



Namoi Mining Pty Ltd - Sunnyside Coal Mine
2012 Complaints Register

Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
Text message to Sunnyside Complaints Line	25/01/2012 11:48am	Blast on the 25 th January 2012 shook the complainant's house. Described as significant explosion that shook his house.	Complaint raised with Sunnyside Project Manager. Review of blast monitoring results at monitors in closer proximity to the blast site indicated compliance with both overpressure and vibration at all points. Cloud conditions may have exacerbated overpressure impacts, however, were well below consent criteria and it was deemed appropriate to proceed with the blast at the time. Delaying the blast may have resulted in worse conditions due to predicted rain and the potential for post blast fume that this would create.	Complainant advised no requirement to respond to the complaint. He requested that the complaint be placed on the public record only.
Phone call to Environmental Officer – voice message left	22/05/2012 12:13pm	Blast of 22 nd May shook the complainant's house in what appeared to be two separate blasts. He said people working outdoors on his property didn't notice the blast.	Blast monitor results at property between the mine and the complainant's property confirmed compliance. Environmental Officer spoke with the Project Manager who confirmed the blast appeared to be slightly louder than normal. There was only one blast, however it was low down in the pit so the noise/vibration may have been received at the complainant's property as what appeared to be two blasts in quick succession.	Environmental Officer contacted the complainant to advise that the blast monitor confirmed compliance, despite the blast being slightly larger and louder than normal. A structural assessment was recently conducted at the complainant's property and the report will be issued to the complainant upon receipt.