

2009 - 2010 Ashton Coal Operations Complaints List

Complaint No	Date	Time	Identifier	Issue	Wind Speed (m/s)	Wind Direction	Inversion	Comments/Operational Changes
1	13/09/2009	9:30am	DECCW	dust	3.3	NW	No inversion	The OCE had inspected the open cut prior to the complaint and identified that two trucks running to the 135RL were producing dust once wind speeds picked up. Following this the OCE cancelled the expose dumping. Shortly after Ashton received a complaint indicating elevated dust levels. The OCE inspected Camberwell Village to ensure no further dust sources were evident.
2	17/09/2009	11:09am	DECCW	dust	4.0	NW	No inversion	The OCE and EO inspected the pit following the increase in wind speeds at 11:10am. Increased dust generation was observed. All remaining water carts were mobilised and a blast planned for 12pm was cancelled.
3	17/09/2009	11:15am	DECCW	dust	4.0	NW	No inversion	The OCE and EO inspected the pit following the increase in wind speeds at 11:10am. Increased dust generation was observed. All remaining water carts were mobilised and a blast planned for 12pm was cancelled.
4	30/09/2009	9:16am	30	Blast	2.9	NW	No inversion	Winds were light and from the NW. These levels are well below the Blast / Vibration Management Plan criteria of 10m/s for blast cancelation. No spike in PM10 levels was recorded at site 1 following the blast. The blast was viewed from Camberwell Village by the EO. Dust was observed to move south from the shot and did not cross Glennies Creek and enter Camberwell Village.
5	30/09/2009	9:10am	DECCW	Blast	3.9	NW	No inversion	Winds were light and from the NW. These levels are well below the Blast / Vibration Management Plan criteria of 10m/s for blast cancelation. No spike in PM10 levels was recorded at site 1 following the blast. The blast was viewed from Camberwell Village by the EO. Dust was observed to move south from the shot and did not cross Glennies Creek and enter Camberwell Village.
6	30/09/2009	6:30pm	DECCW	noise	2.0-4.0	NW	No inversion	The OCE inspected Camberwell Village and identified that noise levels were not elevated.
7	30/09/2009	6:45pm	18	noise	2.0-4.0	NW	No inversion	The OCE inspected Camberwell Village and identified that noise levels were not elevated.
8	13/10/2009	9:10pm	18	noise	5.5	NW	1.3°C/100m	The OCE inspected the Open Cut and Glennies Creek road at 9:30pm and did not identify any high noise levels.
9	13/10/2009	9:00pm	DECCW	noise	5.5	NW	1.3°C/100m	The OCE inspected the Open Cut and Glennies Creek road at 9:30pm and did not identify any high noise levels.
10	14/10/2009	9:23pm	18	noise	2.0-4.0	SW	NA	The OCE inspected the Open Cut and Glennies Creek road at 9:30pm and did not identify any high noise levels. No operational changes were made. All operations were shutdown at 9:45pm.
11	11/12/2009	4:30pm	DECCW	dust	4.2	SW	NA	No operational changes made as complaint received after the fact.
12	11/12/2009	7:25pm	18	dust	2.7	W	NA	Following the complaint and inspection of Camberwell Village was undertaken. By this stage the south easterly wind had come in and there was no dust impact observed. No operational changes were made as winds were emanating from the south east following the complaint and no dust impact was observed.
13	12/01/2010	No specific time	DECCW	noise/dust	0.0-4.0	SE/NW	NA	No operational changes made as complaint received after the fact.
14	17/01/2010	8:30pm	DECCW	noise/dust	0.0-0.6	W	No inversion	No operational changes made as complaint received after the fact.
15	19/01/2010	9:15pm	18	noise	3.6-6.2	NW	No inversion	An inspection of the open cut pit was conducted by the OCE following the complaint. As the complaint was received at 9:15 only minor operational changes could be undertaken as the entire pit was shutdown 30 minutes later. Trucks running through the centre ramp were diverted along the southern ramp. Noise recording suggest there was no impact on noise generation. Noise levels appear to have been more significantly impacted by the inversion that strengthened at 9pm.
16	19/01/2010	7:00pm	DECCW	noise	3.7	WNW	No inversion	An inspection of the the open cut pit was conducted at 9.15pm following the Stapleton complaint. Open cut trucks haul route relocated to reduce noise. Open cut was shutdown at 9.45pm.
17	20/01/2010	2:30am	DECCW	noise	3.7	WNW	No inversion	Ashton Coal was not operating at time of complaint
18	21/01/2010	No specific time	DECCW	noise	1.7	WNW	No inversion	No operational changes made as complaint received after the fact.
19	24/01/2010	6:00pm	DECCW	noise	6.6	ESE	No inversion	No operational changes made as complaint received after the fact.
20	25/01/2010	10:00pm	DECCW	noise	3.4	ESE	No inversion	A thunderstorm was experienced until 10.00pm. After this LF noise was below 38-39dB. No operational changes made as complaint received after the fact.
21	19/02/2010	13:15pm	DECCW	blast	3.4	SE/NW	No inversion	Three shots were fired in the open cut pit. Blast results were within EPA criteria.
22	21/02/2010	6:45am	DECCW	noise	0.9	NW	4.5°C/100m	A train was being loaded from 6:50am until 9:00am.
23	21/02/2010	10:55pm	18	noise	0.2	NW/NE	9.6°C/100m	The maintenance supervisor noted that no operations were being conducted in the Open Cut pit however a train was commenced loading at 10:40pm until approximately 1am the following morning. It is likely that noise levels were impacted by the train loading operations.
24	21/02/2010	10:00pm	DECCW	noise	0.2	NW/NE	9.6°C/100m	The maintenance supervisor noted that no operations were being conducted in the Open Cut pit however a train was commenced loading at 10:40pm until approximately 1am the following morning. It is likely that noise levels were impacted by the train loading operations.
25	19/03/2010	10:00am	DECCW	other	1.7	NW	NA	We have no incidents of spontaneous combustion which is the general cause of this odour. There are no other sources of this odour identified on this site. Please note that on neighbouring old spoil areas to the north and north west of our operations there are extensive spontaneous combustion areas.
26	20/03/2010	11:00am	DECCW	dust	2.4	NW	NA	No operational changes made as complaint received after the fact.

2009 - 2010 Ashton Coal Operations Complaints List

Complaint No	Date	Time	Identifier	Issue	Wind Speed (m/s)	Wind Direction	Inversion	Comments/Operational Changes
27	21/03/2010	3:30am	DECCW	noise	1.3	SW	15.0°C/100m	The open cut and the CHPP were not operational. We were loading a train from about 4am so there would have been some work occurring with dozers on the Product stockpile. This would have commenced about 30min prior to the loading continued for about 2.5hrs till the train was loaded. There was a greater than 9 deg inversion that night, starting in from about 8pm on the 20 th and stayed in till 9am on the 21 st .
28	27/03/2010	10:25:00 AM	9	blast	0.8	SE	NA	Sandra had a message left on her answering machine on the afternoon of Friday 26 th March 2010 advising her of the blast occurring on Saturday morning.
29	21/03/2010	3:05:00 PM	18	noise	0.4	SW	9.08°C/100m	Open Cut and CHPP not operating, strong inversion occurring at that time.
30	7/04/2010	9:20:00 PM	18	noise	3.9	NW	No inversion	The OCE inspected the noise levels from the visual point south east high wall considered levels ok. There All open cut machinery was operating at the lowest points of the pit. CHPP had a train loading at 9:46pm til 11:55pm. There was one dozer working on the product stockpile all night shift.
31	8/04/2010	4:45:00 AM	18	noise	3.3	WNW	No inversion	CHPP had a train loading at 9:46pm til 11:55pm. There was one dozer working on the product stockpile all night shift.
32	10/04/2010	8:40:00 PM	18	noise	1.8	NW	5.79°C/100m	The OCE noted that there was some dozer and truck noise at the Church area, Moved the dozer operation at 8:55pm. Reinvestigated and noise impact appeared reduced.
33	12/04/2010	8:33:00 PM	18	noise	4.2	NW	No inversion	All plant working low in pit. Trucks going to LB dump. Only chitter truck from O/C ROM to LB dump working high. Dozer working on product stockpile. OCE visited the church area where noise was not an issue.
34	27/03/2010	10:20:00 AM	DECCW	blast	0.8	SE	NA	Sandra Turner had called the OCE at 10:25 to complain about "Ground vibration and was not informed of blast planned for Saturday." Sandra had a message left on her answering machine on the afternoon of Friday 26th March 2010 advising her of the blast occurring on Saturday morning.
35	4/04/2010	No specific time	DECCW	noise	0-7.9	SE/NW	NA	No operational changes made as complaint received after the fact.
36	7/04/2010	6:00:00 PM	DECCW	noise	3.9	NW	No inversion	There was a complaint made to the mine at 21:20 where all the Open Cut equipment was operating down low in the pit on the Lower Barrett seam. The OCE went out and investigated the complaint and determined that the noise levels were ok and that the equipment was low in the pit so continued to operate.
37	7/04/2010	7:00:00 PM	DECCW	noise	3.9	NW	No inversion	There was a complaint made to the mine at 21:20 where all the Open Cut equipment was operating down low in the pit on the Lower Barrett seam. The OCE went out and investigated the complaint and determined that the noise levels were ok and that the equipment was low in the pit so continued to operate.
38	9/04/2010	6:45:00 AM	DECCW	noise/blast	0-9	NW	No inversion	Ashton's Open Cut runs from 7am until 10pm Monday to Saturday and 8am until 10pm Sunday, there is no operations occurring between 10pm at night until the following morning at 7am when day shift starts. Ashton Coal did not blast at 5:18am on the 12/4/10, prior to the time of the compliant Ashton Coal's previous blast was at 1pm on 9 April 2010.
39	10/04/2010	6:00:00 PM	DECCW	noise	3.2	NW	No inversion	There was a complaint made to the mine at 20:40 The OCE noted that there was some dozer and truck noise at the Church area, moved the dozer operation at 8:55pm. Reinvestigated and noise impact appeared reduced.
40	10/04/2010	7:00:00 PM	DECCW	noise	2.7	NW	No inversion	There was a complaint made to the mine at 20:40 The OCE noted that there was some dozer and truck noise at the Church area, moved the dozer operation at 8:55pm. Reinvestigated and noise impact appeared reduced.
41	12/04/2010	8:35:00 PM	DECCW	noise	4.2	NW	No inversion	All plant working low in pit. Trucks going to LB dump. Only chitter truck from O/C ROM to LB dump working high. Dozer working on product stockpile. OCE visited the church area where noise was not an issue.
42	23/04/2010	4:45:00 PM	DECCW	dust	2.9	WNW	NA	No operational changes made as complaint received after the fact.
43	29/04/2010	1:05:00 PM	DECCW	blast	2.6	W	NA	No operational changes made as complaint received after the fact.
44	29/04/2010	5:30:00 PM	DECCW	noise	0.1-9.0	W	NA	No operational changes made as complaint received after the fact.
45	4/05/2010	12:33:00 PM	DECCW	blast	0.6	SE	NA	No operational changes made as complaint received after the fact.
46	5/05/2010	No specific time	DECCW	noise	1.3-5.7	WNW	6.26°C/100m	Open Cut machinery were all working low in the pit until 10pm when operations finished for the day. CHPP were loading a train from 21:00 til 00:45.
47	5/05/2010	No specific time	DECCW	noise/dust	1.3-5.8	WNW	6.26°C/100m	Open Cut machinery were all working low in the pit until 10pm when operations finished for the day, then started back up at 7am for day shift. There were at least 2 water carts operating during operation hours. CHPP were loading a train from 21:00 til 00:45.
48	11/05/2010	7:00:00 AM	DECCW	dust	0.8-6.3	NW	NA	Ashton Open Cut machinery were all working low in the pit, with a minimum of 2 water carts operating all day. Bushfire in the upwind direction at Liddel
49	12/05/2010	9:10:00 AM	DECCW	blast	3.6	NW	NA	No operational changes made as complaint received after the fact.
50	13/05/2010	12:35:00 PM	DECCW	blast	4.2	NW	NA	No operational changes made as complaint received after the fact.
51	29/05/2010	8:29:00 PM	18	noise	4.2	NW	No inversion	Due to the 14.8mm of rain on Saturday Ashton only had 1 digger and two trucks working in the bottom of the pit.
52	30/05/2010	8:32:00 PM	18	noise	6.7	NW	No inversion	OCE visited the church to listen and noticed dozer and truck noise from the ROM. OCE then parked up the Rom Stockpile dozer and stoped trucks running up to the ROM.
53	10/05/2010	4:10:00 PM	DECCW	blast	2	W	NA	No operational changes made as complaint received after the fact.

2009 - 2010 Ashton Coal Operations Complaints List

Complaint No	Date	Time	Identifier	Issue	Wind Speed (m/s)	Wind Direction	Inversion	Comments/Operational Changes
54	21/05/2010	6:40:00 AM	DECCW	noise	1.5	WNW	No inversion	Ashton's Open Cut was not operating at the time of the complaint. The Open Cut runs from 7am until 10pm Monday to Saturday and 8am until 10pm Sunday, there is no operations occurring between 10pm at night until the following morning at 7am when day shift starts.
55	28/05/2010	10:45:00 AM	DECCW	noise	0.8	WNW	No inversion	No operational changes made as complaint received after the fact.
56	30/05/2010	8:29:00 PM	DECCW	noise	6.7	NW	No inversion	OCE visited the church to listen and noticed dozer and truck noise from the ROM. OCE then parked up the Rom Stockpile dozer and stoped trucks running up to the ROM.
57	5/06/2010	7:48:00 PM	DECCW	noise	0.3	WNW	No inversion	No operational changes made as complaint received after the fact.
58	6/06/2010	No specific time	DECCW	noise	0.6-5.4	NW/SE	NA	No operational changes made as complaint received after the fact.
59	9/06/2010	6:45:00 PM	18	noise	5.3	NW	No inversion	All machinery working low in pit
60	9/06/2010	5:00:00 PM	DECCW	noise	6.5	NW	No inversion	All machinery working low in pit
61	10/06/2010	7:40:00 PM	18	noise	4.8	NW	No inversion	Enviro Coordinator visited the church area, there was no abnormal noises, noticed hwy noise and mine noise, rang the OCE and told him of the noise situation OCE said all machinery were working low in pit.
62	10/06/2010	9:23:00 PM	18	noise	4.2	NW	No inversion	All machinery working low in pit
63	10/06/2010	5:00:00 PM	DECCW	noise	3.3	NW	No inversion	The mine did not receive a complaint until 19:40 on the 10/6/10 so there was no investigation done until then. At 8pm Ashton Environmental Coordinator inspected the church area where there was no abnormal noises. EC rang OCE to see what was happening in the pit all machinery was working low in pit and no trains where being loaded so no operational changes were made.
64	10/06/2010	5:00:00 PM	DECCW	noise	3.3	NW	No inversion	The mine did not receive a complaint until 19:40 on the 10/6/10 so there was no investigation done until then. At 8pm Ashton Environmental Coordinator inspected the church area where there was no abnormal noises. EC rang OCE to see what was happening in the pit all machinery was working low in pit and no trains where being loaded so no operational changes were made.
65	12/06/2010	9:42:00 AM	DECCW	blast/noise	2.8	W	NA	No operational changes made as complaint received after the fact.
66	19/06/2010	11:34:00 AM	9	blast	4.2	NW	NA	Blast was well within criteria.
67	19/06/2010	9:03:00 PM	18	noise	6.8	NW	No inversion	OCE drove to church heard trucks coming from pit, though no drill noise.
68	19/06/2010	11:45:00 PM	9	noise	5.5	NW	No inversion	Ashton Coal's Open Cut not operating at time of complaint
69	20/06/2010	6:20:00 AM	18	blast	1.9-4.4	WNW	No inversion	OCE – Rod Green inspected the open cut and underground areas, where there had been no blasts or explosions and no damage had occurred.
70	25/06/2010	3:30:00 PM	48	other - UHF	NA	NA	NA	Enviro Coordinator called complaintant and discussed his phone call he had with the ACMA and his phone call he had with contractor on site regarding the use of channel 36.
71	28/06/2010	7:20:00 PM	18	noise	1.4	NW	10.33°C/100m	OCE checked out the Church area and all seemed as normal.
72	16/06/2010	4:00:00 AM	DECCW	noise	0.6-2.2	NW	0.31-4.54°C/100m	No operational changes made as complaint received after the fact.
73	18/06/2010	2:00:00 PM	DECCW	dust	4.2	SW	NA	No operational changes made as complaint received after the fact. Water carts operating in the pit
74	19/06/2010	9:03:00 PM	DECCW	noise	6.8	NW	No inversion	OCE drove to church heard trucks coming from pit, though no drill noise.
75	19/06/2010	11:45:00 PM	DECCW	noise	5.5	NW	No inversion	Ashton Coal's Open Cut not operating at time of complaint
76	20/06/2010	5:42:00 AM	DECCW	other	1.9-4.4	WNW	No inversion	OCE – Rod Green inspected the open cut and underground areas, where there had been no blasts or explosions and no damage had occurred.
77	20/06/2010	8:45:00 PM	DECCW	other	1.9-4.4	WNW	No inversion	OCE – Rod Green inspected the open cut and underground areas, where there had been no blasts or explosions and no damage had occurred.
78	25/06/2010	No specific time	DECCW	noise/blast	0.5	E	NA	No Ashton Coal machinery have reversing beepers fitted to them and the two blasts were well within our consent conditions.
79	25/06/2010	4:00:00 PM	DECCW	dust	0.9	WSW	NA	Water Carts operating in pit.
80	27/06/2010	8:55:00 PM	DECCW	noise	1	NW	No inversion	No operational changes made as complaint received after the fact.
81	29/06/2010	8:00:00 PM	DECCW	noise	0.6	W	No inversion	No operational changes made as complaint received after the fact.
82	30/06/2010	12:26:00 PM	DECCW	noise/dust	4.2	NW	No inversion	No operational changes made as complaint received after the fact. Water carts operating in the pit
83	1/07/2010	12:05:00 PM	DECCW	blast	4.2	NW	NA	No operational changes made as complaint received after the fact.
84	3/07/2010	9:58:00 AM	DECCW	blast	4.5	NW	NA	No operational changes made as complaint received after the fact. Blast was well within our consent conditions.
85	6/07/2010	4:00:00 PM	DECCW	dust	2	WSW	NA	No operational changes made as complaint received after the fact. Water carts operating in the pit
86	13/07/2010	9:00:00 PM	DECCW	noise	0.1	W	2.19°C/100m	No operational changes made as complaint received after the fact. Ashton Coal has no equipment with reserving beepers fitted to them.
87	15/07/2010	3:00:00 PM	DECCW	noise/dust	0.0-10.4	E/NW	No inversion	No operational changes made as complaint received after the fact. Rained 10.6mm on the 12/7 and 19.6mm from 0120 to 0900 on the 14/7
88	16/07/2010	No specific time	DECCW	noise	0.0-3.7	NW/E	Strong Inversion from 3:04am to 8:14am and then 5:04pm to 8:04am	No operational changes made as complaint received after the fact.

2009 - 2010 Ashton Coal Operations Complaints List

Complaint No	Date	Time	Identifier	Issue	Wind Speed (m/s)	Wind Direction	Inversion	Comments/Operational Changes
89	21/07/2010	3:30:00 AM	DECCW	noise	0.9	SW	No inversion	Ashton Open Cut was not operating at the time of this complaint and there were no trains being loaded.
90	21/07/2010	10:30:00 PM	DECCW	noise	0.5	NW	No inversion	Ashton Open Cut was not operating at the time of this complaint and there were no trains being loaded.
91	2/06/2010	12:20:00 PM	DECCW	Fume	1.6	ESE	NA	Ashton Coal did not blast on the 2 June 2010
92	13/07/2010	2:00:00 PM	DECCW	noise	0.3	ESE	NA	No operational changes made as complaint received after the fact.
93	19/07/2010	1:13:00 AM	7	noise	0	W	No inversion	Ashton Coal's Open Cut not operating at time of complaint
94	28/07/2010	11:30:00 PM	DECCW	noise	1.6	NW	No inversion	Ashton Coal's Open Cut not operating at time of complaint
95	29/07/2010	9:30:00 PM	DECCW	noise	0.4	NW	3.13°C/100m	No operational changes made as complaint received after the fact.
96	29/07/2010	9:00:00 AM	DECCW	noise	0.2-4.3	SE/NW	No inversion	No operational changes made as complaint received after the fact.
97	1/08/2010	No specific time	DECCW	noise / dust	0.0-10.7	NW	NA	No operational changes made as complaint received after the fact.
98	2/08/2010	7:25:00 PM	18	noise	9.3	NW	No inversion	OCE contacted the investigation of the complaint in the O/C and at the church. OCE instructed the drivers to reduce speed and drive to conditions to minimise noise.
99	4/08/2010	4:25:00 PM	18	dust	3.1	W	NA	OCE checked out the Church area and all seemed ok. 2 water carts were operating.
100	2/08/2010	7:29:00 PM	DECCW	noise	9.3	NW	No inversion	OCE contacted the investigation of the complaint in the O/C and at the church. OCE instructed the drivers to reduce speed and drive to conditions to minimise noise.
101	4/08/2010	3:30:00 PM	DECCW	dust	3.1	W	NA	OCE checked out the Church area and all seemed ok. 2 water carts were operating.
102	5/08/2010	No specific time	DECCW	noise	0.1-6.1	WNW	Strong Inversion from 4:24am to 6:44am and then 7:44pm to 10:14pm	No operational changes made as complaint received after the fact.
103	14/08/2010	4:00:00 PM	DECCW	dust	2.6	NW	NA	OCE checked out the Church area and all seemed as normal. Water carts were operating
104	14/08/2010	No specific time	DECCW	noise/dust/blast	2.6	NW	NA	OCE checked out the Church area and all seemed as normal. Water carts were operating
105	14/08/2010	5:38:00 PM	18	dust	2.6	NW	NA	OCE checked out the Church area and all seemed as normal. Water carts were operating
106	16/08/2010	7:30:00 PM	18	noise	6.1	NW	No inversion	OCE and Environmental Coordinator investigated the complaint and checked out the O/C and Church areas. All seemed ok nothing out of the ordinary.
107	18/08/2010	4:15:00 PM	DECCW	dust	5.2	NW	NA	OCE inspected the Open Cut and Church area and all looked ok, at time of complaint there were two water carts operating.
108	18/08/2010	4:00:00 PM	7	dust	5.2	NW	NA	OCE inspected the Open Cut and Church area and all looked ok, at time of complaint there were two water carts operating.
109	20/08/2010	12:35:00 PM	DECCW	blast / dust	2.5	W	NA	No operational changes made as complaint received after the fact.
110	20/08/2010	8:28:00 PM	DECCW	noise	6.4	NW	No inversion	OCE investigated the complaint and checked out the O/C and Church areas. Stopped all dumping on the high dumps and relocated trucks to dumping to the bottom dump in pit.
111	20/08/2010	8:30:00 PM	18	noise	6.4	NW	No inversion	OCE investigated the complaint and checked out the O/C and Church areas. Stopped all dumping on the high dumps and relocated trucks to dumping to the bottom dump in pit.
112	24/08/2010	No specific time	DECCW	dust	2.1-11.1	NW	NA	No operational changes made as complaint received after the fact.
113	26/08/2010	No specific time	DECCW	dust	3.8-12.9	NW	NA	No operational changes made as complaint received after the fact.
114	28/08/2010	9:00:00 AM	DECCW	dust	1.8	NW	NA	No operational changes made as complaint received after the fact.
115	30/08/2010	6:35:00 PM	DECCW	lights	NA	NA	NA	Environmental Coordinator investigated the complaint in the village at 6:40pm and rang OCE, OCE was already in the process of having the lighting plant shut down and relocated
116	30/08/2010	6:37:00 PM	18	lights	NA	NA	NA	Environmental Coordinator investigated the complaint in the village at 6:40pm and rang OCE, OCE was already in the process of having the lighting plant shut down and relocated