

Austar Coal Mine 2007-2008 Community Complaints

Date	Type of Contact	Location	Detail	Action
30/08/2007	Direct call to Environmental Coordinator		Called to report dozer tracking noise	Advised by Environmental Coordinator that new Dozer was being repaired and old dozer had been substituted
25/11/2007	Call to Austar Community Complaints Line	Bimbadeen Road	Called to report noise associated with trains and dozer	Austar Technical Services Manager spoke with CHPP manager about dozer and train noise and discussed issues with complainant.
1/12/2007	Call to Austar Community Complaints Line		Called to report dozer tracking noise	Austar Technical Services Manager spoke with CHPP manager about dozer and noise and discussed issues with complainant.
4/12/2007	Call to Austar Community Complaints Line	Dunlop Drive	Called to report noise and vibration at property	Austar Technical Services Manager spoke with CHPP manager about vibration and noise and discussed issues with complainant.
5/12/2007	Call to Austar Community Complaints Line	Cony Creek Land	Called to report vibration at property	Austar Technical Services Manager spoke with CHPP manager about vibration and discussed issues with complainant.
17/12/2007	Call to Austar Community Complaints Line		Called to report dozer tracking noise	Environmental department called back to discuss noise.
18/12/2007	Call to Austar Community Complaints Line	Bimbadeen Road	Called to report dozer noise	Environmental department called back to discuss noise.
21/12/2007	Call to Austar Community Complaints Line	Pyne Way	Called to report noise from the CHPP	Environmental department called back to discuss noise.

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29/12/2007	Call to Austar Community Complaints Line		Called to report dozer noise	Environmental department called back to discuss noise.
31/12/2007	Call to Austar Community Complaints Line	Pyne Way	Called to report noise and vibration at property	Environmental Department spoke with CHPP manager about vibration and noise and discussed issues with complainant.
1/01/2008	Call to Austar Community Complaints Line	Bimbadeen Road	Complaint regarding dozer noise	Environmental department called back to discuss noise.
11/01/2008	Call to Austar Community Complaints Line	Pyne Way	Called to complain about noise and smell from CHPP at 10.20pm	Austar Technical Services Manager phoned complainant on Monday 14th January. Mainly dozer track noise and a gas odour that they didn't know where it was coming from. Noise continued past midnight after mine had informed them it would stop at midnight. Wind virtually still fluctuating between 0 and 0.4m/s blowing ENE (90 degrees to them).
11/01/2008	Call to Austar Community Complaints Line	Pyne Way	Called to complain about noise and smell from CHPP at 12pm	Environmental department called back to discuss noise and odour issues after investigating with CHPP manager.

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25/01/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding vibration	Investigation at CHPP indicated maintenance was performing train loading bin repairs, predominately welding. Maintenance day was scheduled so no operation of dozer prior to 12:30pm. Austar Technical Services Manager tried to phone again at 12:30pm, 2:30pm and 4pm.
2/02/2008	Call to Austar Community Complaints Line	Bimbadeen Road	Complaint regarding dozer noise	Austar's Acting Environmental Coordinator phoned complainant on Tuesday 5 February, 9:40am. The Acting Environmental Coordinator followed up with the CHPP Manager and phoned complainant on Wednesday 6 February, 11.20am. Discussed that Komatsu would be downloading the data from the logger on the dozer today and a toolbox talk will be given by the CHPP Manager to reiterate the dozer driving policy.
5/02/2008	Call to DECC Environment Line	Pyne Way	Complaint regarding noise from CHPP	Austar's Acting Environmental Coordinator phoned complainant on Thursday 7 February, 3:48 pm to discuss her complaint. Noted that the complainant usually calls the office. Acting Environmental Coordinator explained the procedure/number for the complaints line.
6/02/2008	Call to Austar Community Complaints Line	Bimbadeen Road	Complaint regarding noise from rail load out facility	Austar's Acting Environmental Coordinator returned complainant call and discussed issues relating to noise and train movements.
11/02/2008	Call to Austar Community Complaints Line	Bimbadeen Road	Complaint regarding very loud noise from rail loud out facility	Austar's Acting Environmental Coordinator returned complainant call at 12:43pm.

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15/02/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding noise at CHPP	Austar's Acting Environmental Coordinator returned call at 3:56pm Monday 18/02. Seems to be noticing noise particularly on Friday nights. Acting Environmental Coordinator to investigate further and report back with results.
21/02/2008	Call to DECC Environment Line	Pyne Way	EPA received a complaint advising that there is an ongoing problem with the vibrations and noise from the Austar Coalmine CHPP	Austar's Acting Environmental Coordinator phoned the complainant on Friday 22 February to discuss the details of the complaint. Discussed history of vibration experienced at caller's home and report done in mid-2006. Acting Environmental Coordinator to find vibration report and get back to complainant.
25/02/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding noise and vibration from down at CHPP.	Discussed loud noise around 10pm on 25/02. Complainant noted that noise is so loud house wouldn't be able to be auctioned. Complainant is trying to sell home as the location is no longer peaceful. Worried that they won't be able to get a buyer. If not they will be seeking compensation from Austar. Vibration report has been found and will be sent via post today.
3/03/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding 'usual vibrations and noise'	Austar's Acting Environmental Coordinator phoned back 03/03/2008 at 2:49pm, 3:23pm and 4:52pm - no answer. Acting Environmental Coordinator phoned back 04/03/2008 at 10:04am and 11:31am - no answer. Discussion on Wednesday 5/03/2008: 5:30am a bit noisy, otherwise hasn't really noticed noise or vibration so far this week. Vibration report provided to

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				complainant.
5/03/2008	Call to Austar Community Complaints Line	Pyne Way	Noise complaint regarding CHPP	Austar's Acting Environmental Coordinator phoned back 07/03/1008 at 2:17pm to discuss audible noise about 8pm to 10pm on Wednesday night. Weather conditions were still with slight easterly breeze occasionally (0-0.4m/s). Regarding vibration, Acting Environmental Coordinator continued investigation and discussed preference for a cooperative approach rather than complainant going to a solicitor. Complainant thanked Acting Environmental Coordinator for continued attention to the issue.
11/03/2008	Call to Austar Community Complaints Line	Pyne Way	Noise complaint regarding CHPP	Austar's Acting Environmental Coordinator phoned back 11/03/2008 at 2:59pm and 4:16pm - no answer. Phoned again 12/03/2008 at 10:01am. Phoned again 14/03/2008 at 11:30am - no answer. Phoned again 17/03/2008 4:20pm - and discussed dozer noise and vibration. Vibration data was provided including weekly production summary. Data indicated maintenance occurred during first 2 weeks of monitoring however back to normal operations in 3rd week of monitoring. Austar's Acting Environmental Coordinator discussed the CHPP noise study and plans to visit complainant to discuss noise and complainant's observations after they return from holidays.

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12/03/2008	Call to Austar Community Complaints Line	Pyne Way	Noise complaint from pit top	<p>Has been noisy for the last three nights. The noise is an 'industrial type noise'. Still the same 'clack clack clack' noise of the bulldozer tracks. Complainant asked if quieter tracks can be put on the bulldozer. Acting Environmental Coordinator explained that this is being investigated. Austar's Acting Environmental Coordinator explained that CHPP operators are investigating how to manage stockpile better. Discussed new Environmental Coordinator starting at Austar in mid March. Suggested that this would be a good time to meet and discuss noise further so complainant can meet new Environmental Coordinator.</p>
16/03/2008	Call to Austar Community Complaints Line	Pyne Way	Complainant called in regard to the noise from the CHPP	<p>Austar's Acting Environmental Coordinator phoned back 17/03/2008 at 3:57pm. Environmental Coordinator suggested that we move our meeting forward at the complainant's residence to discuss ongoing noise issue. Wednesday 19/03/2008 at 1pm would be a good time for complainant.</p>
30/03/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding noise and vibration from CHPP	<p>Austar's Environmental Coordinator returned complainant's call at 9am on 31/3/08. Environmental Coordinator explained that we would speak with CHPP staff and see what could be done. Environmental Coordinator also explained that the mine has consent to operate 24/7 and that therefore the guys operating the dozers probably don't see the time of day as a</p>

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				<p>constraint for them at this point in time. Environmental Coordinator also gave complainant a brief introduction to previous experience with management of community impacts and that Environmental Coordinator would like to meet with complainant this week to discuss ways forward in regard to noise management. Complainant suggested that Thursday would be best for them. Environmental Coordinator agreed to meet on Thursday morning.</p>
1/04/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding vibration from CHPP	<p>Environmental Coordinator returned complainant's call at 10:30 on 2/4/08. Environmental Coordinator gave complainant a brief history of previous experience and explained that there were many strategies that Environmental Coordinator will be working towards implementing in order to reduce the impact the operation is currently having on residents in all areas, but particularly in the area surrounding the washery. Environmental Coordinator suggested that a meeting with the complainant on Thursday as they would already be in the area. Both agreed to meet.</p>
8/04/2008	Call to Environmental Coordinator's direct line	Bellbird	Complaint regarding noise from the CHPP	<p>Environmental Coordinator returned the call. Environmental Coordinator explained that it may be the CHPP and that in the event that it was, then complainant was not the only person experiencing this. Environmental Coordinator offered to notify complainant of proposed operating times. Complainant declined the offer.</p>

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8/04/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding noise from CHPP	Environmental Coordinator attempted to return the call on 10/4 at 8:53am but there was no answer. Environmental Coordinator then called again at 9am on 11/4 and spoke to complainant regarding their issues.
19/04/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding to noise and vibration from the CHPP	Environmental Coordinator returned complainant's call at 11:28am on 21/4. Environmental Coordinator updated complainant on the progress of the noise study and also asked if they would be opposed to Environmental Coordinator trying to arrange for a vibration monitor to be placed at the residence and for a structural engineer to inspect the property. Complainant had no objections and thanked Environmental Coordinator for their efforts.
24/04/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding to noise and vibration from the CHPP	Environmental Coordinator returned complainant's call at 9:02am on the 28/4 but there was no answer. Environmental Coordinator tried again at 10:00am on 29/4 but there was no answer. Environmental Coordinator explained that the CHPP had been closed over the long weekend due to maintenance but that the dozer may have been operating.
6/05/2008	Call to Austar Community Complaints Line	Bimbadeen Rd	Complaint regarding train noise on the morning of 5/5/08.	No number was left. In the phone message, complainant stated that they felt that the noise they could hear was caused by a train as they could hear the carriages banging together and that the noise had started at 4am on the 5/5 and continued for about an hour. The complainant

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				<p>also stated that they felt that the driver of the train was excessively revving the engine. Environmental Coordinator checked with the CHPP and a train had arrived at 4:20, started loading at 4:40 and completed loading at 6:30. The CHPP was operating until 5am on the 5/5. the CHPP Supervisor that was on shift at the time of the train being loaded stated that there was no more noise than usual, no squealing of the wheels and that the train driver needs to increase the revs to move the train as it gets heavier with each loaded carriage. CHPP Supervisor also suggested that the noise may have carried further as a result of the cooler weather.</p>
8/05/2008	Call to Environmental Coordinator's direct line	Pyne Way	Complaint regarding noise from the CHPP	<p>Complainant called Environmental Coordinator directly in regard to the noise that he and his wife had experienced throughout the day whilst working in the yard. Environmental Coordinator explained that they would investigate the situation. Environmental Coordinator called the CHPP and asked what was operating. The CHPP Supervisor informed the Environmental Coordinator that the dozer was parked up; that there were no trains in and that they weren't washing. The feeder was running transporting coal to the stockpiles and some trucks were running. The CHPP Supervisor also noted that there were some contractors operating over at the reject emplacement areas near the old Bellbird workings. The Environmental Coordinator then went down to the CHPP to confirm this and to listen to the noise being</p>

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				<p>emitted. The Environmental Coordinator found the noise to be no louder than usual and could not identify anything that sounded like a dozer. Environmental Coordinator then drove out to Pyne Way to listen to the noise from up there. The Environmental Coordinator could identify the CHPP as a low humming from multiple points along Pyne Way. Environmental Coordinator could also hear what sounded like a revving noise from a piece of unidentified machinery. There was no reversing beeper present and no track slap noise. This machinery could only be heard further down Pyne Way near where the treed area begins and was not audible near the complainant's residence. On returning to the office, the Environmental Coordinator phoned the complainant and was thanked for their efforts.</p>
12/05/2008	Call to Environmental Coordinator's direct line	Pyne Way	Complaint regarding vibration	<p>Complainant called the Environmental Coordinator directly in regard to vibration in their bathroom window. The Environmental Coordinator said that they would call the CHPP to see what operations were occurring. The Environmental Coordinator also informed the complainant that they could have a Structural Engineer inspect the property this Thursday (15/5/08) if that was convenient. Complainant said that this time would be fine and that they could inform them of the operations at the CHPP today on Thursday. Environmental Coordinator called the CHPP and was informed that the plant was operating and the dozer was working but that no unusual activities were</p>

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				occurring.
2/06/2008	Call to Austar Community Complaints Line	Bimbadeen Road	Complaint regarding noise from the CHPP.	<p>Environmental Coordinator returned complainant's call at 3:50pm. The complainant had stated that the CHPP seemed to be stopping during the night and ramping up early in the morning. Environmental Coordinator explained that the plant had been operating normally and that it had not been starting and stopping on such a rotation. Environmental Coordinator also explained that there had only been 4 small trains loaded over the weekend that took around half an hour each to load. The dozer had been operating and they were washing coal. Environmental Coordinator explained that what the complainant had been experiencing could be due to localised climatic factors and that they would do some further investigation and report back. Environmental Coordinator also explained that the noise study had been commissioned and that monitoring was due to start any day.</p>
3/06/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding noise.	Environmental Coordinator attempted to return complainant's call on numerous occasions but there was no answer.
19/06/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding noise from the CHPP.	<p>Environmental Coordinator returned complainant's call on 20/06/08 Environmental Coordinator stated that the CHPP had been operating and that there was almost no wind at the time. The small breeze that was intermittently blowing was from a SW direction</p>

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				<p>(i.e. from the CHPP towards the complainant's residence). Environmental Coordinator explained that the noise PRP was now officially in place and that monitoring would commence as soon as the weather was favourable.</p> <p>Environmental Coordinator also discussed complainant's previous call on 3/6.</p> <p>Environmental Coordinator stated that the CHPP had been operating at the time of the complaint on 3/6.</p>
24/06/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding noise from the CHPP.	<p>Environmental Coordinator spoke with complainant and confirmed that the CHPP was operating at the time. Environmental Coordinator stated that there were no trains loaded until approximately 5:30 that morning.</p> <p>Environmental Coordinator also informed complainant that monitoring and logging for the noise study would be commencing that week. Environmental Coordinator stated that they had spoken to the noise consultants about another round of vibration monitoring and suggested that they place some loggers at the residence.</p> <p>Complainant agreed, but was concerned as they would not want potential buyers to see the monitors. The complainant stated that they would have to arrange with the real estate to not show people through while the loggers were there.</p>
29/06/2008	Numerous calls to Austar Community Complaints Line	Pyne Way	Complaint regarding to noise.	See below.

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30/06/2008	Call to Austar Community Complaints Line	Pyne Way	Complaint regarding to noise.	<p>Complainant left 4 messages on the complaints line between 7am on Sunday morning and 7am on Monday morning. Environmental Coordinator returned call on the 30/6. Environmental Coordinator explained that they had been trying to call complainant the previous week in order to see how things were going and to see if the complainant wanted a noise logger on their property. Complainant said they had received the messages and apologised for not returning the calls. Complainant stated that they would like a noise logger on the property. Environmental Coordinator explained that there would be one there within the next week. Complainant thanked Environmental Coordinator for the call.</p>
8/06/2008	Call to Austar Community Complaints Line	Bimbadeen Rd Mt View	Complaint in regard to noise from the CHPP	<p>Complainant did not leave a phone number and their number is not listed so they could not be contacted regarding the issue. The complainant had stated in the message that they heard the CHPP start up around 6am on Tuesday morning and that they could hear trains being loaded around that time. They also wondered if the elevated noise was to do with the coal being wet. The Environmental Coordinator called the CHPP Supervisor to check operating times and activities. CHPP Supervisor stated that the CHPP did not start operating until 6am on Monday morning (7th) and had run continuously since then; therefore there had been no "start up" on Tuesday (8th) morning. Trains had been</p>

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				loaded at 5:55 on Monday morning and around 5am on Tuesday morning, with loading complete on Tuesday morning by 5:20am. CHPP Supervisor stated that any noise would not be related to the coal being wet.