



Centennial Coal



CLARENCE COLLIERY COMPLAINTS REGISTER

May 2018



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Date	Complaint/ Enquiry	Method	Description	Investigation/Cause	Clarence Response
22/01/2013	Complaint	Telephone	The complainant described a low frequency nuisance noise, which was believed to be resonating from the Clarence Colliery ventilation facility.	Numerous low frequency noise investigations have been completed across the region, with no definitive confirmation that the Clarence ventilation facility was causing the low frequency emission.	Clarence and Centennial are committed to investigating and addressing any potential low frequency disturbance resonating from site.
02/04/2013	Complaint	Telephone	The complainant described a low frequency nuisance noise, which was believed to be resonating from the Clarence Colliery ventilation facility.	Numerous low frequency noise investigations have been completed across the region, with no definitive confirmation that the Clarence ventilation facility was causing the low frequency emission.	Clarence and Centennial are committed to investigating and addressing any potential low frequency disturbance resonating from site.
05/04/2013	Complaint	Telephone	The complainant described a low frequency nuisance noise, which was believed to be resonating from the Clarence Colliery ventilation facility.	Numerous low frequency noise investigations have been completed across the region, with no definitive confirmation that the Clarence ventilation facility was causing the low frequency emission.	Clarence and Centennial are committed to investigating and addressing any potential low frequency disturbance resonating from site.
24/04/2013	Complaint	Telephone	The complainant described a low frequency nuisance noise, which was believed to be resonating from the Clarence Colliery ventilation facility.	Numerous low frequency noise investigations have been completed across the region, with no definitive confirmation that the Clarence ventilation facility was causing the low frequency emission.	Clarence and Centennial are committed to investigating and addressing any potential low frequency disturbance resonating from site.
09/07/2013	Complaint	Telephone	The complainant described a low frequency nuisance noise, which was believed to be resonating from the Clarence Colliery ventilation facility.	Numerous low frequency noise investigations have been completed across the region, with no definitive confirmation that the Clarence ventilation facility was causing the low frequency emission.	Clarence and Centennial are committed to investigating and addressing any potential low frequency disturbance resonating from site.
03/07/2015	Complaint	Email & Telephone	Multiple complaints were made to Clarence in regard to an overtopping incident that occurred	Investigation results withheld until pending prosecution.	Clarence and Centennial Coal deeply regrets the incident and

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			the previous day, resulting in a pollution event in the Wollangambe River.		apologise for its occurrence.
22/10/2015	Complaint	Telephone	A complaint was received regarding an idling coal train that was restricting pedestrian access to cross the Clarence Rail Siding and Western Line near the former Newnes Junction Station.	Investigation determined that the perceived pedestrian access point was not an official crossing point and that it was illegal to cross the rail corridor at this location.	Clarence arranged for the local bus service to take an alternate route to service these residents, eliminating the need to cross the rail corridor.
12/02/2016	Complaint	Telephone	A complaint was received regarding an idling coal train that was restricting pedestrian access to cross the Clarence Rail Siding and Western Line near the former Newnes Junction Station. Despite having arranged for alternate school bus arrangements, the complainant was concerned that emergency access was lost in the case of a bush fire.	As previously determined, it is illegal to cross the rail corridor at this location.	Clarence erected temporary security fencing to prevent potential illegal rail crossing. The temporary fencing was later pulled down by an unknown member of the public.
05/03/2017	Complaint	Email	A complaint was received, advising that the Clarence Independent Audit Report was not available on the Clarence Website and requested a copy.	The most recent Audit Report had not been made publicly available due to a lengthy review into the REAIII overtopping incident that occurred in July 2015.	The document was later published on the website and the complainant was provided with a copy of the report.
10/04/2017	Complaint	Telephone	A noise complaint was received via the EPA Hotline regarding a "constant low hum" affecting the complainant, believed to be caused by an upgrade to the Clarence ventilation facility or air conditioning units.	The Clarence ventilation facility has not recently been upgraded. Further low frequency noise investigations are being completed across the western region, including the complainant's location.	Clarence and Centennial Coal are committed to investigating and addressing any potential low frequency disturbance resonating from site.



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