



Coal Handling and Preparation Plant (CHPP)
2014 Complaints Register

#	Method	Date/Time of Complaint	Nature of Complaint	Investigation	Action Taken / Follow-up
1	Phone call to Whitehaven media contact	28/01/2014 3:30pm	Complaint in relation to coal dust being deposited on the roadside and across the Ballyragen Bridge, and subsequent contamination of the Namoi River. Complainant advised he had lost his job with the coal haulage contractor and was now undertaking his democratic right to free speech and to make complaints around environmental vandalism by Whitehaven Coal. The complainant made reference to potentially living under the bridge and trying to catch fish to eat which would be contaminated by coal. The complainant also made reference to the hundreds of Cockatoo's that Whitehaven knowingly kill each harvest time by coal trucks hitting them along the haul road.	Complainant was advised that we have measures in place to reduce coal fines build up along the roads, including street sweeping every Monday, Wednesday and Friday, washdown of the CHPP haul road, improved drainage along the CHPP ring road and plans for upgraded truck wash exit road to reduce coal fines build up. The Environmental Manager traversed the Ballyragen Bridge following the complaint, and found the bridge to contain only minor traces of coal fines. The Whitehaven Project Officer was subsequently contacted to ensure the street sweeping arrangement remains in place and to monitor the roadway for dust issues. The complainant was also advised that Cockatoos being hit by traffic was not a Whitehaven related issue, and that it is most likely occurring in most places where there is harvest and traffic.	Nil
2	Phone call to EPA	14/02/2014 10:40am	Complaint in relation to coal dust being deposited on the complainant's roof, particularly during days of strong winds. Complainant indicated with the rain, the black material has now largely been washed off his roof and now not as visible. On checking of his filters to his tank, the complainant indicated that they were filled with black material. He asked that the Whitehaven Environmental Manager contact him. The EPA also requested available data from recent dust monitoring to verify any exceedances in criteria.	The Environmental Manager contacted the complainant as requested and discussed his concerns. Advised that monitoring over recent times had indicated compliance. Also advised that his concerns would be raised with the General Manager and that a letter would shortly issue to the complainant in response to a prior written request for the company to identify an option to resolve his concerns, and in particular the option of purchase of his property. Letter issued on 25 th Feb 2014. An email also issued to the EPA outlining monitoring data for the previous 12 months on 24th February 2014.	Meeting held with the complainant in March 2014 and a copy of the property valuation has been provided to the complainant.
3	Phone call to Environmental Manager	16/04/2014 9:00am	Complaint in relation to noise from the CHPP. Dozer operating woke the complainant at 3:00am this morning and was unable to get back to sleep. Similar scenario on Monday night. Cooler nights are causing the noise to travel further impacting on the property.	The Environmental Manager advised that he would contact the CHPP to verify activities occurring at the time of the complaint. It was acknowledged that a valuation of the complainant's property is currently being obtained with a view to further discussions around an amicable outcome for all parties. It was also acknowledged that the next round of attended noise monitoring is due which will give an indication of influence of cooler conditions on noise levels.	A copy of the property valuation has been provided to the complainant.
4	After hours call to EPA	16/04/2014 Time unknown	After hours call. Excessive noise coming from the Whitehaven Coal Loader Washery from a bulldozer working in MacDonald Road. Noise has gone all night from 03:30 on 16/04/2014. Complainants are suffering sleep	Email response provided to EPA 17/4/2014 advising that Whitehaven had also received a complaint directly from the complainant on the 16/4/2014. The response to EPA advised that the Environmental Manager had spoken with the CHPP Manager to confirm activities that were occurring at the	A copy of the property valuation has been provided to the complainant.



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			deprivation. Ongoing noise issue and mainly at night. The EPA requested an investigation and response.	<p>time of the complaint (3:30am). A dozer was operating on clean up at the time, following the loading of a train at the CHPP at approximately 1:30am. There were no dozer operations at the time on the bypass stockpile, which is on the western side of the CHPP and closest to the complainant's residence. Conditions at the time were cool and calm, which may have influenced noise propagation from the site.</p> <p>The EPA was advised that the complainant's residence would be included in the next round of noise monitoring with the intention to monitor in the early hours of the morning when a train is being loaded. A copy of the report will be provided to EPA and the complainant.</p> <p>Whitehaven met with the complainant in March and agreed to arrange a valuation of his property. This was done to facilitate continued discussions around minimising impacts at the complainant's property, including consideration to possible acquisition.</p>	
5	Phone call to CHPP offices	9/05/2014 11:20am	Excessive noise at night with windows and doors rattling. It's the first time the windows have rattled like this. The complainant also noted the build up of coal fines on the highway that are being tracked out of the CHPP.	<p>Noise monitoring was offered to, and accepted by, the complainant and will likely occurring in the next month.</p> <p>In relation to the coal fines, the complainant was advised that the CHPP truck wash is currently being upgraded in consultation with the EPA with the intention that it is operational this month. In the meantime a street sweeper is being used on the access road in an effort to reduce the volume of coal fines being tracked from the premises.</p>	Planned noise monitoring was confirmed and the complainant was asked whether they would allow specific vibration monitoring to take place in addition to the noise monitoring. Complainant agreed to the vibration monitoring. An offer was made for the new CHPP Manager to meet the complainant however the complainant will not be available to meet until the end of July. Complainant has been provided with CHPP Manager's mobile number.
6	Phone call to CHPP offices	19/06/2014 1:00pm	Complaint in relation to vibration from the CHPP. The complainant advised that the vibration is now affecting the whole house with windows and doors vibrating. The complainant was frustrated that no action had been taken since the last complaint. Complainant advised that they don't want to be bought out so the vibration issue needs to be fixed.	Group Environment Manager advised she would notify all relevant people within Whitehaven of the complainant's concerns. The complainant was advised that assessment and rectification of the issue would take time and that noise monitoring was planned for the end of June.	As above.