



ULAN COAL MINES LIMITED

A.C.N. 000 189 248



Summary of complaints received for the period 1 January 2011 – 31 December 2011

Date & Time of complaint	Method by which complaint was made	Nature of complaint	Action taken, including follow-up
26/1/2011, 10.20 am	Telephone	Stakeholder reported excessive noise at place of residence between 7.00am and 9.20am on morning of 26/1/11. The noise was described as a whirling mechanical sound that included rocks and machine tracks.	UCML Environment and Community Officer (ECO) conducted an investigation into the possible sources of the noise concluding that there was no evidence to suggest that excessive noise had emanated from UCML operations. Details of the investigation were relayed to the complainant.
01/04/2011 9.20 pm	UCML 1800 number	The complainant rang UCML to complain about noise from trucks at Ulan Mine. The complainant also complained to Moolarben Coal Mine about the noise.	UCML Environment and Community Coordinator (ECC) investigated the complaint and found that UCML were not operating any trucks on the night of the complaint. ECC contacted Moolarben Mine Environment and Community Relations Manager to advise that UCML were not operating trucks on the night of the complaint. Details of the investigation were relayed to the complainant.
14/04/2011 8.48 am	UCML 1800 number	The complainant rang UCML to complain about noise from trucks at Ulan Mine the previous night.	ECC investigated the complaint. A review of site operations and meteorological conditions was undertaken along with a review of audio files from UCML's real-time noise monitor, located in the area where the complainant lives (between the complainant and the mine). Noise from the mine was inaudible at the noise monitor.
19/04/2011 12.00 am	EPA hotline	The complainant rang EPA to complain about noise from trucks at Ulan Mine on 19 April.	EPA forwarded the complaint to UCML on 21 April. ECC investigated the complaint. A review of site operations and meteorological conditions was undertaken along with a review of audio files from UCML's real-time noise monitor, located in the area where the complainant lives. The complainant wished to remain anonymous so no follow up was undertaken with the complainant. Noise files from the real time monitor were sent to the DECCW officer.



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30/04/2011 8.23 am	UCML 1800 number	The complainant rang UCML to complain about noise from trucks at Ulan Mine the previous night.	ECC investigated the complaint. A review of site operations and meteorological conditions was undertaken along with a review of audio files from UCML's real-time noise monitor, located in the area where the complainant lives (between the complainant and the mine). Noise from the mine was inaudible at the noise monitor. Attended noise monitoring was organised for 11-12 May 2011 at the complainant's house. Monitoring of equipment sound power levels on the new open cut fleet was also organised. Details of the investigation and proposed monitoring were relayed to the complainant.
05/05/2011 9.51 pm	UCML 1800 number	The complainant rang the 1800 complaints line about machinery noise from Ulan Mine.	ECC reviewed noise files from UCML's real time noise monitor (near the complainant's property) for the time of the complaint however no mine related noise was detected. ECC organised attended noise monitoring at the complainants house for 10-11 May.
07/05/2011 10.15 pm	EPA hotline	The complaint relates to noise from Ulan Mine between 10:15pm and 10:35pm on Sat 7 May 2011 and 7:15am and 8:15am on Sun 8 May 2011.	The complainant rang the EPA hotline to complain on 8 May however UCML did not receive details of the complaint until Fri 13 May. ECC discussed the complaint with the EPA officer on 13 May, to determine the approx location of the anonymous caller. EPA officer confirmed that the caller lived in the vicinity of UCML's Cope Rd real time noise monitor. ECC downloaded audio files from the real time noise monitor on Cope Rd, reviewed the files and sent the noise "traces" to the EPA officer (on Wed 18 May) as requested.
22/05/2011 7.00 am	EPA hotline	The complaint relates to noise from Ulan Mine between 7-10am and 7-10pm on 22 May 2011.	The complainant rang the EPA hotline to complain on 22 May however UCML did not receive details of the complaint until Tue 31 May. The details emailed to UCML were as follows: Noise coming from box cut at Ulan Coal mine. Noise started at 0700 until 1000 and again from 1900 until 2200.
24/05/2011 7.49 pm	UCML 1800 number	The complainant rang the UCML community complaints line to complain about machinery noise from Ulan mine.	ECC called the complainant at 9.30am on 25 May to discuss the complaint. ECC advised the complainant that a noise consultant will be doing attended noise monitoring at her house on Fri and Sat evening and night (27 and 28 May). ECC reviewed the audio files from UCML's real time noise monitors for the time of the complaint – all noise levels were below UCML's noise assessment criteria.
25/05/2011 8.58 am	UCML 1800 number	The complainant called the community complaints line and left a message regarding noise. Truck beeping and general mine noise were the issues.	UCML Graduate Environment and Community Officer (GECO) called the complainant to gather further information about date and times of noise complaint. GECO advised the complainant that UCML will investigate the complaint and advise of the outcome.



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25/05/2011 10.10 pm	UCML 1800 number	The complainant rang the UCML community complaints line to complain about machinery noise from Ulan mine.	UCML Environment and Community Manager (ECM) contacted the complainant on the morning of 26 May and organised to go out to her house this evening to discuss. ECC downloaded audio files from the real time noise monitor near the complainant's property and reviewed them - mine truck noise audible at times but levels well below criteria of 35dBA for privately owned land.
28/05/2011 9.30 am	EPA hotline	The complaint relates to noise from Ulan Mine from 9.30 am on Sat 28 May 2011	The complainant rang the EPA hotline to complain on 28 May however UCML did not receive details of the complaint until Tue 31 May. The details emailed to UCML were as follows: Trucks were very noisy from as early as 0930 coming from Xstrata coal mine in Ulan.
31/5/2011 1.52 am	UCML 1800 number	The complainant rang the UCML community complaints line to complain about machinery noise from Ulan mine.	ECC phoned the complainant at 9.25am and spoke to the complainant's partner. ECC advised that noise levels at the real time noise monitor near the mine operation have been reviewed - levels were below night time noise limits at this location. ECC will be going out to the real time noise monitor near Wonga Roo Rd this morning to download audio files. ECC offered to drop in to complainant's house to discuss - complainant advised that they won't be home.
09/06/2011 2.19 am	UCML 1800 number	The complainant rang the UCML community complaints line to complain about machinery noise from Ulan mine.	GECO called complainant in the morning around 9am, discussed type of noise- constant drone of trucks and can hear some gear changes. GECO advised complainant that UCML are taking action on this ongoing issue and that GECO would listen to some noise files from the night and get back to her. Complainant is happy that UCML is doing something about the issue. Called complainant back that afternoon 5pm, confirmed that truck drone noise is audible at their residence and that UCML will continue to try to minimise noise.



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10/06/2011 10.30 am	UCML 1800 number	The complainant rang UCML community complaints line to complain about machinery noise from Ulan mine.	ECC rang complainant at 3.35pm. Discussed attended noise monitoring program and actions currently being taken by UCML and NMS (the box cut contractors) to understand and minimise noise from the operation. ECC said results of the attended monitoring program will be provided to the complainant when they were available. ECC advised the complainant that, to date, monitoring is showing that UCML is in compliance with the noise criteria at Wonga Roo Rd. The complainant said she understands that we are trying but will still complain when she hears any mine noise at her house. The complainant said she heard a loud bang from the mine at 11am and asked if we blasted. ECC confirmed a blast was undertaken by NMS at 11am and offered to include the complainant on the blast notification list if she wanted. She would like to be notified of future blasts.
12/06/2011 9.51 am	UCML 1800 number	The complainant rang UCML community complaints line to complain about machinery noise from Ulan mine.	ECM rang the complainant back on the day of the complaint. The complainant said she is just putting in an official complaint on the basis that every time she hears a noise (mine related) she will complain. She acknowledges that UCML is doing all it can to monitor and reduce the noise emissions.
13/06/2011 5.38 am	UCML 1800 number	The complainant rang UCML community complaints line to complain about machinery noise from Ulan mine.	The ECC logged the complaint. As per previous complaints from this person (this is the 5th complaint in 3 weeks), the complainant has advised that they will continue to complain about mine noise even though UCML are in compliance with the noise limits. Attended night time noise monitoring is already being undertaken at the complainant's house over the next 12 weeks. Noise files from the real time noise monitor near Wonga Roo Rd indicate that UCML is in compliance with the noise limits at this location.
18/06/2011 8.04 am	UCML 1800 number	The complainant rang UCML community complaints line to complain about machinery noise from Ulan mine.	ECC rang the complainant on Sunday morning (19/6) and left a message on their voice mail.
19/06/2011 12.11 am	UCML 1800 number	The complainant rang UCML community complaints line to complain about machinery noise from Ulan mine.	ECC rang the complainant at approx 11.35am (after speaking to the NMS project manager - no change to operations last night). The complainant said it was very noisy last night, after a few days of reasonably quiet conditions. ECC explained that there had been no change to operations - possibly met. Conditions were influencing noise levels at her house. She said the noise kept her awake last night and she could hear it over the TV. Discussed attended noise monitoring, including results from 9/10 June (UCML under noise limits). Next round of monitoring next Thursday.



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19/06/2011 3.09 am	UCML 1800 number	The complainant rang UCML community complaints line to complain about machinery noise from Ulan mine.	ECC rang NMS project manager to discuss the complaints and find out if anything had changed last night in the operation. PM said there was nothing new going on last night - same as previous nights. A new loader had been operating for the past week, otherwise nothing new. ECC rang the complainant at approx 11.30am. No response - left message on voice mail.
21/06/2011 3.30pm	EPA hotline	The complainant rang UCML community complaints line to complain about machinery noise from Ulan mine.	The complaint details were not supplied to UCML until 6th July. Immediate actions were to check noise graphs and noise files of that day. Due to adverse meteorological conditions on the day of the complaint it was difficult to estimate UCML's contribution to noise levels. As the complainant was anonymous, further investigation could not be undertaken. Attended noise monitoring on 10th June and 27th June has shown that UCML is in compliance with noise criteria at private residences during night time.
29/06/2011 1.15 am and 2.15 am	UCML 1800 number	The complainant rang UCML community complaints line twice to complain about machinery noise from Ulan mine.	ECC rang complainant and arranged to meet later that day. ECC reviewed noise files from real time noise monitor, located approx 1.6km from the complainant's house. These showed UCML's noise levels were below the project criteria. Attended noise monitoring at the complainant's house is showing UCML's noise contributions are below 22dBA. ECC met the complainant and discussed monitoring results. ECC agreed to install a temporary noise logger at the house.
03/07/2011 9.34am	UCML 1800 number	Complainant contacted UCML complaints line on Sunday morning, lodging a complaint stating – Trucks have been working all night and making a lot of noise and are still going at 9.30am Sunday morning.	On Mon 4 July 8.00 am ECM contacted complainant, who indicated that on Saturday night he had to turn up his television to drown out the noise. Complainant was quite upset. ECM committed to installing a noise logger at his property to allow further understanding of noise levels. This may take up to a week to arrange for a noise logger to be installed. ECM has requested that Ulan West Project Manager review NMS performance in relation to Noise Management.
07/07/2011 1.04am	UCML 1800 number	Complainant called Ulan Hotline number to complain about noise coming from the box cut operation. The complaint was about general noise of machines and also an explosion.	ECG collected noise files from the relevant Sentinex units and called complainant in the afternoon (to avoid waking up partner as requested). ECG asked complainant for more information, what time did the explosion occur- between midnight and 1, did the explosion noise come from the direction of the mine- yes, did the explosion shake the house- no. Let complainant know that we would investigate and get back to her.



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08/07/2011 9.20am	UCML 1800 number	Complainant called UCML Complaints Line and complaint description was-noisy last night and this morning	ECG called complainant and asked about the noise, constant machine noise, rumbling of engines. ECG advised that an investigation would occur and would get back to them with results. Complainant said "no worries, all we can do is complain, thanks". Called complainant on Mon, advised that attended noise monitoring would happen Mon night, not sure of time. Spoke about how last week the monitoring hadn't been completed due to the wind and that tonight will be a bit windy but we will know what noise levels they are receiving in windy conditions. A noise logger will be at the complainant's house later this week.
08/07/2011 3.00pm	Phone call made by ECG to complainant	ECG called resident in response to a complaint, while ECG was calling the resident wanted to make another complaint regarding noise. The complaint is for general mine noise on the 7/7 7pm to 8/7 7am, complainant's comment was that it was noisy.	Called complainant on Monday and advised attended noise monitoring would be happening Monday night, not sure of the time. Spoke about how last week the monitoring hadn't been completed due to the wind and that even tonight will be a bit windy but we will know what noise levels they are receiving in windy conditions. A noise logger was set up on the complainant's property today.
09/07/2011 4.40pm	UCML 1800 number	Complainant called UCML Complaints Line and complaint description was-machinery and engine noise happening at present, affecting callers sleep, ongoing issue, please call Monday	ECG responded to call over the weekend, asked complainant about the noise and if there was any specific times that were a nuisance, response was just constant machine noise. Complainant advised she had requested to be called Monday, ECG explained that complaint gets sent to our email and phones and it cuts the message off on our phones, apologised for calling and advised that I would call on Monday and do the investigation.
11/07/2011 11.00pm	UCML 1800 number	Complainant called UCML Complaints Line and complaint description was: constant machinery droning and vehicle noise since 7pm this evening. At about 9:20pm there was an extremely large bang, either from a blast or something being dropped.	Rang complainant at 4.20pm. Discussed complaint and monitoring currently being undertaken. She said the noise consultant was at her place between 10-10.30pm last night and he recorded 29dBA from UCML during measurement. She said it was noisier early in the night. ECO went to noise monitor near Wonga Roo Rd to download files. Due to technical issue was unable to download files. ECC will take ECO tomorrow to download files. ECC reviewed the noise files from noise monitor closest to operation – the graphs showed UCML was in compliance at this location.



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<p>12/07/2011 4.00am</p>	<p>UCML 1800 number</p>	<p>Complainant called UCML Complaints Line and complaint description was: engine noises from trucks. Keeping me awake and can't sleep and getting cranky.</p>	<p>Called complainant 4.30pm. Discussed complaint and monitoring currently being undertaken. Asked her if noise logger was set up ok yesterday – it was. She said the consultant gave her a sheet to fill in if she heard mine noise. I encouraged her to use the sheet to record noise so that the consultant could use it in the review of the data. ECO went out to noise monitor near Wonga Roo Rd to download files. Due to technical issue was unable to download files. ECC will take ECO out tomorrow to download files. ECC reviewed the noise files from noise monitor closest to operation – the graphs showed UCML was in compliance at this location.</p>
<p>12/07/2011 9.00am</p>	<p>UCML 1800 number</p>	<p>Complainant called UCML Complaints Line and complaint description was: constant truck noise, braking, going down in gears etc, keeping us awake.</p>	<p>Called complainant 4.40pm. Left message re complaint. Asked her to give me a call to discuss. Called complainant back, asked about details of noise complaint. Dumping, truck revs, gear changes and on Saturday 15th there was a constant hum. Complaint was in regards to noise on Mon night, 9pm. ECG offered that UCML could put a noise logger at their residence. It would be there for one week, and log sheets for mine noise would be provided and after the audio is analysed, a report would be generated. Complainant was happy and said there was no rush as some days they don't hear anything but other days it is quiet noisy. Advised complainant that UCML would call to discuss the logger.</p>
<p>13/07/2011 2.07am</p>	<p>Emailed ECM</p>	<p>Complainant emailed ECM with the following details: Over the last 2 days we have experienced the loudest mine noise that has affected our property since mining began in the mid 1980s - a constant loud roar with metallic rattling that lasted well past morning continuing throughout the day. We were away for most of June so cannot comment on earlier than the 11 July. We would like to register a complaint and request mine noise monitoring results for the 12/13 July, also prevailing weather conditions i.e. wind direction, inversions</p>	<p>CLPC called complainants on 14th to enquire about specific time periods of noise. Complainants responded that it was general noise throughout the days. CLPC advised an investigation would occur and Ulan would advise of the outcome. Complainant advised that noise complaint was logged with Moolarben too. Complainant suggested the noise was probably more derived from Moolarben than Ulan. CLPC called complainants on 19th July. Investigation was conducted, weak inversion was found to be present on 13th. Technical issues were encumbered gathering data for the 12th. Noise logger will be installed at residence on 20th July, in agreement with complainant. ECG yet to advise time and will accompany technician to property. 20th July, went to complainants property, spoke to partner. Set up noise logger approx 5 m from two water tanks. Partner advised there might be the odd car driving past logger.</p>



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14/07/2011 6.30am	UCML 1800 number	Complainant called UCML community hotline, details of the complaint - truck noises. Complaint received 6.41pm Thursday 14th.	ECC called complainant the following morning (Fri 15) unsuccessfully, followed up call numerous times through the day without contacting the complainant. Left a message to acknowledge receipt of the complaint and indicate that an investigation had commenced. Called again Mon morning (18th) and spoke with complainant who indicated that the noise experienced was trucks and occurred between 6.30pm and 10.00pm on Thurs (14th) night he recalled it was overcast and windy at time of complaint.
15/07/2011 9.57am	Phone call to ECM	Complainant called ECM's phone to register a complaint about noise from Ulan.	CLPC called complainants residence, left a message with partner for complainant, in regards to noise complaint. Complainant will call CLPC when available. CLPC called complainant again 21/7/11, discussed matter. General complaints regarding both UCML and MCM ramping up. Says weekends are noisier lately and his attended noise monitoring is always during the weeks and on quieter nights. Also concerned about a recent Ulan blast that shook the house. He couldn't advise date or time (but has it written down at home). They've been there 12yrs and "it's been OK" but his fear is with 3 mines ramping up. Agreed to meet complainants (with ECM) to discuss concerns. Attended noise monitoring ongoing.
16/07/2011 8.30am	EPA hotline	Complainant called EPA Hotline on 16th July in regards to noise from UCML. Surface mine noise, not blasting, general noise of trucks. Complaint was forwarded to UCML on 18th July.	ECG called complainant to gather information about time of complaint, complainant said it was Saturday day time till midday. ECG advised that complaints get handled quicker if the complainant calls the Ulan Complaints line; complainant said that it doesn't go anywhere calling the UCML hotline. ECG advised that all complaints get recorded, investigated and put into the system and are reported to Corporate. Complainant wasn't willing to call the UCML hotline. ECG also advised that the logger could possibly be collected tomorrow but will call back later with a time. Reminded complainant to record mine noise on log sheet to help the technicians analyse the data.
23/07/2011 11.30pm	EPA Hotline	Complainant called the EPA hotline, details are: Trucks at Ulan Coal Mine were very noisy last night and were still going this morning (24/7/11). Also a bulldozer was working from 2330 last night. Noise kept caller awake through the night.	Complaint wasn't forwarded to UCML until the 3rd Aug.



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27/07/2011 4.30am	UCML 1800 number	Complainant called UCML complaints line at 4:30 stating there is excessive noise.	ECG called complainant at 17:30 to gather more data about the complaint. Complainant said it was just general machinery noise, could hear trailers banging, gear changes and loud engine noise. The complaint is for the period of midnight to 8:00am. ECG advised that an investigation will occur and we will get back to complainant with details. ECG also advised that might not be able to collect all data till Friday so will get back after data is collected.
28/07/2011 8.44am	UCML 1800 number	Complainant called UCML complaints line at 8:44 and complained about noise from the boxcut.	ECG called complainant at 8:50 to gather more details. Complainant advised there was machinery noise, particularly a dozer, the complaint is for noise 6am till 9am. Complainant wants the complaint lodged. ECG advised that this will happen, there will be an investigation and UCML will advise of the outcome. Complainant mentioned the ngara noise logger is no longer at their residence. ECG said the data is currently being analysed. ECG mentioned ECM will be in the area at lunch time, complainant said that's fine if he pops in.
28/07/2011 6.45pm	EPA hotline	Complainant called the EPA hotline, details are: The company started very noisy machinery at 6:45 pm last night which went until 11:30 pm. The noise started again at 4 am this morning and is still going at 10 am.	Complaint wasn't forwarded to UCML until the 3rd Aug.
31/07/2011 8.55am	UCML 1800 number	Complainant called UCML complaints line at 8:55am stating there is machinery operating and it's too loud.	ECM called complainant at 9:15am to gather further details. Complainant said it's been noisy since yesterday morning, and the noise has been on and off. Last night it was also on and off. Currently at 9:20am the complainant can just hear a drone of a truck. The complainant thinks the noise is coming from Ulan. Complainant has requested a follow up call on Fri 5th Aug.
1/08/2011 6.30am	EPA hotline	Complainant called EPA hotline. Details: Noise level coming from Ulan Mine is louder than normal.	Complaint not forwarded to UCML until 3rd Aug. Immediate actions were to check noise graphs and noise files of the relevant day. Anonymous caller, no follow up with complainant.
3/08/2011 3.00am	EPA hotline	Complainant called EPA hotline. Details: Very loud noise from trucks working all night at Ulan Mine. Caller was woken up this morning at 3:00am.	Complaint forwarded to UCML on 3rd Aug. Immediate actions were to check noise graphs and noise files of the relevant day. Anonymous caller, no follow up with complainant.



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9/08/2011 2.30pm	EPA hotline	Complainant called EPA hotline and left the details: Ulan Mine was using their drilling machine between 2230 and 2300 on 8/8/11.	Analysed noise graphs and noise levels during the complaint period. Collect operational log from 8/8/11.
12/08/2011 6.48am	UCML 1800 number	Complainant called UCML complaints line and left the following message: machinery just driving up the back for the past couple of hours.	Called complainant, spoke to complainants partner, noise was trucks revving and loading up. Left number for complainant to call back if further details wish to be supplied. Downloaded Bush (Sentinex 73) real time noise monitor on Fri 12th and analysed noise data.
13/08/2011 8.57am	UCML 1800 number	Complainant called UCML complaints line and left the following message: Engines machinery revving Ulan box cut.	Called complainant at 12:10 on Sat 13th to discuss complaint: Complainant stated could hear machinery revving at the Ulan box cut when standing outside the house, before lodging complaint. Discussed with complainant the noise monitoring work that UCML has done at their property to date and planned future monitoring including attended monitoring on the night of Sat 13th. Also discussed that UCML is operating in compliance with project approval and noise criteria. Downloaded noise files from the Bush (Sentinex 73) real time noise monitor on Mon 15 th and analysed noise data.
14/08/2011 9.30pm	OEH Environmental Hotline (previously referred to as EPA Hotline; change due to change of department name to Office of Environment and Heritage)	Complainant called OEH complaints line with these details: Caller relates that consultant for the noise issue, attended caller's property to read noise measurements at 9.30pm 13.08.2011 and that he commented that the figures were way over criteria. Caller states that the company & the consultant reported 'only' that on 13 & 14 August 2011, & that the site was well under criteria. Caller relates with local knowledge, that the 13th & 14th being Sunday & Monday, are historically quiet working days. As such their 'known' information is not being reported by the company or their consultant.	UCML have contacted the Office of Environment and Heritage (OEH) to discuss this anonymous complaint.



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15/08/2011 No time recorded	OEH Environmental Hotline	Complainant called OEH complaints line with details: Noise problem at Ulan Mine. Machinery has been going all day yesterday (Sunday) and all night, causing noise problem. Mainly drilling and truck noise. Caller has been ringing up since April and there has been no improvement – sometimes it stops for an hour or so when there is a complaint. Noise is pretty much 24/7.	Immediate actions were to check noise graphs and noise files of the relevant days. Anonymous caller, no follow up with complainant.
17/08/2011 3.00pm	OEH Environmental Hotline	Complainant called OEH complaints line with details: Excessive truck noise from Ulan Mine since 3:00pm today.	Noise data for 17/08/2011, 14:30-17:00 analysed. Anonymous caller, no follow up with complainant.
19/08/2011 4.50pm	UCML 1800 number	Complainant called UCML complaints line with details: Constant truck noise, all day, louder this afternoon.	ECG called complainant at 16:55, complainant appreciated the response time. Noise was general machine noise all day from 7am onwards. Complainant also asked when the noise logger will be deployed. Mentioned that if it was going to be long then they could organise one through the OEH which would be there within a week. ECG said would look into and get back to them with when it will be deployed. ECG called complainant back at 17:10, the noise monitor would be at their place on Monday, wasn't sure of time. Would call on Monday to advise time. Monday, called complainants partner on Monday 11:00am let her know that ECC and a technician would be coming out in an hour to set up the logger and if they had any questions they could ask the consultant.
19/08/2011 5.40pm	UCML 1800 number	Complainant called UCML hotline stating: constant droning of different engines. Can hear it outside the house and inside the house over the top of television.	CLPC called complainant on Sat morning 20/8/11 and discussed both complaints from the night before. Noisy from 4-5pm Fri. Complainant's comments: could hear 2 or more different engines (was louder and clearer than normal - acceleration & deceleration clearly audible), seemed to go for hours, noise described as a humming / droning with a bang every now & again, was a bit windy, some gusts with a bit of rain, wind may have been from the North, was overcast (but not heavily) with the clouds still high. When complainant woke in the morning it was quite windy and the noise no longer audible.



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20/08/2011 1.30am	UCML 1800 number	Complainant called UCML hotline stating: machinery noise. Rang earlier last night at 5pm and is still going and can't sleep. Constant engine noise.	CLPC called complainant on Sat morning 20/8/11 and discussed both complaints from the night before. Noise continued (as above) from 4pm Fri til 2.30am Sat (don't know after that as was asleep). Advised complainant that we would investigate on Mon and respond after that.
20/08/2011 8.15pm	OEH Environmental Hotline	Complainant called OEH complaints line with details: Machinery noise coming from Ulan Mine	Noise data for 20/08/2011, 19:45-21:00 analysed. Anonymous caller, no follow up with complainant.
22/08/2011 12.30am	UCML 1800 number	Called UCML hotline stating: machinery engine noise – unable to sleep.	CLPC called complainant Mon 4pm (22/8/11) to discuss. Complainant commented: particularly noisy from 11pm (Sun) to 12.15am (Mon) and then from Mon 8 - 9.30am, noise characteristics similar to complainant's complaint from Fri 19 th , was overcast with cloud still high (higher than it was on Fri), not sure what wind direction, mentioned that it seemed noisier with head on the pillow than when sitting up in bed (questioned whether there was some vibration involved in the noise that would cause this) and that this does happen from time to time. CLPC advised we'll investigate this along with the 2 complaints from earlier in the weekend.



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<p>26/08/2011 10.47am</p>	<p>Emailed ECM</p>	<p>Complainant sent the following email to UCML: We would like to register a noise complaint for this morning 26 August. Mine noise woke us around 4.40 am – a loud continuous roar, intermittent grinding/rattling and high pitched whine for a shorter period. Continued until after 8am. While the number of days mine noise affecting our property has increased we only register a complaint when the noise level appears in excess of 35db. We would like to understand how the mine noise is affected by prevailing conditions and would appreciate feedback of noise monitoring, wind direction, and occurrence of atmospheric inversions etc.</p>	<p>Noise files from real time noise logger reviewed during complaint period to assess noise levels and to try and determine the noise source. A reply email was sent to the complainant by ECM illustrating the results of the investigation.</p>
<p>28/08/2011 1.30am</p>	<p>UCML 1800 number</p>	<p>Complainant called UCML hotline at 1.30am Sun 28/8/11, detailing: sound of machinery noise present. Described as the roaring of an engine which is keeping complainant awake. Had been occurring for the past hour before complaint.</p>	<p>ECC called complainant 3.30pm Sun 28/8/11 to discuss complaint. Complainant stated that noise was elevated for about an hour prior to her lodging the complaint. After lodging the complaint the noise decreased until about 3.30am when it increased again. The complainant was unaware of the weather conditions at the time of the complaint. ECC indicated that the complaint would be investigated and further contact would be made.</p>



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<p>01/09/2011 9.10pm</p>	<p>UCML 1800 number</p>	<p>Call to UCML hotline noted: machinery revving and decelerating.</p>	<p>CLPC called complainant on 2/9/11 5pm to discuss. Advised noise was similar to the last 3 or 4 complaints lodged, being a general 'drone' of mine noise. Main noise was from 9pm-10pm. It was calm before 9pm but the wind picked up and so did the noise. Complainant didn't know from which direction wind was coming. Cool night but not cold. Advised complainant we will investigate complaint and respond. Also gave a very brief update on previous investigations, advised we now have report from the logger situated at their house in mid-July (apologised it had taken so long) and suggested we meet next week (and take ECC also) to discuss the noise reports and info as well as mine operations etc. CLPC to contact complainant next week to organise meeting time.</p> <p>ECC downloaded noise data from Sentinex 73 (closest real time noise logger to complainant's residence). Noise files were analysed over the complaint period. Mine noise was audible over the complaint period. Noise levels were below UCML's project approval compliance criteria. Meeting arranged with complainant on Fri 9/9/11 to discuss noise impacts and noise monitoring results from UCML's monitoring at the complainants residence.</p>
<p>12/09/2011 12.20am</p>	<p>UCML 1800 number</p>	<p>Complainant called UCML hotline with description: Sound of engine roaring.</p>	<p>CLPC called complainant Mon 12/9/11 to discuss. Complainant advised that engines were quite loud with occasional banging. Noise went all night from 12 midnight to 7am. Conditions were calm and this morning it was foggy. Don't know if it was cloudy overnight. CLPC advised we would investigate and report back - possibly Fri 16th; meeting scheduled with complainant, CLPC and ECC to discuss the situation.</p>
<p>27/09/2011 8.15am</p>	<p>Rang ECC</p>	<p>Complainant contacted Environment and Community Coordinator at 8:15. Loud machinery noise kept complainant awake. Could hear trucks revving and loud noise from 19:00 on 26th Sept to 5:30 27th Sept.</p>	<p>ECC investigated noise levels recorded at Sentinex 71 real time noise logger. 9 noise alarms had been registered and sent to the Open cut supervisor to reduce noise levels during the complaint period (ECC to follow-up on response actions taken).</p> <p>ECC met with the complainant at 9:30 on 27th Sept to discuss noise levels during complainant period and advised of attended noise monitoring planned for the night of 27th Sept. ECC to follow up and investigate response made by NMS to the noise alarms.</p>



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29/09/2011 9.00am	Rang ECM	Complainant left a message on ECM phone at 21:00 on 28 th Sept. Regarding noise level concerns from the Ulan Complex.	ECC contacted complainant at 9:28am on 29th Sept to discuss noise level concerns. Complainant indicated that mine noise was loud all day from 6:30 to 18:00 on 28th Sept and could hear machinery revving and changing gears. ECC to follow-up and investigate noise levels from UCML's real time noise loggers during this period and also changes to the operation that may have increased noise levels.
29/09/2011 10.17am	OEH Environmental Hotline	Complainant logged noise complaint on OEH hotline on 28 th Sept. Details of complaint were sent to Jamie Lees via email at 10:17 on 29th Sept. Complaint log stated - Truck noise at Ulan Coal Mine has been going all day.	ECC contacted complainant at 10:52 on 29th Sept. Complainant indicated that mine noise was loud yesterday 28th Sept from 6:00 to 8:20am and from 12:00 to 17:15pm. Could hear machinery revving and changing gears. ECC to follow up and investigate noise levels recorded at UCML's real time noise loggers during the complaint period and any changes made to the operation that could have increased noise levels.
01/10/2011 7.24am	UCML 1800 number	Complainant rang the complaints line and reported that he could hear noise from trucks changing gears and driving around. The time of the complaint corresponded with rainfall and windy conditions.	The background noise levels (low frequency) over the 2 hours preceding the complaint ranged from 25 - 35 db. Complainant rang 9.00 am on Sunday the 2nd October with regard to this complaint and another in the morning of 2/10/11; see below.
02/10/2011 8.22am	UCML 1800 number	Complainant rang the Complaints line and reported that he could hear the constant droning of machinery noise. Loud bangs also. Can't sleep. The time of the complaint corresponded calm conditions.	ECM rang complainant residence at 9.00 am on Sunday the 2nd October and spoke to spouse who that it had been noisy on and off over the last few days. ECM confirmed that UCML sentinex unit did measure different noise spikes but general noise levels were well below 35dB, additionally with the wind and rain, the monitoring was being influenced by other sources. The background noise levels (low frequency) less then 30dB however the overall noise levels were increasing. ECM committed to confirming if anything had changed at the Box Cut.
03/10/11 2.19am	UCML 1800 number	Complainant called UCML hotline with the following: constant droning of machinery noise. Loud bangs. Also can't sleep.	CLPC called complainant on Mon 3 rd Oct 4pm and left message requesting they call back. Called again Tue 4 th Oct 4pm and left another message inviting call back with details. While awaiting further info from complainants, ECC conducted an investigation into noise levels recorded by 'Bush' Sentinex 73 unit. Noise graph shows Low Freq noise levels were below 25dB in the hours preceding (and following) this complaint.



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<p>03/10/11 8.45am</p>	<p>UCML 1800 number</p>	<p>Complainant called UCML hotline stating: constant machinery truck noise. Note this is the third complaint from these complainants this weekend, having not received a complaint for ~6 weeks.</p>	<p>CLPC called complainant who advised that noise levels continue. Last complaint was yesterday (Sun) morning and it was noisy during the day. They awoke this morning to noise. CLPC asked them about the noise levels overnight as the noise graphs were low and appeared that not many machines were operational - they weren't aware of any noise overnight. CLPC advised that, as discussed with ECM for preceding 2 complaints, UCML will complete our investigation and get back to them. We are unaware of any changes to the operation but will check this. NMS have relocated a digger but CLPC believes this was a week or two ago (rather than in the last few days). CLPC advised complainant that as soon as we have received the noise logger report for their premises, he will come out along with ECC to discuss the noise situation. We will also advise them as soon as we've completed our investigation into these 3 complaints.</p>
<p>14/10/2011 3.43pm</p>	<p>UCML 1800 number</p>	<p>Complainant called UCML hotline and registered a complaint regarding UCML's 3.15 blast on Friday 14/10/11. UCML received notification of the complaint but no contact details were supplied.</p>	<p>ECC contacted Quantum Multimedia Communications Pty. Ltd. on Friday the 14/10/11 at 4.00pm requesting more details regarding the complaint so that the complainant could be contacted. The complainants contact details were supplied to UCML on the morning of Monday 17/10/11. ECC contacted complainant at approx 9.30 am on the 17/10/11. Complainant indicated that on Friday 3 distinctive blasts were heard and felt, she believed that MCO were responsible for 2 and UCML responsible for 1. ECC indicated that UCML have blast and noise criteria which monitoring to date indicates compliance. ECC committed to review blast monitoring data for the blast on Friday 17/10/11 and contacting complainant with results. ECC contacted complainant on Wednesday 19/10/11 at 10:00 - No answer left a message on answering machine. Complainant contacted ECC on Wednesday 19/10/11 at 11:10 to return call. ECC explained blast results to the complainant from Friday 14/10/11 at 3:15. Highest blast levels recorded at Hightt road property: - Vibration 1.44mm/sec (Limit 5mm/sec) and Overpressure 101dB (Limit 115dB). UCML well within compliance. Complainant stated that this is the first time that they have heard UCML's blast. Heard the blast though didn't feel the vibration. Told the complainant to contact UCML if there are any further blast issues.</p>



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24/10/2011 10.00am	Rang CLPC	Complainant contacted CLPC on Monday 24 October 2011 to advise that noise levels were high at his residence from about 6.30am onwards.	CLPC relayed complaint to ECC to contact complainant and request more details so that the incident could be investigated.
24/10/11 7.00pm	OEH Environmental Hotline	Complainant called OEH hotline to register a noise complaint against UCML. UCML notified of the complaint 25/10/11. Details provided as follows: Very loud noise coming from trucks and drilling at the Ulan Coal Mine. Noise from last night starting at 7pm right through until 7.30 this morning. Eased up a little between 3 and 4am.	ECC notified OEH that complaint had been received and that the complaint would be registered and investigated.
28/10/11 9.16pm	UCML 1800 number	Called UCML complaints line noting the following: trucks horns blowing happening for last couple of hours; needs sleep has heart condition.	CLPC contacted complainant on Sat 29/10/11 to discuss this complaint (plus another one lodged the following day, see actions in complaint below.
29/10/11 1.15am	UCML 1800 number	Called UCML complaints line noting the following: much truck noise coming from the Ulan Coal Mine, going from Midnight.	CLPC contacted complainant on Sat 29/10/11 to discuss this complaint and one lodged at 9.16pm 28/10/11. Complainant advised that the most noisy periods were Fri 28/10 1915-2015 then Sat 29/10 0000-0230 and 0630-0900 (or a bit after). Complainant commented that the engine noise was louder than normal and also that the loader(s) had started beeping to the trucks once they were full - he suggested this practice hadn't happened for 2-4 months. He also advised that in addition to the 2 UCML complaints, he made 2 (or possibly 3) complaints to the OEH hotline (effectively duplicate complaints). CLPC advised that an investigation was already underway with ECM having contacted Ulan West & NMS management to establish if anything has changed. He also commented that the blast on Fri 28/10 3pm was louder than normal - this was an incidental comment, not a complaint. CLPC committed to get back to complainant once further information is available.



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<p>29/10/11 7.45am</p>	<p>UCML 1800 number</p>	<p>Called UCML complaints line noting the following: machinery and trucks noise very loud since yesterday.</p>	<p>CLPC contacted complainant on Sat 29/10/11 to discuss complaint. Complainant noted that it had been generally noisy from Fri 28/10 about 4-5pm until Sat 29/10 9am and then faded (or was less disturbing due to more background noise). Complainant noticed it through the night also - general noise of trucks, beeping, other machinery and driving up and down the ramp. He commented it was clearly from UCML and not Moolarben. CLPC advised that an investigation was already underway to establish if anything changed in the Ulan West operation in the last 24hrs.</p>
<p>31/10/2011 2.40am</p>	<p>UCML 1800 number</p>	<p>Complainant called UCML hotline stating the following: noise of trucks and motors accelerating.</p>	<p>CLPC discussed complaint with complainant on Thurs 3/11/11 (tried calling prior to this also). Nature of complaint is similar to previous occasions - i.e. general machinery noise including hearing acceleration and deceleration. Keeping complainant awake. This complaint is for the period 12am to 7.30am on 31/10/11. Complainant could not hear any banging (as have done on previous occasions). CLPC committed to send noise graphs for this period to complainant by mail.</p>
<p>3/11/2011 8.26am</p>	<p>UCML 1800 number</p>	<p>Complainant called UCML hotline stating: noise & dumping noises & the horns (been going on for 2 days)</p>	<p>CLPC called complainants on Thurs 3/11/11 to discuss. Complaint relates to 'on and off' mine noise over the last 2 days; specifically engine noise, bangs (dumping into trucks) and horns. The main 'new' noise was horns; complainant described this noise as sounding like it was a loader/digger tooting the horn to indicate that a truck was full (he described this by recounting hearing truck deceleration, then a bang (assumes the dropping of first load of rock into truck), then a quiet period (assumes loading - rock onto rock being quieter), then a horn, then acceleration of the truck (assumed to be full truck driving away). The horns are generally short single 'toots' but sometimes longer single 'toots'. He also noticed that the horns were often about 6mins apart. Complainant hasn't heard horns for 4-6 months (last time was when ECM came to his property, heard the horns and organised for them to stop shortly after). Complainant added they've had roadwork on their road in the last few days and on occasions they've heard this mine noise over the roadwork. Complainants advised that they've had an OEH noise logger at their house for ~1 month now. CLPC committed to investigate the horns issue further (as well as general noise levels also).</p>



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05/11/2011 9.56pm	Rang ECM	Complainant rang and stated: Truck noises, going up to the dump, would like it to stop and not start up in 3 hours.	ECM immediately rang NMS OCE to determine what operational activities where occurring. OCE advised that 2 diggers were running with 8 trucks. No noise alarms had been received. ECM requested NMS attend Cope Rd to listen for noise and respond accordingly. ECM rang complainant at 20:22 who stated that the noise levels were 49dB - 57dB on the Nigara noise unit. ECM indicated that NMS would modify operation once alarms were received and that further follow up would occur on Sunday.
05/11/2011 10.12am	Rang CLPC	Complainant called CLPC mobile directly to lodge a noise complaint. He left a message to advise it was very noisy at his place at the moment, sounded like a construction site and he also mentioned horns.	CLPC contacted complainant on 7/11/11 following various attempts and messages left. Complainant advised that on Sat morning (5/11/11) it was very noisy. Noise was from UCML, they first became aware of noise when they woke around 6am and it remained noisy until at least 11am. Apart from the usual noise there were horns which were new. Complainant described noises sounding like trucks being loaded (bangs) followed by a horn. CLPC advised that we are aware of this and investigation was already under way. Complainant also advised of a separate noisy night earlier in the week; at 1.30am on 4/11/11 complainant was awoken by mine noise and couldn't get back to sleep for a while. As he didn't leave the house he couldn't tell whether it was from UCML or MCO. Complainant didn't note this as a separate complaint but noted this as part of that discussion.
06/11/2011 7.36am	UCML 1800 number	Rang UCML Complaints line and stated: trucks are too noisy. Called last night about 10pm still happening this morning.	ECM tried to ring complainant at 9am. ECM reviewed noise levels which identified elevated levels above 35dB had occurred. ECM rang NMS OCE who stated that NMS had not attended Cope Rd earlier that night as an alarm occurred and NMS started to modify its operation. OCE also confirmed that the Air Horn on the Hitachi was still being used. ECM requested that the operation be reviewed to minimise noise emissions for the following night. ECM undertook attended noise monitoring around the operation during the night of 7 Nov.
07/11/2011 8.50am	UCML 1800 number	Complainant contacted UCML complaints line stating: Trucks are noisy and loader still blowing its horn.	ECC visited the complainant on 8/11/11 to discuss the noise complaint. Complainant indicated they could hear loud truck noise and the loader blowing its horn. Was loud on and off all night and again Tues morning. ECC to investigate noise levels during the complaint period and again follow up when the air horn will be removed from the digger.



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08/11/2011 6.45am	UCML 1800 number	Complainant contacted the UCML complaints line stating: Machinery noise coming from site.	ECC contacted Complainant on 8/11/20 to discuss the noise complaint. Complainant indicated they could hear loud truck noise, bangs (trucks being loaded) and a loud horn this morning from 6:00 to 9:00. ECC to investigate the noise levels recorded at the closest noise monitor during the complaint period and follow-up when the air horn on the digger will be removed.
08/11/2011 9.00am	OEH Hotline	Complainant called OEH complaints line noting: Noise from trucks and air horn.	Reported to OEH: Caller was informed yesterday by UMCL Environmental Officers that truck noise could get worse, but there would be no air horns and the situation would be managed. Caller frustrated that noise from air horns was constant through the night and only stopped this morning between 6am and 7:30 am. Truck noise also extremely loud. Complaint logged & investigated. Addressed in ongoing discussions with complainant.
08/11/2011 4.00pm	Rang ECC	Complainant contacted ECC, indicated could hear loud machinery noise from Mon 7th Nov 19:00 to 16:00 Tues 8th Nov.	ECC indicated that UCML would investigate the noise levels during the complaint period and communicate these to the complainant. ECC and CLPC plan to meet with complainant ASAP to discuss their noise concerns.
09/11/2011 6.30am	OEH Hotline	Complainant called OEH complaints line noting: Noise from 6.30am this morning. Only truck noise but too noisy.	Complaint logged & investigated. Addressed in ongoing discussions with complainant.
12/11/2011 7.38am	UCML 1800 number	Complainant rang UCML complaints line stating: constant truck noise & dumping of buckets since 7.30am.	ECC contacted complainant on Sat 12 Nov to discuss the noise complaint. ECC to investigate the noise levels recorded during the complaint period.
19/11/2011 8.40am	Rang CLPC	Complainant called CLPC's mobile directly to lodge a noise complaint. He left a message to advise that it sounded like a construction site.	CLPC contacted complainant on 21/11/11 following various prior attempts. Complainant advised that on Sat morning (19/11/11) it was noisy, from UCML, from about 6.30am until around 9am. There was truck noise and no horns. Complainant also advised that it was noisy on Sunday 20/11/11. Similar detail to that above. CLPC advised that we will investigate the noise situation and report back.



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<p>21/11/2011 5.50am</p>	<p>OEH Hotline</p>	<p>Complainant called OEH complaints line noting: Ulan Coal truck noise starting early this morning & horns are blowing from the coal loader.</p>	<p>CLPC discussed with complainant on 22/11/11. He described the 'usual' truck noise but that the horn had returned. Noise noted from 5.45am until 7.30am when it went quieter. He hasn't heard the horns for at least a week, probably 2 weeks (neither has he heard any muffled horn sounds) and now they've suddenly started. Horn was going off after digger had loaded the truck and before it pulled away - suggesting indicating the truck was full. He noted it was every 4th or 5th truck (10-15 mins apart) so he thought that one operator wasn't hearing the radio call etc. so they'd blow the horn. Complainant was 90% sure it was from UCML not MCO. During this period conditions were still and a bit of cloud cover. CLPC advised him we'd investigate the horns as top priority and let him know as soon as we have news. Also advised him that the digger was relocated up high on Sunday.</p>
<p>29/11/2011 10.40pm</p>	<p>Rang ECM</p>	<p>Complainant contacted ECM's phone and left message; indicated could hear truck noise and excavator blowing its horn. Complainant also logged a formal complaint on OEH complaints line at 21:27. Description of complaint: Trucks very noisy right now at Ulan Coal Mine.</p>	<p>ECC contacted the complainant on Weds 30th Nov at 10:00 and 12:00, with no answer (message left). ECC returned complainants call at 14:20 to discuss complaint. Complainant indicated that truck noise was loud and could hear an excavator blowing its horn on Tues 29th Nov from 19:00 to 23:00. ECC told complainant that previously used air horns had been replaced with quieter electric horns, though an excavator is still working up high in the Box Cut. ECC committed to listening to noise files from the noise logger at the complainant's property and follow up the source of the noise.</p>
<p>3/12/2011 6:30am</p>	<p>OEH Hotline</p>	<p>Complaint logged on OEH complaints line, noting excessive noise from machinery and general operations at Ulan Coal Mine from 6:30am 3/12/11. Complaint forwarded to UCML on Thurs 8th Dec.</p>	<p>Environment and Community Coordinator (ECC) investigated the noise levels at the real time noise monitor during the complaint period and identified the noise source. A response was provided to OEH.</p>



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11/12/2011 8:12pm	Rang ECM	Complainant called ECM at 8:12pm Sunday.	ECM tried to get complainant to be specific about the noise source, she stated that she could hear trucks revving but was not specific over what time period. She indicated she could not hear horns or banging, it was just trucks. ECM immediately logged into the Sentinex Bush unit which was measuring noise of LAeq 49dB and LA low freq 25.6dB. Mining truck noises could not be identified through the streaming audio. The streaming audio was heavily dominated by insect noise which was verified by the noise trace summary showing a large variance between LAeq noise and low freq. CLPC will follow-up complaint on Mon 12th.
14/12/2011 12:26am	Rang ECM	Complainant stated that she could hear truck noise and it had been occurring for last 40 minutes.	ECM reviewed noise data from Sentinex unit which was measuring 31.9dB – demonstrating compliance. ECM put a request into NMS to determine what activities were occurring at this time to see if night time activities could be modified to mitigate the noise levels.
14/12/2011 12:41am	Rang ECM	Complainant contacted ECM at 12.41 and 12.48am to complain about truck noise.	ECM reviewed noise data from Sentinex unit which was measuring 32–35dB - demonstrating compliance. ECM has put a request into NMS to determine what activities were occurring at this time to see if night time activities could be modified to mitigate the noise levels. CLPC discussed these further with complainant (plus also covered complaint from Sun night 11/12/11). Dec 14th noise was worse than Dec 11th noise so most discussion was around the 14th. Both nights were truck noise (no horns, no bangs) and on 14 th it sounded like the truck was coming up their drive. It woke their kids up and their dog was barking (normally only barks when something is close by). ECC (DR) and CLPC listened to noise files (Sentinex 73) from 14th and the truck noise was clearly audible at the time of the 2 complaints. Wind speed was around 4m/s but this (surprisingly) wasn't audible. Complainant has an OEH logger at their residence; they have not yet received a report from the 1 st logger stationed at this residence.



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28/12/2011 8:00pm	OEH Hotline	UCML received a complaint from OEH at 9:37am on 29th Dec. Complainant contacted OEH complaints line at 8pm on 28th Dec and logged the following: Trucks at Ulan Mine were going at 8pm last night 28/12/11 and again 4am this morning (29/12/11). Noise also on 27/12/11.	Complaint logged and noise levels during the complaint periods investigated. Machinery work patterns and locations of machines during the complaint periods are being investigated at the box cut. A response to the complaint provided to OEH.
29/12/2011 12:29am	UCML 1800 number	Complainant called UCML hotline and was diverted to ECM's mobile. Left message stating she can hear engine noises moving up and down – cannot determine if it's one truck or more. She can still hear the trucks as she was lodging the complaint and heard them until 7–8am. She also indicated that she could have made 2 more complaints last week but was too tired to get out of bed to complain.	CLPC & ECC (DR) reviewed noise data from Sentinex unit which was measuring 32.7dB (#1956) & 31.8dB (#1957) - demonstrating compliance. ECC listened to noise files which (for #1956) noted mine noise was audible but insect noise was dominant (plus wind gusts) and a weak inversion was present at this time ('F'). Noise files for #1957 showed mine noise was audible with bird & wind noise slightly dominant (no inversion at the time). ECC put a request into NMS to determine what activities were occurring at this time to see if night time activities could be modified to mitigate the noise levels. Feedback received was that last night there was an extra loader running (in addition to the usual 2 excavators) however all loading was relatively low in the pit and the dumping was in the centre ramp area (and not the northern dump area). Complainant was unable to discuss when CLPC called and she has asked CLPC to call back on Tues 2/1/12.
29/12/2011 7:36pm	UCML 1800 number	Complainant called UCML hotline and was diverted to ECM's mobile. Left message stating she can hear mine truck noise.	Detail provided in complaint above.
30/12/2011 9.10am	UCML 1800 number	Complainant rang UCML hotline and reported "The constant drone noise is too loud"	ECO called complainant about this and subsequent complaint (1/12/2011 8:18am) at 19:30 on 1/01/2012. Complainant was unclear on times of noise and stated it had been noisy the last few nights for a few hours. Complainant mentioned there were fluctuations in noise level; as at the present time she could not hear any mine noise. The Bush Sentinex noise files at the time of the complaint on 30 th indicated the wind speed was above 3m/s and low frequency noise close to 40dB (due to wind noise on the microphone) between 7 and 9:30am.

Note: Personal details of complainants have been withheld for privacy reasons.