

## Stratford Complaint Summary

Period: 12 Months to July 2020

Total No. of Complaints: 21 (14 noise, 0 air quality, 4 Blast Overpressure, 3 lighting)

Total No. of Complainants: 6

Date/Time of Complaint	Complainant Location	Method of Complaint	Nature of Complaint	Investigation/Outcome
14/08/2019 08:45hrs	Approx. 2.5km west of source (4.5kms from blast)	Direct to mobile.	Mine Noise	<p>Complaint: "Noise from Stratford Mine louder during morning hours. Mostly sounds like truck noise and dozer clatter from direction of BRN and Avon North".</p> <ul style="list-style-type: none"> <li>• Weather conditions: Strong inversion. Light NE wind.</li> <li>• Production: MP discussed noise complaint with BRN and Avon North OCEs at 9:30am. BRN haul fleet to RL30 dump. Dozers on pit floor. Avon North haul fleet running to high dump. Noise possibly from dozer on high dump. Discussed with OCEs to limit elevated dozer use prior to 9am.</li> <li>• MP called complainant at 11:00am, no answer. MP called again at 12pm and no answer.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant.</li> </ul>
10/12/2019 12:50hrs	Approx. 2.5km west of source (2.5kms from blast)	Direct to mobile.	Blast Overpressure	<p>Complaint: "Blast overpressure from Stratford mine caused the windows on the house to shake. Blast was larger than others previously."</p> <ul style="list-style-type: none"> <li>• MP advised a blast had been fired at 12:42pm on 10/12/2019. MP advised he would follow-up with blast monitoring results and any comments from the blast crew.</li> <li>• The overpressure and ground vibration results at the monitor in closest proximity to the complainants residence were &gt;115dB(L) overpressure. MP advised an internal review of the blast would be undertaken and it appeared loss of containment of one drill hole had occurred causing a spike in overpressure.</li> <li>• MP and the complainant discussed the blasting operations at the Stratford Mine. The complainant advised they had previously had issues with blasting and it was unacceptable for this to start again. MP advised Stratford Coal take all efforts in blast design to reduce the overpressure and ground vibration as much as is feasible.</li> <li>• The complainant advised they would not put up with blasting at these levels. It was causing damage and was not acceptable to expect people to live under these conditions. MP advised there are processes available under the Development Consent to have either building inspections or investigations undertaken by independent personnel at the request of landowners.</li> <li>• MP advised the measures which are undertaken in blast design to reduce the offsite impacts as much as practicable and information is conveyed to the drill and blast engineer.</li> </ul>

10/12/2019 12:50hrs	Stratford Village, Approx. 1.8km west of source	Community hotline.	Blast Overpressure	<p>Complaint: "Blasting today is unacceptable. Going to report to authorities. Call back Immediately."</p> <ul style="list-style-type: none"> <li>• Complainant stated the mine was breaking the law and was contravening the Act. The complainant stated he was going to report it to the EPA. .</li> <li>• MP advised a blast had been fired at 12:42pm on 10/12/2019. The overpressure and ground vibration results at the monitor in closest proximity to the complainant's residence were &gt;115dB(L) overpressure. MP advised an internal review of the blast would be undertaken and it appeared loss of containment of one drill hole had occurred causing a spike in overpressure. MP advised the blast remained within compliance criteria.</li> <li>• The complainant continued to discuss unacceptable noise and dust from the mine.</li> <li>• MP advised SCPL would continue to minimise its impacts as far as reasonably possible.</li> </ul>
10/03/2020 20:51hrs	Approx. 3.2km west of source	Community hotline.	Noise	<p>Complaint: "Noise Complaint"</p> <ul style="list-style-type: none"> <li>• Complainant stated that he could hear the mine 'droning noise' 'not the track slap'.</li> <li>• Acting E&amp;C Supt. advised the CHPP was operating at the time with the loader on the ROM. No train loading activities were being undertaken.</li> <li>• Acting E&amp;C Supt. advised that the SCPL Craven real time noise indicated compliance with the site criteria, no inversion and a gentle wind from the NE was recorded at the time.</li> <li>• Acting E&amp;C Supt. advised SCPL are approved to undertake activities within the noise limits with recent noise survey results demonstrating compliance.</li> <li>• Complainant stated the consultants always measure on a Wednesday.</li> <li>• Acting E&amp;C Supt. advised she would review the timing and ensure these were being undertaken on different days of the week.</li> </ul>
20/03/2020 12:45hrs	Wenham Cox Rd	Direct to staff at Blast sentry point	Various	<p>Opportunistic complaint to Coal Supt. at blast sentry point. Acting E&amp;C Supt. Returned phone call to Complainant who advised she would call back, no call was received. A text message was received direct to Acting E&amp;C Supt. mobile with various complaints on the 24, 30/03 &amp; 1, 7/04. No further action taken.</p>
27/03/2020 14:55hrs	Approx. 6.5 km west of source	Direct to mobile.	blast	<p>Complaint: "Blast was more noticeable at residence around 12:45 and was wondering why that would be?"</p> <ul style="list-style-type: none"> <li>• The complaint was made directly to the Acting E&amp;C Supt. mobile.</li> <li>• Acting E&amp;C Supt. advised a blast had been fired earlier today 27/03/2020. Acting E&amp;C Supt. advised the overpressure and ground vibration results at the monitors were compliant, with none showing any higher than designed readings warranting any further investigation.</li> <li>• Acting E&amp;C Supt. provided some detail around how we monitor and investigate blasting at SMC.</li> <li>• The complainant asked about SMC timetable of blasting.</li> <li>• Acting E&amp;C Supt. advised of the Stratford Blasting hotline and the notification distribution list available. The complainant was content to be added to the text message notification list for future blasting.</li> </ul>

28/04/2020 20:37hrs	Approx. 4Km west of the CHPP	Direct to Acting E&C Supt. email	Lighting	<p>Complaint: "I am alarmed &amp; disturbed at what appears to me to be the recent rapid increase in lights from the Southern end of your coal operations. Can you please help me understand the likely ongoing visual impact of lighting &amp; what steps the mine are taking to mitigate it for the adjoining community?"</p> <ul style="list-style-type: none"> <li>• The complaint was made directly to the Acting E&amp;C Supt. via email.</li> <li>• Acting E&amp;C Supt. contacted the OCE on site who conducted a lighting audit and boundary check and included in the daily OCE report" 5 lighting plants in the Stratford east area all facing towards working areas and not reflected out into environment. Audit of light direction and boundary check of lighting all satisfactory."</li> <li>• Acting E&amp;C Supt. returned a phone call to complainant advising a lighting audit had been undertaken by the Open Cut Examiner on site following receipt of complaint determining satisfactory lighting set up. • Acting E&amp;C Supt. inspected operational lighting and undertook external inspection including Crowthers Road on 30/04/20 between 6:30-8pm.</li> </ul>
1/05/2020 12:03hrs	Approx. 1.5km from blast	Direct text to Acting E&C Supt. mobile	Blast	<p>Complaint "blast shaking the house again"</p> <ul style="list-style-type: none"> <li>• The complaint as made direct to the Acting E&amp;C Sup. mobile via text</li> <li>• Acting E&amp;C Supt. contacted The Complainant 1/5/20 to discuss and advised the blast was compliant.</li> <li>• Acting E&amp;C Supt. offered to discuss any matters further with The Landowner.</li> <li>• The Complainant said she would talk to The Landowner and let AB know if he would like to.</li> </ul>
11/05/2020 11:42hrs	Not advised	EPA hotline	Mine Noise	<p>After hours call ref EPA109404. HEAVY MACHINERY AND VEHICLES revving constantly, without reprieve but at varying levels of acceleration or idling. Caller is reporting this from their fathers property. There is a constant issue. Response to EPA. Direct complaint also recieved.</p>
14/05/2020 7:30hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to AB mobile	Mine Noise	<p>Complaint "You need to get down there night time an listen to these machines 11pm put earmuff on from headaches an been woken to it again at 7 this morning. This is constant. I don't need call-back you need to fix this problem"</p> <ul style="list-style-type: none"> <li>• Acting E&amp;C Supt. returned Complainant text "Hi *Complainant*, I have recorded your complaint in our records. If you wish to contact the Stratford Complaints directly the number is 1300658239 Regards, Alarna"</li> <li>• SCPL OCE was closely auditing the Avon North noise and lighting. The digger and truck were not operating from 8:15pm-11pm on the night of the complaint due to a break down.</li> </ul>
14/05/2020 16:39hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to Acting E&C Supt. mobile	Lighting	<p>Complaint "It's *complainant* come down road heading into town around corner bam there the big light in eyes that's Road hazard"</p> <p>"Think you need to come have a look it across road on to the house across the paddock"</p> <ul style="list-style-type: none"> <li>• Acting E&amp;C Supt. contacted the OCE to audit the lighting. Lighting was glow only with no lighting plant positioned shining onto the road.</li> </ul>

20/05/2020 8:00hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to Acting E&C Supt. mobile	Mine Noise	<p>Complaint "it now 11:34 I have 3 very tired and cranky children awake due to noise" "and start back up at 7 and wake them"</p> <ul style="list-style-type: none"> <li>ECC returned complainants text message with a phone call at 9:02. ECC suggested to the complainant to contact the complaints line so the complaint can be actioned immediately.</li> <li>ECC informed complainant that compliance noise monitoring will be conducted before the end of the month. Complainant stated 'I went for a drive last night and the noise is drastically different between the our house and other places.' ECC informed complainant of the operations in the Avon N pit at the time of complaint.</li> </ul>
20/05/2020 9:44hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to Acting E&C Supt. mobile	Mine Noise	<p>Complaint "This noise again tonight is unacceptable"</p> <ul style="list-style-type: none"> <li>Weather conditions: Inversion. Light SW wind.</li> <li>ECC returned complainants text message with a call, no answer.</li> <li>Dozer on upper BRN dump restricted to first gear only to reduce noise. Discussion with OCE to continue to limit elevated dozer use when inversions present.</li> </ul>
21/05/2020 8:05hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	EPA hotline	Mine Noise	<p>Description of Incident: After hours call EPA109601. calling to advise of coal mine site working from 18:30 to 19:00 started working again very loud noise - heavy machinery working continuously.</p> <p>Response provided to EPA.</p> <p>Direct complaint also received.</p>
22/05/2020 7:35hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to Acting E&C Supt. mobile	Mine Noise	<p>Complaint "keep the noise down"</p> <ul style="list-style-type: none"> <li>Weather conditions: Moderate WSW wind.</li> <li>ECC called complainant at 8:18am with no answer, ECC returned complainants call at 11:58am. Complainant stated that "machinery noise, still going" "light is still on the road" "keep the noise down".</li> <li>SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP. Lighting plant have been audited and deemed satisfactory.</li> </ul>
26/05/2020 20:59hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to Acting E&C Supt. mobile	Mine Noise	<p>Complaint "Machinery loud again tonight"</p> <ul style="list-style-type: none"> <li>Weather conditions: SW wind.</li> <li>Acting E&amp;C Supt. contacted OCE on evening shift. Dozer at RL 84 in Avon pit operating in first gear. Dozer at RL 103 in BRN dump well below surface ceasing work at 9:30 pm. Coal was being hauled from Avon pit after 9:30 pm. Stratford East had 2 dig units running 5 trucks and 2 dozers. Only 1 dig unit in operation from 4:30pm till 6:00pm.</li> <li>Acting E&amp;C Supt. called complainant at 9:27am with no answer. Called at 11:42am to discuss the operation at the time of the complaint. Complainant stated "it roars through the house" "something has to be done" "I don't need a call back just log it or whatever you do". Acting E&amp;C Supt. advised SCPL were available to discuss the matters further with The landowner. The complainant stated "You need to fix it" and hung up the call.</li> <li>SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>

9/06/2020 19:02hrs	Approx. 3.2km west of the operation	Community Hotline	Mine Noise	<p>Complaint: "Noise"</p> <ul style="list-style-type: none"> <li>• Acting E&amp;C Supt. returned a call at 19:51.</li> <li>• Complainant advised the noise 'sounds like blasting shaking the house' 'loud banging' 'started at 1pm seems to of dropped off about 7pm, can just hear engine roaring now' 'can see lights over the hill and flashing blue and red lights'</li> <li>• Acting E&amp;C Supt. Contacted OCE on evening shift. Lighting and noise audit undertaken during shift with levels found satisfactory.</li> <li>• The Real Time Noise(RTN) monitoring shows compliance with noise criteria at the Craven unit. Minor truck noise and instances of loud banging (likely the first bucket into trucks) audible in audio data. Advice provided to Operations to review excavator bucket height</li> <li>• Acting E&amp;C Supt. call back the complainant at 12:55pm no answer, called at 16:50pm.</li> <li>• Acting E&amp;C Supt. advised RTN monitoring indicated compliance however during review of the audio banging could be heard. SCPL are going to review truck loading and heights of the buckets.</li> </ul>
29/06/2020 5:45hrs	Approx. 3.2km west of the operation	Community Hotline	Mine Noise	<p>Complaint: "the noise is excessive tonight - also lights really broaching his private space - blue lights on a gantry and another shining through his window".</p> <ul style="list-style-type: none"> <li>• Weather conditions: Medium inversion. Light NW wind.</li> <li>• Acting E&amp;C Supt. contacted the OCE to audit the lighting and noise. OCE went out to Upper Avon Rd reported a faint glow on the Stratford East Dump- adjusted tilt of the lighting plant to remove the glow. Minimal noise observed.</li> <li>• OCE report/email saved on the server.</li> <li>• Acting E&amp;C Supt. contacted CHPP - operating at the time with loader on the ROM. No train. No dozer.</li> <li>• ECC reviewed Stratford Noise Monitoring audio files with dozer and truck noise audible. Real time noise and MET monitoring shows SCPL to be within noise criteria.</li> <li>• Acting E&amp;C Supt. contacted Complainant discussed the current operations and RTN review. Discussed lighting hierarchy, mentioned improvements conducted recently with timers installed on wash down bay.</li> </ul>
29/06/2020 10:30hrs	Approx. 2.6km west of source	Community Hotline	Mine Noise	<p>Complaint: "Noise Last Night". (received 30/6/2020, 11:38AM)</p> <ul style="list-style-type: none"> <li>• Weather conditions: Strong inversion. Moderate NW wind.</li> <li>• ECC Returned complainants call as requested. Complainant stated that 'truck noise was more noticeable than usual last night at 10:30PM'. ECC outlined operation and MET conditions to the complainant.</li> <li>• ECC reviewed Stratford Noise Monitoring audio files and truck noise was noted on the recording with ambient noise identified as being the dominant source.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant during periods of strong inversions.</li> </ul>
6/07/2020 19:00hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to Acting E&C Supt. mobile	Mine Noise	<p>Complaint "Noise Woke me this morning and they're loud now. I don't need to listen to it into the night. thanks"</p> <ul style="list-style-type: none"> <li>• Weather conditions: Moderate W wind, strong inversion.</li> <li>• Dozers in first gear on the expose areas in the Avon pit BRN dump and also in the Stratford east area.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant in accordance with the NMP.</li> </ul>

21/07/2020 9:00hrs	Approx. 1.5km from suspected noise source, Bowens Road Stratford	Direct text to Acting E&C Supt. mobile	Mine Noise, dust lighting	<p>Complaint "Last night the noise was too much. The dust is quite thick. The lights are still on the road which is quite the hazard. And I think it's about time you service your dozers. Don't need it again tonight thank you very much."</p> <ul style="list-style-type: none"> <li>• Weather conditions: Strong inversion. Light wind during the night operations- inconsistent direction.</li> <li>• Acting E&amp;C Supt. Returned complainants call.</li> <li>• SCPL to continue implementing noise mitigation measures for mobile plant during periods of strong inversions.</li> </ul>
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