

Project Feedback and Complaints Register Hydro Aluminium Kurri Kurri – Remediation Project



No.	Category	Method	Date / Time	Summary of feedback / complaint	Actions / Mitigations	Status
January 2021						
No complaints were received for the month of January 2021						
February 2021						
No complaints were received for the month of February 2021						
March 2021						
No complaints were received for the month of March 2021						
April 2021						
No complaints were received for the month of April 2021						
May 2021						
No complaints were received for the month of May 2021						
June 2021						
No complaints were received for the month of June 2021						
July 2021						
#1	Dust	Security mobile	23/07/21	Resident (Weston) concerned about black dust particles on her washing and surfaces in her home.	Explained our 5 dust deposition gauges and results being within limits and quite low recently. Investigation found that a water cart had been in operation on roads, with no visible dust emissions. Some residential chimneys were in use nearby. No other obvious sources. Wind was from SW. Advised resident.	Closed
August 2021						
No complaints were received for the month of August 2021						
September 2021						
No complaints were received for the month of September 2021						
October 2021						
No complaints were received for the month of October 2021						
November 2021						
No complaints were received for the month of November 2021						
December 2021						

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No complaints were received for the month of December 2021						
January 2022						
No complaints were received for the month of January 2022						
February 2022						
No complaints were received for the month of February 2022						
March 2022						
No complaints were received for the month of March 2022						
April 2022						
No complaints were received for the month of April 2022						
May 2022						
No complaints were received for the month of May 2022						
June 2022						
No complaints were received for the month of June 2022						
July 2022						
No complaints were received for the month of July 2022						
August 2022						
No complaints were received for the month of August 2022						
September 2022						
No complaints were received for the month of September 2022						
October 2022						
No complaints were received for the month of October 2022						
November 2022						
No complaints were received for the month of November 2022						
December 2022						
No complaints were received for the month of December 2022						
January 2023						
No complaints were received for the month of January 2023						
February 2023						
No complaints were received for the month of February 2023						
March 2023						
#2	Dust	Via UGL environment officer, working	28/03/23	Some workers had complained about dust coming from the 7A furnace building where waste was being loaded into dump trucks.	On inspection, a water cart was in the south tub of the furnace wetting down the waste. After the water cart left the building we watched two dump trucks getting loaded and	Closed

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		on Hunter Power Project	Updated 1/05/23		there were no dust issues that we could see.	
April 2023						
No complaints were received for the month of April 2023						
May 2023						
No complaints were received for the month of May 2023						
June 2023						
No complaints were received for the month of June 2023						
July 2023						
#3	Dust	Via UGL environment officer, working on Hunter Power Project	8/07/23	Some workers had complained about dust coming from the containment cell, assumed to be gypsum due to its nature and location. This was between 9am and 10am.	This occurred on a weekend when no waste material was being placed. A water cart did wet the area down at around 10.55am, however dust was being produced again at around 1pm. As there is less activity on weekends, we have asked our contractor to check the weather forecast for Saturdays, Sundays and RDO's and if it looks like strong westerly winds are forecast to have a water cart on standby to attend site.	Closed
August 2023						
No complaints were received for the month of August 2023						
September 2023						
No complaints were received for the month of September 2023						
October 2023						
No complaints were received for the month of October 2023						
November 2023						
No complaints were received for the month of November 2023						
December 2023						
No complaints were received for the month of December 2023						
January 2024						

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No complaints were received for the month of January 2024
February 2024
No complaints were received for the month of February 2024
March 2024
No complaints were received for the month of March 2024
April 2024
No complaints were received for the month of April 2024
May 2024
No complaints were received for the month of May 2024
June 2024
No complaints were received for the month of June 2024
July 2024
No complaints were received for the month of July 2024
August 2024
No complaints were received for the month of August 2024
September 2024
No complaints were received for the month of September 2024
October 2024
No complaints were received for the month of October 2024

<u>Revision No.</u>	<u>Date</u>	<u>Changes</u>	<u>Author</u>
<u>0</u>	<u>July 2021</u>	<u>Original</u>	<u>MU</u>
<u>1</u>	<u>August 2021</u>	<u>Rev 1</u>	<u>MU</u>
<u>2</u>	<u>September 2021</u>	<u>Rev 2</u>	<u>MU</u>
<u>3</u>	<u>October 2021</u>	<u>Rev 3</u>	<u>MU</u>
<u>4</u>	<u>November 2021</u>	<u>Rev 4</u>	<u>MU</u>
<u>5</u>	<u>December 2021</u>	<u>Rev 5</u>	<u>MU</u>
<u>6</u>	<u>January 2022</u>	<u>Rev 6</u>	<u>MU</u>

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<u>7</u>	<u>February 2022</u>	<u>Rev 7</u>	<u>MU</u>
<u>8</u>	<u>March 2022</u>	<u>Rev 8</u>	<u>MU</u>
<u>9</u>	<u>April 2022</u>	<u>Rev 9</u>	<u>MU</u>
<u>10</u>	<u>May 2022</u>	<u>Rev 10</u>	<u>MU</u>
<u>11</u>	<u>June 2022</u>	<u>Rev 11</u>	<u>MU</u>
<u>12</u>	<u>July 2022</u>	<u>Rev 12</u>	<u>MU</u>
<u>13</u>	<u>August 2022</u>	<u>Rev 13</u>	<u>MU</u>
<u>14</u>	<u>September 2022</u>	<u>Rev 14</u>	<u>MU</u>
<u>15</u>	<u>October 2022</u>	<u>Rev 15</u>	<u>MU</u>
<u>16</u>	<u>November 2022</u>	<u>Rev 16</u>	<u>MU</u>
<u>17</u>	<u>December 2022</u>	<u>Rev 17</u>	<u>MU</u>
<u>18</u>	<u>January 2023</u>	<u>Rev 18</u>	<u>MU</u>
<u>19</u>	<u>February 2023</u>	<u>Rev 19</u>	<u>MU</u>
<u>20</u>	<u>March 2023</u>	<u>Rev 20</u>	<u>MU</u>
<u>21</u>	<u>April 2023</u>	<u>Rev 21</u>	<u>MU</u>
<u>22</u>	<u>May 2023</u>	<u>Rev 22</u>	<u>MU</u>
<u>23</u>	<u>June 2023</u>	<u>Rev 23</u>	<u>MU</u>
<u>24</u>	<u>July 2023</u>	<u>Rev 24</u>	<u>MU</u>
<u>25</u>	<u>August 2023</u>	<u>Rev 25</u>	<u>MU</u>
<u>26</u>	<u>September 2023</u>	<u>Rev 26</u>	<u>MU</u>
<u>27</u>	<u>October 2023</u>	<u>Rev 27</u>	<u>MU</u>

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<u>28</u>	<u>November 2023</u>	<u>Rev 28</u>	<u>MU</u>
<u>29</u>	<u>December 2023</u>	<u>Rev 29</u>	<u>MU</u>
<u>30</u>	<u>January 2024</u>	<u>Rev 30</u>	<u>MU</u>
<u>31</u>	<u>February 2024</u>	<u>Rev 31</u>	<u>MU</u>
<u>32</u>	<u>March 2024</u>	<u>Rev 32</u>	<u>MU</u>
<u>33</u>	<u>April 2024</u>	<u>Rev 33</u>	<u>MU</u>
<u>34</u>	<u>May 2024</u>	<u>Rev 34</u>	<u>MU</u>
<u>35</u>	<u>June 2024</u>	<u>Rev 35</u>	<u>MU</u>
<u>36</u>	<u>July 2024</u>	<u>Rev 36</u>	<u>MU</u>
<u>37</u>	<u>August 2024</u>	<u>Rev 37</u>	<u>MU</u>
<u>38</u>	<u>September 2024</u>	<u>Rev 38</u>	<u>MU</u>
<u>39</u>	<u>October 2024</u>	<u>Rev 39</u>	<u>MU</u>