Real Time PM <sub>10</sub> at "Flixton" identified no peak in dust levels around the time of the blast.	No further action required. A response to the complaint was provided to the EPA.
51	Phone call to Environmental Officer	23/11/2012 ~9:00am	Thick cloud of dust from Tarrawonga and Boggabri Coal from about 7:00pm or 7:30pm when the wind changed from an easterly to a strong southerly. The complainant said he is not normally affected but this was the worst he had seen it.	The property was identified as being about 13km north east of Tarrawonga, with Boggabri Coal in between. Tarrawonga's Environmental Officer conducted an investigation and found that during the time of the complaint haul trucks were dumping on the eastern face of RL 357 on the northern emplacement and also on the southern emplacement. Wind was predominately from the south east and average wind speed was 6.04m/s as supported by the weather station wind-rose (wind-rose from 7.00pm -8.00pm). Water carts on day shift used approx 1,481,000 L of water and 928,000 L during night shift. The night shift OCE and the Operations Manager were both advised of the complaint.	No further action required. The complainant said he did not require a return call.
52	Text message to Environmental Manager from unknown complainant	23/11/2012 5:38pm	Complaint relating to a cracked windscreen, with note that it had only been replaced the previous week.	No name was attached to the text message. Whitehaven is not liable for damage to windscreens on public roads. It was not identified if the windscreen damage was related to coal haulage, albeit this was assumed – the complainant would need to follow this up with the source of the damage if known.	No further action taken.
53	Email to Environmental Manager from EPA on behalf of anonymous complainant	26/11/2012 2:51pm	Dust along haul roads coming off southern emplacement. Suggested that water carts were not in use. Also complaint in relation to the amount of litter along public roads.	Dust is monitored on a daily basis and managed with water carts at all times. As the complaint did not specify a specific time it is impossible to quantify the extent of works undertaken to mitigate dust lift off from site that could correlate to the complainant's issue. In terms of the extent of litter along the public roads, this is an issue for the wider community, and not just Tarrawonga Coal. Operators have been given toolbox talks on several occasions in relation to littering and doing the right thing. It is not something that can be specifically policed by Tarrawonga, especially given the public and other traffic that utilise the public roads.	EPA discussed the issue of dust at a meeting onsite on the 4 <sup>th</sup> December 2012.
54	Email to	29/11/2012	Complaint relating to dust generated	The Gunnedah weather forecast was taken into consideration preceding the blast. The	No further action taken.

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	Environmental Manager	2:45pm	from a blast earlier today impacting on the complainant's property. Suggestion that with technology available for predicting weather conditions, the mines should be in a position to not blast when impacts like this are likely to occur.	<p>forecast indicated calm wind speeds of 7km/h (1.9 m/s) from the NNW on the day of the blast. The forecast indicated higher wind speeds for the rest of the week ranging from 12km/h to 28km/h. The Environmental Officer discussed this information with the Operations Manager on the morning of the blast and it was concluded that based on the forecast, Thursday the 29th was an appropriate day to fire.</p> <p>The OCE monitored wind speeds and direction the morning of the blast and noted 1.6m/s ESE at 9.33am and 0.7m/s SSE at 10.40am on the OCE Blast checklist. Given the gentle wind speeds, the blast was considered appropriate to fire.</p> <p>The wind speed and direction at 12.00pm was 2.7m/s WNW (288°).</p> <p>The Environmental Officer inspected the blast from Manilla Road to the South of Tarrawonga and noted that dust was present but no fume was rising from the shot. The dust was swept in an ESE direction towards Bollol Creek Station (Whitehaven owned) and dissipated SW of Goonbri Mountain (from the line of sight observed). Photographs of the shot were taken from Manilla Road showing the dissipation of the dust as it travelled east. They identify a dust cloud generated as a consequence of the blast, but that it has dissipated well before reaching Goonbri Mountain to the east, and still over WHC owned land.</p>	
55	Email to Environmental Manager from EPA on behalf of anonymous complainant	29/11/2012 3:15pm	Complaint relating to dust generated from a blast at 12:08pm which created a lot of dust. There was a slight breeze from the north which carried the dust southwards.	As per complaint 54.	No further action taken.
56	EPA on behalf of anonymous complainant	1/12/2012 ~8:40am	Complaint relating to dust generated from southern emplacement at Tarrawonga during dumping operations.	<p>Investigation initiated through the Environmental Officer at Tarrawonga to review operations at the time of complaint. Investigations confirmed operations occurring as per normal with haul roads adequately water by operating water carts. Wind conditions at the time of the complaint were from the north west at an average speed of 1.4m/s.</p> <p>Without additional specific detail as to the nature of the complaint, it is difficult to provide any further quantification of dust conditions other than advise the EPA to review the available imagery from the site camera.</p>	No further action taken.
57	EPA on behalf of anonymous complainant	5/12/2012 6:59am	Complaint relating to dust generated from vehicles using gravel roads to access both Tarrawonga and Boggabri Mines.	Tarrawonga has no legal capacity to undertake dust suppression activities on public roads. The vast majority of employees at the Tarrawonga mine access the site via the sealed haul roads. As part of the VPA for the Tarrawonga Extension, additional tar sealing of unsealed roads is expected subject to the Tarrawonga Extension being approved. This may assist in reducing dust lift off from traffic on these roads.	No further action taken.
58	EPA on behalf of anonymous complainant	7/12/2012 ~8:20am	Complaint relating to excessive dust in the air around Tarrawonga mine at approximately 8:20am and complaint	<p>An investigation was undertaken and confirmed the following:-</p> <ul style="list-style-type: none"> <li>This particular morning was very hazy and could have been impacted by what appeared to be smoke haze as verified from imagery from the site camera. All water carts were</li> </ul>	No further action taken.

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			relating to a Toll haulage truck T19 losing coal from a covered load between Boggabri and Gunnedah. The truck was travelling at normal speed and the load appeared covered however coal was observed coming from the vehicle.	<p>operating on night shift of the 6<sup>th</sup> December with 1,000,056L of water used on dust suppression, with a further 1,741,000L used on the day shift of 7<sup>th</sup> December. To aid dust suppression Tarrawonga is currently involved in a trial of Dustex product on the southern haul road.</p> <ul style="list-style-type: none"> <li>With regard to the Toll Truck, the matter was referred to Toll for investigation. The outcome of the investigation was that T19 loaded at the Tarrawonga bin at 8am and carried a compliant load of 41t. The driver was an experienced operator and reported no abnormality with the loading or tarping process. T7 followed T19 into the CHPP with the driver not identifying any coal spilled onto the roadway. Based on the GPS tracking system, T19 was between the Old Bluevale Road intersection and the Kamilaroi Highway intersection at 8:30am some 35km from the mine site and on this basis very unlikely that coal would be spilling from the vehicle.</li> </ul>	
59	EPA on behalf of anonymous complainant	13/12/2011 1:14pm	Complaint relating to excessive dust in the air around Tarrawonga mine for the period 11am-1pm.	The Environmental Manager was at site at the time of the complaint and had been undertaking visual inspections of the site to verify dust management was occurring. During these inspections all measures were being undertaken to minimise dust with haul roads well watered and the Dustex trial still occurring. Dust was being generated from dumping activities however this was localised and dispersing relatively quickly. As no specific detail was provided as to the source, general location or timing of the dust, no further information could be provided in response. The EPA was subsequently advised that unless more specific details relating to the complaint could be provided, no additional investigation into the dust source could be undertaken.	No further action taken.
60	EPA on behalf of anonymous complainant	17/12/2012 5:02pm	Complaint relating to excessive dust in the air around 5pm from the three mines.	As little information was provided with the complaint, there was limited capacity to investigate the matter. Dust control included the use of 3,926,000L of water through the water carts over the period of day and afternoon shift for the 17 <sup>th</sup> December. Snapshots were taken from the site camera around the time of the complaint and provided to the EPA. These photographs demonstrated no specific source of unmitigated dust from the Tarrawonga site.	No further action taken.