Boggabri Coal Complaints Summary
May 2014

Complaint Number	Date of Incident	Type of Complaint	Complainant ID	Mode of Complaint	Comments	Action
BC77	1/05/2014	Complaint	Blasting	Via EPA Hotline	Complainant stated that he smelt a dust fume near his residence whilst working in the cattle yards around 3:30pm (1 May), believed to have come from the Boggabri Coal Mine	Provided the EPA with blast related information (weather forecast, video and checklists). Reviewed product selection for ground conditions. Boggabri Coal found to be operating in a copentent manner
BC78	19/05/2014	Complaint	Blasting	Email to Environmental Superintendant	Blast fired on Saturday 17th May caused complainant concern. A large plume lasted in the air for a long time. Plume traveled in the direction of complainant's property.	Environmental Superintendent contacted complainant directly. Incident investigation & findings presented to complainant
BC79	21/05/2014	Complaint	Dust	Email to Environmental Superintendant	Complainant stated that there was heavy dust congestion this morning unacceptable to people's health.	Review of actions undertaken against Dust SWP & Dust Management Plan. Review operations throughout dayshift and nightshift and alter to suit prevailing conditions. Review bulk water truck utilisation rates with Production Superintendent. Confirm what management measures are being undertaken over the dayshift/nightshift. Environmental Superintendant consulted with the complainant
BC80	20/05/2014	Complaint	Dust	Via EPA Hotline	Complainant reporting extreme levels of dust in the valley coming from the two main coal mines. Also there is a black haze, mixture of diesel and coal dust, caller believes. There is a lot of machine noise as well this morning	Review of actions undertaken against Dust SWP & Dust Management Plan. Review operations throughout dayshift and nightshift and alter to suit prevailing conditions. Review bulk water truck utilisation rates with Production Superintendent. Confirm what management measures are being undertaken over the dayshift/nightshift. Environmental Superintendant consulted with the complainant
BC81	21/05/2014	Complaint	Dust	Via EPA Hotline	Complainant reported a large amount of thick dust being generated by general mine activity plus a black inversion layer across the Whitehaven Coal Mine and Boggabri Coal Mine, noticed at 06:30 on 21/05/14. Dust was still very heavy at time of call at 08:26.	Review of actions undertaken against Dust SWP & Dust Management Plan. Review operations throughout dayshift and nightshift and alter to suit prevailing conditions. Review bulk water truck utilisation rates with Production Superintendent. Confirm what management measures are being undertaken over the dayshift/nightshift. Environmental Superintendant consulted with the complainant on the root causes and corrective action plan
BC82	30/05/2014	Complaint	Blasting	Phone call to Environmental Superintendent	Complainant stated that his whole house shook terribly, which he believed to be quite unacceptable. Complainant is concerned with the recent performance of blasting in the area.	Environmental Superintendent contacted complainant directly and advised of investigation procedure. Environmental Superintendent later discused results of the investigation with the complainant, with no evidence of adverse impact at their residence