



Namoi Mining Pty Ltd - Sunnyside Coal Mine
2011 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Phone call to Complaints Line	5/05/2011 7:15am	Complaint in relation to blast conducted on Tuesday 5 th May 2011 and impacts on his residence. The complainant described the blast as the worst he has encountered, not having felt Sunnyside blasts previously.	It was explained to the complainant that the blast did not go as expected and that Orica were instructed to complete an investigation. The outcome of the Orica investigation was discussed, including the identification of a fault in blast design which led to the enhanced overpressure felt at his property. It was also explained that monitors at adjoining properties had confirmed an exceedance in blast compliance criteria, and that advice had issued to the DoP and DECCW. The complainant asked how it was possible for the blasting experts to get it so wrong and was advised that Whitehaven would work closely with Orica Blasting Services to ensure the potential for poor blast designs could be avoided in future.	No follow up required.
Raised at CCC meeting on behalf of undisclosed complainant	1/06/2011 3:45pm	Bruce Reid (CCC community rep) said that although he wasn't at home at the time of the blast on the 9 th April 2011 he was advised by a neighbour that it was a damaging blast.	Whitehaven advised that the blast had not exceeded criteria and that blast monitor results would be provided at the next CCC meeting.	Monitor results to be provided at CCC meeting in September 2011.
Phone call to Sunnyside complaints line	11/08/2011 3:10pm	Blast on 11 August shook the complainant's house. He described it as 2/3 as bad as the shot that he complained about previously. Believed Orica to be deficient in their blast practices as this is the second event in the last 4 months.	Complainant was advised that at the time Whitehaven did not have the monitoring results available but would investigate his concerns once they were available. On review of monitoring data, all monitoring locations were well below the blasting limits with the highest overpressure recorded being 105.9dBL at "Plain View" and the highest vibration being 0.7mm/s, also at "Plain View". These results indicate the blast performed as expected. Review of the video of the shot also did not indicate any significant ejection from the blast. The blast had already been delayed from 10am that day due to unfavourable weather conditions and the shot was taken at a time more conducive to blasting. Written advice will be issued to the complainant confirming the blast was within allowable limits.	