

Ashton Coal Operations Pty Limited Complaints Register - 2018		
Date & Time	Nature of Complaint	Details and Response
18/07/2018 0823	Noise	<p>Complaint received from resident of Camberwell via Ashton community Contact Line. Message read: <b>(COMPLAINANT NAME)....."CALLED TO COMPLAIN REGARDING NOISE WHICH IS COMING FROM THE MINES. NOISE STARTED YESTERDAY (17/07/2018) AT 8PM AND IT WAS STILL GOING ON AT 8AM TODAY (18/07/2018)."</b></p> <p>Noise monitoring results were reviewed for the 12 hours referred to in the complaint. Monitoring results showed no elevated noise levels attributable to Ashton. The CHPP superintendent was interviewed regarding the complaint. He investigated CHPP operations for the previous 24 hours and found nothing out of the ordinary to support excessive noise coming from site. CHPP had been on maintenance shut down for two hours by 8AM on 18/7/18. Attempted to return call to complainant, with no success.</p>
15/07/2018 0935	Annual Review	<p>DPE Singleton received a compliant from a nearby resident regarding the 2017 Annual Review inaccurately reporting community consultation. Ashton reviewed the 2017 Annual Review content and consultation undertaken during reporting period. A response letter was sent to DPE on 17/8/18, with evidence included for at least one example of each type of consultation reported in Annual Review.</p>
09/09/2018 0727	Noise	<p>Complaint received from resident of Camberwell via Ashton community Contact Line. Message read: <b>MACHINERY NOISE COMING FROM THE MINE - GOING ON FOR A COUPLE OF HOURS</b></p> <p>Noise monitoring results for 3 hours covering the time of the complaint were reviewed. Met conditions (SSW-SW @ 1.1 – 1.8 m/s) would not have enhanced noise from Ashton and no inversion was in place. Monitoring results showed no elevated noise levels attributable to Ashton, and audio recordings indicated highway traffic noise and mine truck noise (no mine trucks were operating at Ashton). The CHPP superintendent stated that no excessive noise was audible from CHPP operations, and no out of the ordinary activities would be generating excessive noise. Call to complainant returned at 13:20 on 10/9/18 to inform that ACOL was not the source of the noise on Sunday morning. Complainant acknowledged.</p>
26/10/2018	Noise	<p>Complaint received from resident of Camberwell via Ashton community Contact Line. Message read: <b>CALLER HAS PROVIDED ADDRESS OF X DAWSON STREET BUT NO OTHER DETAILS OTHER THAN HIS FIRST NAME NOISE COMING FROM OVER HILL - REQUESTS MINE BE SHUT DOWN - REQUESTS THAT THE MINING COMPANY GO BACK FROM WHERE THEY CAME FROM AND THAT WE DON'T NEED TO DIG HOLES ANYMORE</b></p> <p>Noise monitoring results for midnight to 7am were reviewed. Met conditions from 02:30 to 07:00 (WNW @ 1.5 – 2.0 m/s) may have enhanced noise from the direction of Ashton at times. No inversion was in place. Monitoring results showed no elevated noise levels attributable to Ashton, and audio recordings indicated highway traffic noise (0500-0700), some dozer noise and mine truck noise (no dozer or mine trucks were operating at Ashton). The CHPP superintendent stated washing operations didn't start until 0615, and no dozers were operating at anytime after 9pm. Light trade maintenance tasks at the time would not have been generating excessive noise.</p> <p>Email to complainant at 13:03 on 26/10/18 to inform that ACOL was not the source of the noise on Sunday morning.</p>