

Castlereagh Coal Complaint, Enquiry & Notification Register 12 Months to September 2023							Actions Completed	
Complainant Number	Item No.	Date Received	Nature (Enquiry / Notification or Complaint)	Specific Issue(s)	Details of the Complaint / Enquiry / Notification	Corrective Actions Required? Y/N	Y/N	Date
2	011-22	15-Oct-2022	Complaint	Noise from water cart at Cullen Valley Mine	Phone Call - Complaint regarding noise from the water truck operating on the tar road prior to 7:00am.	Yes	Yes	15-Oct-22
1	012-22	05-Dec-2022	Complaint	Truck not stopping	Phone Call - Complaint regarding contractor truck not stopping at intersection of Haul Rd and Carson Siding Rd at stop sign.	Yes	Yes	05-Dec-22
1	001-23	23-Jan-2023	Complaint	Truck not stopping	Phone Call - Complaint regarding truck not stopping at intersection of Haul Rd and Carson Siding Rd at stop sign.	Yes	Yes	23-Jan-23
1	002-23	06-Feb-2023	Complaint	Truck not stopping	Phone Call - Complaint regarding contractor truck not stopping at intersection of Haul Rd and Carson Siding Rd at stop sign.	Yes	Yes	06-Feb-23
1	003-23	12-Feb-2023	Complaint	Dust from Cullen Valley Mine Haul Road	Phone call - Complaint regarding dust being created by road trucks. The complainant claimed that half of the road was wet and the other half dry.	Yes	Yes	13-Feb-23
1	004-23	09-Mar-2023	Complaint	Dust from Cullen Valley Mine Haul Road	Phone call - Complaint regarding dust being created by road trucks.	Yes	Yes	09-Mar-23
2	005-23	29-Mar-2023	Complaint	Odour from Cullen Valley Mine.	Complainant reported odour from heating area, on the previous day, during the course of the CCC meeting.	Yes	Yes	29-Mar-23
1	006-23	30-Mar-2023	Complaint	Dust from Cullen Valley Mine Haul Road	Phone call - Complaint regarding dust being created by road trucks an enquiring if water truck was running.	Yes	Yes	30-Mar-23
1	007-23	25-May-2023	Complaint	Noisy car entering CVM Site	Phone call - Complaint regarding noisy car entering site at 6:30am on several occasions including 25 May 2023.	Yes	Yes	25-May-23
1	008-23	16-Jun-2023	Complaint	Odour from Cullen Valley Mine.	Phone Call - Complaint regarding odour from Cullen Valley Mine heating area detected from neighbours property.	No	NA	16-Jun-23
	009-23	28-Jul-2023	Complaint	Coal slush on road from CVM.	EPA received a complaint from a member of the public regarding coal slush on road.	Yes	Yes	16-Aug-23
1	010-23	04-Aug-2023	Complaint	Odour from Cullen Valley Mine.	Phone Call - Complaint regarding odour from Cullen Valley Mine heating area detected from neighbours property.	Yes	Yes	04-Aug-23
3	011-23	04-Aug-2023	Complaint	Fence down between property	Complaint received from Neighbour about CC employee knocking down fence between Renown Farm and Big Rim property and diverting water from LD02 through neighbour's dam.	Yes	No	NA
4	012-23	04-Aug-2023	Complaint	Water leaving site	Complaint received from neighbour regarding water which was entering neighbours property making parts of it inaccessible due to water coming off the mine site.	Yes	No	NA
	013-23	10-Aug-2023	Complaint	Dust at Cullen Valley Mine	EPA received a complaint from a member of the public who stated that there was dust coming from the CVM with no operation being undertaken.	Yes	Yes	10-Aug-23
1	014-23	12-Sep-2023	Complaint	Odour from Cullen Valley Mine.	Phone Call - Complaint regarding odour from Cullen Valley Mine heating area detected from neighbours property.	Yes	Yes	12-Sep-23
1	015-23	14-Sep-2023	Complaint	Truck entering site prior to 7am	Phone Call - Complaint form neighbour regarding a truck entering site prior to 7am. Truck noted as entering site at 6:53am.	Yes	Yes	14-Sep-23