

Ashton Coal Operations Pty Limited Complaints Register - 2019		
Date & Time	Nature of Complaint	Details and Response
19/2/2019 06:48	Noise	Community noise complaint received from Camberwell resident at 0648 on 19/02/2019. Message read: NOISE COMPLAINT - "ALL I CAN HEAR IS THE DOZER ON THE HILL AND IT'S BEFORE 7 O'CLOCK". Investigation found that no dozer activity was being undertaken at Ashton during complaint period (CHPP Coordinator). Wind enhancing noise from NNW (Ashton direction) between 0620 - 0700. Audio recording from 0645-0700 contained highway and dozer track slap noise. Elevated noise levels from 0500 – 0700 associated with daily New England Highway traffic increase. Informed complainant at 0715 that source of noise was not Ashton (no dozers operating at Ashton) and followed up with email at 0935, inviting complainant for site inspection.
7/4/2019 07:01	Noise	Noise complaint received from Camberwell resident at 0701 on 07/04/2019. Message read: "MAKING A NOISE COMPLAINT". Investigation found that no dozer activity was being undertaken at Ashton during complaint period (CHPP Coordinator). Wind enhancing noise from W to NW (Ashton direction) between 0500 - 0700. Audio recording from 0645-0700 contained highway noise. Elevated noise level from 0500 – 0700 (peak 61dBA at 0615) mainly New England Highway traffic. Complainant informed that source of noise was not Ashton.
29/6/2019 08:27	Noise	Noise complaint received from Camberwell resident about very loud truck noise which was occurring at, and started just before, the time of the complaint. Investigation found that Ashton CHPP had a single truck and front-end loader, and dozer, operating from approximately 2am, with a second dozer commencing work at about 8am. Audio recordings from Camberwell continuous noise monitor indicated a mining continuum (consistent with continual operation of a large truck fleet), rail/highway noise and periodic dozer track slap (consistent with unloaded dozers travelling rapidly) was clearly audible before, after, and at time of the complaint. A moderate temperature inversion formed for a short period from 0815 – 0845, based on lapse rated measured at two local weather stations. The complainant was responded to and informed of investigation findings.