

METROPOLITAN COLLIERY - COMPLAINTS REGISTER

Complaint #	Person Receiving Complaint	Quarter	Date Received	Time Received	Method Of Contact	Nature Of Complaint	Action Taken By Licencee	Follow Up Contact
2010_1	Ryan Pascoe	1	2/02/2010	12:15pm	Telephone	Noise - truck using compression braking through town.	The relevant area manager was contacted. He made contact with the trucking company and the need to minimise noise when passing through residential areas was reinforced.	NA - No details were provided, even when prompted.
2010_2	Ryan Pascoe	1	4/02/2010	1pm	Telephone	Noise - truck noise excessive.	Provided feedback to the complainant that trucks are required to transport coal to local coal works and export reject. A paste plant will be installed and if successful, trucking of reject will not be required. A noise management plan is currently being developed and this will include provision for real-time noise monitoring.	Provided feedback to the complainant that trucks are required to transport coal to local coal works and export reject. A paste plant will be installed and if successful, trucking of reject will not be required. A noise management plan is currently being developed and this will include provision for real-time noise monitoring.
2010_3	Ryan Pascoe	1	26/02/2010	12:30pm	Telephone	Other - complainant considered that herbicide was inappropriately applied by a Metropolitan Coal contractor who was carrying out weed control works on mine owned land. The complainant, who owns the property adjacent to the works, thought that spray drift could impact upon their plants. In addition, the complainant stated that a tractor was used to slash an area of vegetation and it damaged a pipe and erroneously entered the property owned by the complainant.	The contractor was informed that he is not to spray weeds adjacent to neighbouring properties and that a brush cutter will be used in the future. Also, the use of a tractor is not warranted on a residential sized block and this practice is to be discontinued. This was communicated to the complainant.	The Manager - Environment and Community called the complainant and left a message at 12:42pm on 3/03/10. The message provided details regarding instructions given to the contractor. In addition, the complainant was asked to return the call should they wish to discuss the matter further.
2010_4	Ryan Pascoe	1	16/03/2010	3:32pm	Email	Other - Complainant observed inappropriate diving practices carried out by a person that drove into Metropolitan Coal's entrance before shift change at around 6:30am.	The complaint was investigated but there was not enough detail provided by the complainant to allow the individual responsible to be identified. Managers at Metropolitan Coal were informed of the issue and they subsequently communicated the need to drive appropriately to the workforce. This issue will continue to be monitored.	Complainant was emailed and thanked for their message. Feedback was provided that the issue was raised at the Manager's Meeting and pre-start meetings. The Manager - Environment and Community offered to meet with the complainant to discuss the matter further.
2010_5	Ryan Pascoe	1	18/03/2010	12:08pm	Telephone	Other - Complainant reported that a truck driver was testing on way to Metropolitan Mine. The truck was described as being dark blue. The complainant said that they had observed this previously.	An investigation was commenced and concluded with the identification of the driver in question and this driver being issued with a final warning regarding correct conduct when operating their truck.	No follow-up was possible as the complainant's details were not provided.
2010_6	Ryan Pascoe	1	17/03/2010	1:25pm	Telephone	Noise / Light - this complaint was referred to the Metropolitan Coal via the Department of Environment, Climate Change and Water. The complainant related to noise and light nuisance around the Top Administration building and the operation of the Community Complaints Line (1800 115 003).	A full investigation was conducted and a report was provided to the Department of Environment, Climate Change and Water. The primary findings of the investigation were that the Mine was operating in accordance with its requirements however additional tree screening and the use of an alternative entrance will be considered to reduce any potential nuisance.	A comprehensive report was provided to the Department of Environment, Climate Change and Water.
2010_7	Ryan Pascoe	1	26/03/2010	6:27am	Telephone	Noise / Light - at 6am a machine was dropped off near the Metropolitan Coal entrance from Parkes Street in Heterenburgh. The noise and light was allegedly very disruptive.	An investigation revealed that Metropolitan Colliery was not aware that the machine was going to be delivered and it is not standard practice to receive machinery to site at before 7am. Metropolitan Colliery expressed its disappointment to the company responsible for the delivery and reiterated that deliveries before 7am are not appropriate.	The complainant was called at 9:27am to discuss the issue. The actions taken by Metropolitan Colliery were outlined. An offer to meet with complainant was made. The complainant said they would call to confirm a time.
2010_08	Ryan Pascoe	2	1/06/2010	1:52pm	Email	Dust / Noise - complainant expressed concern regarding dust and noise impacts.	An investigation revealed that Metropolitan Colliery is compliant with depositional dust limits at the property adjacent to the complainants. The complainant was telephoned to discuss the matter in greater detail. Metropolitan Coal requested a meeting to discuss dust management at the Mine.	On Saturday 19 June, Metropolitan Coal's Manager - Environment and Community, met with the complainant and their husband to discuss noise and dust management at the Mine. The complainant was provided with information concerning how the operation manages dust and noise impacts, new management plans being developed by the Mine and the conditions of Project Approval 08_0149. Copies of the Approval and the dust management plans were provided.
2010_09	Ryan Pascoe	2	9/06/2010	4am	Telephone	Noise / Dust - Bulldozer noise impacting upon sleep and dust settling on house.	Discussed the complaint with the Coal Handling and Preparation Plant manager who outlined operations during the night in question. Operations were described as 'typical', with one train arriving at around 4:45am. The complainant was telephoned to discuss the complaint and a meeting regarding the issues raised. Indicated that the complainant would be called back when an investigation had been conducted regarding activities being carried out during the night in question.	The complainant was contacted and provided with information concerning activities during the night to which the complaint pertained. Also, a detailed discussion was had regarding the Noise Management Plan which is being prepared. The complainant was also advised on how this would be used to manage compliance. An offer to go through this information in further detail was made. The offer was declined as the complainant said that the actions being taken by the Mine had been outlined effectively. An offer was also made to meet with any neighbours to outline the Mine's various management plans and strategies.
2010_10	Ryan Pascoe	4	13/10/2010	3:39pm	DECCW Referred	The complainant asserted that a truck leaving Metropolitan Coal had not covered its load.	A full investigation was conducted and a report was provided to the Department of Environment, Climate Change and Water. Cover use will be monitored to ensure that all covers are being operated appropriately.	Randomised monitoring has indicated full compliance with regards to covering loads. Cover use will continue to be monitored periodically.
2010_11	Ryan Pascoe	4	23/10/2010	10:15am	Telephone	After a severe downpour the complainant asserted that their outdoor furniture had been covered in coal dust.	An investigation was conducted and samples of the dust have been collected for analysis. Analysis of the dust sample has indicated that less than 10% of the sample was coal dust.	A meeting took place with the complainant and Metropolitan's dust results for the month were discussed.
2010_12	Adam Hatfield	4	27/12/2010	4:05pm	Email	Complaint concerning noise from cobble loading	Discussed issue with Sada Operations and where and when they will be loaded during daylight hours.	This information was provided to the complainant and they were satisfied with the response.
2011_1	Jason Fuller (Control Room)	1	9/01/2011	2:45pm	Telephone	Concerns with respect to noise and perception that noise impacts are worsening.	On inspection it was observed that a contractor was commissioning their continuous miner using the power train. The power train is relatively noisy and this issue was investigated, the responsible equipment was identified and a broad spectrum reversing alarm was installed as per site policy.	Complainant commented that once the power train was turned off the noise level was more acceptable.
2011_2	Ryan Pascoe (Environment & Community Manager)	1	26/02/2011	3:30am	Telephone	Noise impacting upon sleep - reversing alarm for a machine operating on the stockpile.	The issue was investigated, the responsible equipment was identified and a broad spectrum reversing alarm was installed as per site policy.	Conveyed to resident that the offending equipment was identified and that corrective actions were implemented.
2011_3	Andrew Smith (Control Room)	1	22/04/2011	10:58am	Telephone	Trucks operating on Good Friday	Complainant referred to Environment & Community Manager to follow up.	Environment & Community Manager called complainant to explain that approval allows trucking Monday to Friday and that truck numbers were reduced to the minimum amount necessary. Additionally, not trucking was not possible given the reject stocks would overflow if there was no trucking across the extended non-workweek. It was agreed that the complainant would be contacted to discuss the matter.
2011_4	Phillip Matias	2	27/04/2011	3:42pm	Telephone	Noise occurring at 10:30pm and several other times disrupting sleep.	Control Room referred complaint to Environment & Community Manager to investigate.	Environment & Community Manager called complainant on 5 May 2011 to seek further details of noise issue, which is predominantly intermittent changing noise at night attributed to the loading of the train from the bulldozers. Advised that issue would be further investigated and advice sought from a Noise Consultant regarding appropriate mitigation measures.
2011_5	Ryan Pascoe (Environment & Community Manager)	4	29/10/2011	11:58am	Email	Increased noise levels, particularly at night and apparent some distance from mine.	Installation of new drift fan completed resulting in significant noise reductions.	Meeting organised with complainant to discuss matter and provide tour of mine to show environmental controls.
2011_6	Jason Fuller (Control Room)	4	23/12/2011	11:45pm	Telephone	Noise occurring at 11:45pm disrupting sleep	Control Room investigated complaint-found that it was caused by a contractor's pump truck revving loudly to run the pump. Use of the pump was stopped, to be recommenced the next day. The Environment and Community manager was informed.	
2013_1	Stephen Love (Environment & Community Coordinator)	1	21/01/2013	10:00am	Community Consultative Centre	Concerns with respect to coal dust from mine.	Complainant was contacted the next day to organise a meeting to discuss the matter.	In meeting, mine dust results were discussed and explained. Offer was made to temporarily deploy portable dust monitor to property to examine local dust levels. Offer was accepted.
2013_2	Jason Fuller (Control Room)	1	25/02/2013	11:55pm	Community Complaints Line	Concerns with respect to recently introduced humming noise which has disrupted sleep	Investigation of noise source conducted. Newly installed conveyor or gear box responsible was fitted with noise attenuation to cancel noise.	Messages were left with resident to update on noise attenuation measures.
2013_3	Phil Matias (Control Room)	2	17/04/2013	1:09am	Community Complaints Line	Concerns with respect to noise from train loading operations	Toolbox talk undertaken with loader drivers to minimise noise generated during loading operations	Currently attempting to make contact with complainant to discuss further
2014_1	Stephen Love (Environment & Community Coordinator)	1	15/01/2014	9:00am	Telephone	Concerns with respect to coal dust and noise from mine, particularly regarding train operations in early morning.	Metropolitan Coal toolbox talked loader operators on stockpile to ensure minimal noise while loading trains. Works to reduce/delimitate train from use on site nearing completion.	During phone call, actions currently being undertaken to address the listed issues were outlined to complainant. Loader operators will be regularly reminded to minimise noise while loading. dust suppression spray network has been completed and is operating effectively, and train horn use should be eliminated from site in coming months.
2014_2	Ryan Pascoe (Manager - Environment & Community)	1	20/01/2014	10:00am	Telephone/Email	Complaint regarding offsite trucking of Coal Wash Reject (CWR) material outside of approved trucking hours	Metropolitan Coal initiated investigation. On day in question trucks were performing onsite haulage. When returning home, drivers elected to haul CWR as they were returning to offsite disposal site. To ensure no further incidents, drivers were reminded of CWR trucking hour limitations. A review of drivers code of conduct was also undertaken.	Actions taken outlined to EPA.
2015_1	Phil Matias (Control Room Operator)	4	30/10/2015	3:40pm	Community Complaints Line	Neighbouring resident concerned with truck using exhaust brakes while driving down Colliery entrance road, creating significant noise.	Investigation of reason for exhaust brake use undertaken. Results found that truck was delivering heavy equipment to site which necessitated the use of exhaust brakes to effectively control vehicle on steep gradient while entering site.	Reason for exhaust brake use explained to resident.
2016_1	Ryan Pascoe (Manager - Safety & Environmental Services) & Stephen Love (Environment & Community Coordinator)	1	9/03/2016		Email & Phone	Site was contacted concerning dust on Parkes Street due to trucking.	Metropolitan confirmed that all dust controls were operational including truck wash, road washing and stockpile dust suppression sprays. Metropolitan advised that current very dry weather conditions were exacerbating the issue and discussed potential further dust control measures with EPA which could be implemented in future during exceptional circumstances.	Actions communicated

2017_1	Stephen Love (Environment & Community Superintendent)	4	28/11/2017		Email	Site was contacted regarding noise during early morning loading of train on weekend of 25-26/11/2017	Metropolitan confirmed that loading was undertaken in line with current best practice - experience loader operators using noise mitigated loaders. Metropolitan also conducted an investigation of specific factors which may have contributed to elevated noise levels on the weekend in question.	Actions communicated to complainant
2018_1	Stephen Love (Environment & Community Superintendent)	2	1/05/2018		In Person	Site was contacted regarding increase in trucking of material through Heilsburgh township	Metropolitan provided background on trucking levels and reasons for recent increase due to return to normal production levels after recent longwall move. It was explained that levels are likely to reduce in coming weeks as yield from coal seam improves and Metropolitan continues to work to increase quantity of material pumped underground rather than being trucked offsite.	Contact details were provided in the event complainant required further information
2019_1	Stephen Love (Environment & Community Superintendent)	1	23/01/2019		Phone Call	Site was contacted regarding presence of black dust on property	Metropolitan contacted caller to outline control efforts (dust suppression sprays, watercart) used to mitigate dust generation as much as possible. Details of Metropolitan's dust monitoring to north of stockpile provided, including proportion of coal dust relative to other sources, indicating that dust suppression generally working effectively but improvements always sought	
2019_2	Stephen Love (Environment & Community Superintendent)	1	26/01/2019	7:42am	Phone Call	Site was contacted regarding use of leaf blower on site entrance road on Saturday morning	Metropolitan investigated the circumstances surrounding the use of the leafblower. Due to recent tree death/dieback on entrance road an unusually large buildup of leaf debris on road had occurred, necessitating leaf blower. Contractor did not take into account time of day when making this decision. Metropolitan continues to assess health of trees prior to prune or removal, eliminating leaf litter buildup. Contractor was instructed not to use leafblower unless absolutely necessary and only after rain on weekends.	Caller was contacted to explain circumstances resulting in use of leafblower, and corrective action taken to ensure it doesn't happen again.
2019_3	Kane Organ (Environment & Community Coordinator)	1	9/03/2019	11:07am	Email	Site was contacted regarding loading of trains during early morning period	Metropolitan provided information regarding ongoing efforts to minimise early morning loading, though sometimes this is unavoidable due to available corridors on the rail mainline. Metropolitan advised that of the 107 trains loaded at Metropolitan to date in 2019, only 9 had been loaded during the early morning period.	
2019_4	Stephen Love (Environment & Community Superintendent)	4	23/10/2019	11:05pm	Email	Site was contacted regarding high pitched alarm	Metropolitan identified temporary forklift which had been brought to site to replace broken down machine as source of unusually loud reversing alarm. Actions taken to reduce volume and fast track repair and return of broken down forklift.	Information provided to email sender.
2019_5	Control Room Operator	4	4/12/2019	8:34am	Phone Call	Site was contacted regarding droning noise	Immediate investigation revealed that a vacuum truck brought to site for cleanup conveyors was source of noise. While vacuum trucks are common onsite, this was a different machine which seemed to have a different frequency, and due to train loading at time of operation, was not in its usual location which minimises offsite noise impacts.	Caller was contacted to explain circumstances of vacuum truck use and discuss general noise issues.
2021_1	Stephen Love (Environment & Community Superintendent)	4	23/11/2021	10:42pm	Email	Site was contacted regarding recent increase in noise from product stockpile during night.	Metropolitan discussed potential new noise sources with onsite personnel and identified potential change in noise levels caused by new equipment on stockpile. Complainant contacted to discuss nature of noise and explain recent increase in production from mine which may be causing additional noise on stockpile. Site has parked up machine suspected of creating excessive noise and will conduct noise measurements to assess before undertaking noise mitigation works if required.	Follow up call confirmed that new machine seems to be source of noise. Metropolitan to take steps to mitigate noise from machine when operating on stockpile at night.
2022_1	Phil Matias (Control Room Operator)	1	19/02/2022	10:50pm	Phone Call	Site was contacted regarding noise from generator in operation near top office area.	Metropolitan explained that generator was in use to conduct critical safety works on mine electrical substation and would be in operation for one night only. Metropolitan will investigate alternative power supplies for future works of a similar nature.	
2023_1	Nick Dorney (Outby Services Co-ordinator)	1	23/03/2023	10:50:00am	Phone Call	Site was contacted regarding noise from loading trains between 12:45am and 3:30am.	Metropolitan explained that the later than normal train loading was due to train scheduling delays causing significant short term changes to train loading time slot.	Follow up call by Metropolitan explaining late train arrival and scheduling delays.
2023_2	Stephen Love (Environment & Community Superintendent)	3	14/09/2023		Phone Call	Dust on property	Metropolitan met with caller to outline dust mitigation measures implemented onsite and previous monitoring results which demonstrated that majority of dust at neighbouring properties is typically not from mine (coal dust makes up a relatively small fraction of overall dust levels). An offer to conduct microscopic analysis of monthly dust samples was made.	
2024_1	Jason Fuller (Control Room)	1	16/02/2024	15:30	Phone Call	Metallic clanging noise from stockpile area	Metropolitan contacted caller to confirm a recently identified chute on the coal product stockpile was the source of noise as coal bounced off walls. The chute was lined to deaden the noise.	Follow up call with complainant confirmed that noise seemed to have abated but Metropolitan would continue to monitor. Encouraged resident to call again if noise resumes.