



**Coal Handling and Preparation Plant (CHPP)
2012 Complaints Register**

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to CHPP Manager	29/01/2012 9:00am	Noise from trains shunting in rail loop. New wagons appear much noisier and depending on train operator, the noise from shunting at night disturbs his sleep. He has asked for something to be done to resolve the matter and/or acquire his property.	Community Liaison Officer has discussed the matter with the complainant and indicated that noise from rail operations, and actions of drivers is something he should take up with the ARTC who are responsible for compliance with licensing conditions under the ARTC EPL. In addition, a commitment has been given to undertake noise monitoring at his residence utilising real time noise monitor to verify noise levels during loading operations.	It is intended to locate the noise monitor at the complainant's property by 15 th February 2012. The monitor was located at the property for the period 22 nd February to 15 th May and a detailed report provided to the complainant.
2	EPA on behalf of anonymous complainant	25/05/2012 1:59pm	Coal haulage trucks tracking black debris out of the Gunedah CHPP as a consequence of not using the truck wash at site. This is resulting in black coal fines being tracked onto the highway causing other highway vehicles to pick up the debris causing them to be covered in black fines.	The truck wash system is not currently being utilised at the CHPP as it actually exacerbates the problem, causing trucks to drip black fines off site. The current location of the wash is ineffective and needs to be relocated away from the current stockpiles and ring-road circuit. A mechanism also needs to be developed to ensure the fines are removed prior to entering the highway. The issue is currently under investigation to determine an appropriate outcome to reduce potential for this to occur. During dry periods, Whitehaven has engaged the Council to undertake a sweep of the access road and highway early of a morning to remove debris from the road and reduce potential impacts in the event of wet weather.	An advice will issue to the EPA on identifying actions being undertaken. EPA was advised that the truck wash had been deactivated as it was exacerbating the problem. Council is now engaged to operate its street sweeper on the access road to remove dry fines from the site. Whitehaven continues to investigate alternate wash options to improve performance.
3	Phone call to Environmental Manager	28/06/2012 12:10pm	Toll truck leaving CHPP merged into main highway lane without slowing or checking for traffic causing his son to brake and skid to avoid collision. Incident occurred approximately 5:20pm on the bend out of the CHPP. No truck details could be provided by the complainant. Additional issues were raised in relation to noise from the CHPP, dust and the proposed relocation of the existing HVAS unit and black coal fines being tracked out of the CHPP and onto the highway during wet	Toll was contacted in relation to the identified incident with the Toll truck and requested to investigate if they could identify the truck based on the timing information provided with the GPS tracking system. Toll confirmed that 5 trucks merged from the CHPP to the highway between 5:10pm and 5:30pm and that each driver of those trucks would be spoken with concerning the alleged incident. Upon discussion with the drivers, it was identified that there was 1 car that was on the highway during a merge of a B-Double, but that according to the driver, there was no issue with the merge, or anything that occurred outside of normal merging protocol. With regard to noise, it was noted that a south easterly breeze has persisted over the last few nights which may be influencing noise levels at the complainant's property. The plant manager will be advised and discussions undertaken in relation to effectively utilizing the coal stockpile as a barrier. The relocation of the HVAS unit was discussed and it was advised that this would occur at the same time as install of the additional unit required at "Cedar Vale". This will most likely occur in July. It was also explained that truck washing options are also being considered to identify the	HVAS installed at the complainant's property.

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			weather.	best solution to the problem of coal fines being tracked off site. A solution is not easy to find however the CHPP is looking at trialling some options to determine effectiveness and appropriate install.	
4	EPA on behalf of identified complainant	13/07/2012 4:40pm	Extremely loud noise and vibration from rail carriages on rail line servicing Whitehaven Coal. Empty wagons hitting each other during loading activities has been causing ongoing noise issues at the complainants property most recently on 12 th July at 8:10pm.	A noise monitor was placed at the complainant's property for a lengthy period earlier in the year and actions are ongoing on investigating noise levels during train loading times. As no specific times were provided by the complainant whilst the monitor was there, it makes assessment of noise impacts a lengthy and tedious process. Work is progressing on this and the complainant will be advised as soon as the investigation is complete.	Complainant will be contacted once results of noise monitoring is known. A letter issued to complainant on 2 nd August 2012 correlating his complaints to train loading times. It was identified that the majority of the complaint times relating to the times trains were slowing to access the loop. This issue was raised with PN to determine if there were actions they could undertake in terms of process on entering the rail loop.
5	EPA on behalf of identified complainant	17/07/2012 10:10am	Excessive noise from rail carriages on rail line servicing Whitehaven Coal. Incident occurred at 7:25am on 14 th July for up to 30 minutes, and again from 5:20am on the 15 th July 2012.	Actions underway include confirmation from CHPP Manager that train loading was being undertaken at those times. Review of results from the noise monitor placed at the property earlier in the year will also identify if noise levels from train loading are significant and potentially impacting on the sites capacity to comply with noise limits.	A letter issued to complainant on 2 nd August 2012 correlating his complaints to train loading times. It was identified that the majority of the complaint times relating to the times trains were slowing to access the loop. This issue was raised with PN to determine if there were actions they could undertake in terms of process on entering the rail loop.
6	EPA on behalf of identified complainant	18/07/2012 7:31pm	Excessive noise from rail carriages on rail line servicing Whitehaven Coal. Noise lasted from 20 minutes to an hour.	As per previous complaint responses, currently reviewing results from the noise monitor placed at the property earlier in the year to identify if noise levels from train loading are significant and potentially impacting on the sites capacity to comply with noise limits.	The Environmental Officer contacted complainant on Friday 20th July to discuss. Another Environmental Officer had also spoken to the complainant on Tuesday. Further discussions will be held with the complainant on completion of the review of the monitoring results. A letter issued to complainant on 2 nd August 2012 correlating his complaints to train loading times. It was identified that the majority of

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7	EPA on behalf of identified complainant	19/07/2012 7:00pm	Excessive noise from rail carriages on rail line servicing Whitehaven Coal. Occurred up until 9pm.	On review the complaint time does not match any time of a Whitehaven train being loaded. A train did not arrive at the CHPP until approximately 9:10pm, commenced loading at 9:25pm and ceased at 1:25am. On this basis, the complainant's claims of rail wagon noise from 7pm cannot be related to Whitehaven operations. As per previous complaint responses, currently reviewing results from the noise monitor placed at the property earlier in the year to identify if noise levels from train loading are significant and potentially impacting on the sites capacity to comply with noise limits.	The Environmental Officer contacted complainant on Friday 20th July to discuss. Another Environmental Officer had also spoken to the complainant on Tuesday. Further discussions will be held with the complainant on completion of the review of the monitoring results. A letter issued to complainant on 2 nd August 2012 correlating his complaints to train loading times. It was identified that the majority of the complaint times relating to the times trains were slowing to access the loop. This issue was raised with PN to determine if there were actions they could undertake in terms of process on entering the rail loop.
8	Phone call to Environmental Manager	30/07/2012 7:45am	Excessive vibration in complainant's house for most of the night and early morning. Complainant indicated he was dissatisfied with the Company's response on this matter to date given the period which has elapsed and made formal reference that he required the impact to cease immediately. Complainant was advised that we had been investigating options for measurement of the vibration and that this would occur in the next few weeks, and was required in	CHPP Manager was contacted to determine activities occurring at the time which included CHPP operation at approximately 60% capacity, and train loading with vibrators in the reclaim operating to aid loading. The following night, a train was loaded at approximately 2am, however this did not generate a complaint. Advitech have been instructed to undertake monitoring of the complainant property as a matter of urgency.	Follow up contact to be made with complainant once Advitech are ready to commence monitoring. Preliminary results from Advitech monitoring were provided to the complainants during October.

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			order to ascertain the cause. Complainant indicated he required all impacts to cease immediately.		
9	EPA on behalf of identified complainant	5/08/2012 3:00am	Excessive noise from trains coming in to load at the Whitehaven CHPP, waking the complainant up during the night.	CHPP Manager has met with Pacific National and raised the issue of excessive noise from trains entering the loop in preparation for loading. PN proposed to look at operators, trains and processes to verify if there is more that can be done to reduce noise impact from wagons banging on slowing and entry to the loop.	Met with the complainant the previous week and advised of the intent to discuss the matter with PN. A follow up with PN will made next week, following which further discussions will be held with the complainant. PN committed to trialing different techniques to enter the rail loop as a means of reducing impacts.
10	EPA on behalf of identified complainant	19/08/2012 10:00pm	Excessive noise from trains coming in to load at the Whitehaven CHPP, waking the complainant up during the night.	CHPP Manager has met with Pacific National and raised the issue of excessive noise from trains entering the loop in preparation for loading. PN was reviewing operations at the time of the complaint to verify actions that may be pertinent to reducing noise impact, associated with train entry to the Whitehaven loop. Complaint times generally coincide with the arrival time of trains as they slow to enter the rail loop, and are not necessarily related to train loading activities. The outcomes of the PN investigation will be discussed with the EPA and the complainant upon completion of the investigation.	Meeting with the EPA on 22 nd August to discuss train noise issue. Expect PN to complete their investigation in the next few weeks, following which discussions will be held with the complainant.
11	Phone call to Environmental Manager	28/08/2012 10:35am	Excessive noise from train arriving at the Whitehaven CHPP. Train just arrived travelling at excessive speed before coming to an abrupt halt causing significant noise impacts. The complainant expressed he was beyond frustration and was bordering on grabbing the train operator by the throat and pulling him from the locomotive.	The ongoing investigation with PN was raised with the complainant to which he advised he had spoken to the PN representative that was at the site last week. The complainant suggested PN was not taking any responsibility for the noise and was simply passing the issue to Whitehaven. He was advised that we had not received any follow up feedback from PN as to their investigation as this stage, but would follow this up. The complainant then claimed the whole issue was affecting his health. The Environmental Manager contacted the CHPP Manager and asked that he follow up with PN to confirm data from the locomotive that had just arrived so we could understand the speed of the train and how it was operated in comparison to normal practice.	Further discussions will be held with the complainant as soon as some clarification is obtained from the PN review of operations.
12	Phone call to Environmental Manager	12/10/2012 7:30am	Noise/vibration from 5:30am this morning and seems to be a more regular occurrence throughout the day, impacting on his amenity.	Discussed the pending report from Advitech in relation to vibration/low frequency noise impacts at his property. Advised that I would contact him as soon as the final report issued and then discuss the outcomes from the report and options to reduce impacts at his property.	The complainant will be contacted once the final Advitech report is issued. Reports provided to complainant and low frequency noise issue confirmed. Advised complainant that investigations

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					would be undertaken to identify options for mitigation, with follow up meeting to be held in November.
13	EPA on behalf of identified complainant	7/11/2012 8:06am	Noise/vibration from 5:20am and ongoing.	Discussed the pending report from Advitech in relation to vibration/low frequency noise impacts at his property with the EPA and advised EPA that a meeting would be arranged with the complainant to discuss the outcomes of the study as soon as the final report was issued.	Complainant will be contacted once the final Advitech report is issued.
14	EPA on behalf of identified complainant	13/11/2012 12:06pm	Noise/vibration from 3:30am and ongoing for an hour.	EPA confirmed they were aware of proposed meeting with the complainant on Thursday 15 th November and advised they would contact the Environmental Manager to discuss outcomes of meeting.	Meeting to be held with the complainant at 4:30pm Thursday 15 th November. Meeting completed with options identified, including mitigation measures at the noise source, subject to investigation.
15	EPA on behalf of identified complainant	22/11/2012 3:00pm	Noise/vibration all day from the CHPP.	EPA was advised of meeting held last Thursday with the complainant and options put on the table for consideration comprising mitigation at the source, at the receiver or private agreement and/or acquisition. The complainant had advised that he was not interested in mitigation at his residence, and was not interested in selling at this time. As a consequence it was agreed that investigations into mitigation at the source commence with Advitech's CHPP unit who have experience in these matters at other sites. It was further agreed to conduct a further meeting on the week around the 14 th December to discuss Advitech's consideration to the issues and potential mitigation options. A copy of the investigation report was forwarded to Lindsay Fulloon at the EPA together with a copy of the last noise report from Spectrum Acoustics.	EPA advised the complainant may contact us to further discuss the options outlined above.
16	Phone call to Environmental Manager	3/12/2012 5:36pm	Toll Truck T26 which came out of the CHPP was spilling large chunks of material from the body of the truck onto roadway. The chunks of material were up fist size and were hard lumps bouncing off the roadway. The complainant had to brake to avoid this material hitting and damaging his car. The complaint related to 5:35pm between the CHPP all the way out to the Bluevale Speedway before the complainant was able to overtake the truck in question.	The matter has been referred to Toll for comment to confirm what was being transported in the Truck and if the driver was aware of any loose material hanging up on the body or undercarriage of the truck being deposited on the roadway.	Toll questioned the driver of T-26 and he confirmed that the truck wash was used every load. The build up of product that the complainant witnessed falling from under the trailer would have been a build up of mud either between the wheels or under the spray suppression guards which from time to time may occur after wet weather as the sites are not equipped with wheel washes. It is a RMS regulation to use spray suppression guards and mudflaps which have ribs in them to control road spray in wet weather but the unfortunate side is they tend to allow mud to build up. During prestart

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					checks Toll drivers inspect the mudguards for excessive build up and rattle the guards to remove any loose build-up. Toll advised that they will run a toolbox to reiterate to the drivers to continue checking for mud build up and cleaning if required.
17	EPA on behalf of anonymous complainant	1/12/2012 7:35am	Noise from the Whitehaven CHPP plant over the weekend, and still occurring as at 7:35am on 1 st December.	The EPA is aware of ongoing consultation with a resident adjacent to the washery concerning low frequency noise and this was again reiterated as to the current status and intended additional discussions with the complainant the week commencing 7 th January 2013.	Adjoining property owner contacted 7 th January to confirm availability for meeting to discuss the issues further on 11th January with Advitech representatives in attendance.
18	EPA on behalf of identified complainant	5/12/2012 5:15am	Noise from the Whitehaven from 5:15am preventing family from sleeping	The EPA is aware of ongoing consultation with a resident adjacent to the washery concerning low frequency noise and this was again reiterated as to the current status and intended additional discussions with the complainant the week commencing 7 th January 2013.	Adjoining property owner contacted 7 th January to confirm availability for meeting to discuss the issues further on 11 th January with Advitech representatives in attendance.
19	EPA on behalf of anonymous complainant	14/12/2012 9:56am	Noise from the Whitehaven CHPP from 9:00am causing vibration throughout the house. Windows and doors rattling – concerned about damage being done to the house.	The EPA is aware of ongoing consultation with a resident adjacent to the washery concerning low frequency noise and this was again reiterated as to the current status and intended additional discussions with the complainant the week commencing 7 th January 2013. An initial investigation by Advitech has confirmed low frequency noise issues that is currently being investigated including options at the CHPP to mitigate noise impacts.	Adjoining property owner contacted 7 th January to confirm availability for meeting to discuss the issues further on 11 th January with Advitech representatives in attendance.
20	EPA on behalf of identified complainant	18/12/2012 8:42am	Noise from the Whitehaven CHPP since Saturday evening causing more vibration in the house than usual.	The EPA is aware of ongoing consultation with the complainant concerning low frequency noise and this was again reiterated as to the current status and intended additional discussions with the complainant the week commencing 7th January 2013. An initial investigation by Advitech has confirmed low frequency noise issues that is currently being investigated including options at the CHPP to mitigate noise impacts. Whitehaven also offered for a valuation of the complainant's property to be undertaken to aid subsequent discussions which has now been completed.	Adjoining property owner contacted 7 th January to confirm availability for meeting to discuss the issues further on 11 th January with Advitech representatives in attendance.