



Namoi Mining Pty Ltd - Sunnyside Coal Mine
2013 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to Whitehaven CHPP Office	15/01/2013 1:15pm	Complaint relating to Truck T33 carting coal from Sunnyside Mine. This truck consistently uses excessive exhaust braking at the corner of BlackJack Road and the Highway, causing disturbance to the complainant. The complainant has no issues with any of the other trucks, but T33 is a cause of ongoing noise which needs to be addressed with the operator.	The matter was referred to the Mining Services Manager Toll Resources, who confirmed T33 was a contract operator on the Sunnyside coal haulage route. He advised the complainant to the truck owner for appropriate action and confirmed that the driver has been instructed not to use exhaust braking.	Complainant advised she did not require follow up contact.
2	EPA on behalf of anonymous complainant	9/10/2013 11:15am	The complainant has lived midway between the Gunnedah landfill and the Sunnyside Mine since May 2013. Since this time, she has reported that perhaps once or twice a fortnight she has been detecting a burning type odour (similar to burning tyres). This occurs when there is a westerly wind. She stated she had heard that spontaneous combustion had been occurring at Sunnyside, however, did not know if that was the cause. She has also spoken to Council about the matter. The EPA advised the complainant that spontaneous combustion had been occurring in the past at Sunnyside and that they would contact Whitehaven regarding the matter.	Whitehaven advised that spontaneous combustion is occurring sporadically from the Sunnyside pit and that it is likely the source of the smell that the complainant is referring to. Whitehaven has been addressing spontaneous combustion at site via dozer push in the pit to cover affected areas and is working towards a more permanent fix which is to reshape the southern end of the pit/void and to cap the material that is causing the issue. Survey work is currently being undertaken to calculate volumes of material to be moved prior to engaging a contractor to complete the works.	The EPA has been provided with a spontaneous combustion management plan. The plan provides detail of the proposed works to control spontaneous combustion in the pit with works to commence in December 2013 and to be completed by March 2014.
3	EPA on behalf of anonymous complainant	14/10/2013 ~9:45am	The complainant lives approximately 5km east of Sunnyside and over the last 2-3 months has been experiencing a smell of burning coal whenever a westerly breeze is blowing. Prior to the last couple of months the complainant's had not noticed this smell before and is concerned that coal based materials are being left to burn in the Sunnyside pit, causing bad odours to drift in their direction.	Whitehaven has advised the EPA that spontaneous combustion is occurring sporadically from the Sunnyside pit and that it is likely the source of the smell that the complainant is referring to. Whitehaven has been addressing spontaneous combustion at site via dozer push in the pit to cover affected areas and is working towards a more permanent fix which is to reshape the southern end of the pit/void and to cap the material that is causing the issue. Survey work is currently being undertaken to calculate volumes of material to be moved prior to engaging a contractor to complete the works. The EPA will be advised once the material volumes are known and the timing of completion is understood.	As above.

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
4	EPA on behalf of anonymous complainant	16/10/2013 10:25am	Complaint in relation to burning smell coming from the direction of Sunnyside Mine. Odour has been occurring for 6-8 weeks and is quite strong in the early morning. Caller contacted Council but was advised to call the EPA.	As above.	As above.
5	EPA on behalf of anonymous complainant	21/10/2013 3:25pm	Complaint in relation to odour from the direction of Sunnyside Mine. Odour has been occurring for 4-6 months and is quite strong in the early morning. Complainant concerned nothing is being done to manage spontaneous combustion in the pit.	Whitehaven has advised the EPA that it is working towards identification of works to enable capping of the affected material. This involves obtaining survey volumes to understand the quantum of available material and to identify expected costs associated with engagement of a contractor to complete the works. The calculation of available material has to take into account an offset from the adjacent underground workings of the former Gunnedah Colliery. This is delaying the identification of available material as it requires reference to record tracings to understand the proximity of the current void to the former underground workings. The EPA will be advised as soon as the quantum of available material is determined and timing on completion is known. Survey of the area was also undertaken on 1st November 2013.	As above.
6	EPA on behalf of anonymous complainant	28/10/2013 12:22pm	Complaint in relation to fumes and sometimes smoke from the direction of Sunnyside Mine. Odour has been occurring for 4-6 months and is quite strong in the early morning. Complainant concerned nothing is being done to manage spontaneous combustion in the pit.	As above.	As above.
7	EPA on behalf of anonymous complainant	28/10/2013 12:22pm	Complaint in relation to fumes and sometimes smoke from the direction of Sunnyside Mine. Odour has been occurring for 4-6 months and is quite strong in the early morning. Complainant concerned nothing is being done to manage spontaneous combustion in the pit.	As above.	As above.
8	EPA on behalf of nominated complainant	11/12/2013 12:09pm	Complaint in relation to fumes and sometimes smoke from the direction of Sunnyside Mine. Odour has been occurring for 4-6 months and is quite strong in the early morning. Complainant concerned nothing is being done to manage spontaneous combustion in the pit.	EPA was advised that the issues had been discussed with the complainants and that actions were about to commence at site to start major earthworks to cap the affected material. A newsletter was also about to be issued to advise surrounding residents of actions being taken.	A meeting with concerned community members occurred on 17 th December at which the complainants were present to outline the actions being undertaken to control the spontaneous combustion issue.