

Ashton Coal Operations Pty Limited Complaints Register - 2024					
Complaint Number	Complaint ID	Date & Time	Method of Complaint	Nature of Complaint	Details and Response
1	1	23/05/24 7:56 am	Email	Noise	<p>Email received from complainant stating that that Ashton Coal CHPP caused sleep disturbance from 12:31 am to 7:45 am on 23/05/24 in Camberwell Village. Investigations concluded that the Ashton Coal CHPP was operating during the period of complaint and was likely audible at Camberwell village, however remained below approved noise limits.</p> <p>A return call was made to inform the complainant of the findings of the investigation. Ongoing monitoring of noise generated from the Ashton CHPP will be undertaken with ongoing investigation into additional noise mitigation measures.</p>
2	2	25/05/2024 10:42 am	Telephone	Noise	<p>Noise complaint received during the night of 25/05/24 from Camberwell village. Investigation found that the Ashton CHPP was unlikely to have contributed to audible noise in Camberwell village.</p> <p>Email response provided to complainant. No further communication has been undertaken.</p>
3	3	5/09/2024 12:43pm	EPA Complaint Line	Air	<p>The EPA received an Environment Line report on 20 July 2024 relating to the alleged emission of dust in the vicinity of Ashton Coal at or midday on this date. The report alleges that dust was blowing from the direction of Ashton Coal's Tailings Storage Facility in a south/east direction across the New England Highway for a duration up to or about three hours.</p> <p>A review was undertaken of dust monitors and wind direction for the period which Ashton's contributions at Site 10 was calculated to be 5.1 ug/m3 (24hrs) and 5.3 ug/m3 (3 hours). Investigations undertaken as to use of a polymer to provide a sealant surface to the tailings dam.</p> <p>EPA advised that they were unable to identify the source of the dust emission and the complaint has been closed.</p>

As of Wednesday 8th January, 2025