

Austar Coal Mine Community Complaints Register 2018

Complaint No	Category	Date	Property	Detail	Follow Up Actions
1	Noise	12/06/18	Glennie St, Ellalong	Complainant reported that Austar's 3 Shaft facility was generating unusual noise.	Control Room received a call on 12/6/18 from a resident on Glennie Street, Ellalong reporting a loud noise from the 3 Shaft site approximately 5.35pm. An Austar mechanic went to the shaft area and was unable to identify any unusual sounds.
2	Noise	14/06/18	Glennie St, Ellalong	Complainant reported again that Austar's 3 Shaft facility was generating unusual noise.	The complainant above called the Control Room again at 7.25pm 14/6/2018 reporting the same sound (as noted in Complaint No. 1) and also mentioned hearing the noise at approximately 3am the same day. Austar staff went to listen from outside the complainant's house at Glennie Street, Ellalong while an Austar mechanic attended the infrastructure area. A squealing noise was heard and found to be Austar's Kalingo Dam pump. The pump was switched off immediately. Agreement was made with the resident to run the pump during daylight hours over the weekend until a replacement could be delivered. The pump was replaced on 20/06/18.
3	Noise	31/07/18	Glennie St, Ellalong	Complainant reported that Austar's compressors at the 3 Shaft facility were generating an unusual noise.	A resident of Glennie Street, Ellalong called on 31 July 2018 to report the 3 Shaft compressors had been making more noise than usual for the past 4 nights. E&C attended Glennie Street, 3 Shaft and Kalingo Dam areas, and observed unusual noise at 3 shaft area. Austar's engineering and maintenance team inspected Kalingo Dam/3 Shaft area later in the day and thought the elevated noise was caused by a relief bypass line valve on the nitrogen plant. The valve was closed until the nitrogen plant was checked by the service provider. Attended noise monitoring was undertaken that evening and mine noise was inaudible at Glennie Street. The service provider reopened the bypass valve as the increase in upstream pressure was causing the unit to cycle on and off and eventually shutdown. Two membranes were replaced that increased the efficiency of the plant and reduced flow.

Austar Coal Mine Community Complaints Register 2018

Complaint No	Category	Date	Property	Detail	Follow Up Actions
4	Traffic	03/08/18	Coney Creek Lane, Ellalong	Complainant reported Austar contractor driving too fast on Coney Creek Lane, Quorrobolong.	Call received on the Community Complaints Line 3 August 2018 reporting a lady driving too quickly in a mine vehicle on Coney Creek Lane about 3:40pm. Complainant was concerned that school children walk home along the lane at that time. The vehicle was identified to be one of Austar's contractors who was collecting monitoring samples. The contractor was informed of the complaint and stated that they would drive more slowly in future.