



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



## Summary of complaints received for the period 1 January 2012 – 30 April 2012

Date & Time of complaint	Nature of complaint	Action taken, including follow-up
1/01/2012 08:25	Called UCML hotline: there is a constant drone that has been going on for several hours	ECO called complainant about this and previous complaint (30/12/2011 21:10) on 1/01/2012. Complainant was not specific on times and stated it had been noisy the last few nights for a few hours. Complainant mentioned there were fluctuations in noise (at the time she could not hear mine noise). Review of sentinex noise files 30th – wind speed above 3m/s, low freq noise close to 40dB 7-9:30am (elevated by wind speed). At time of complaint on 1 <sup>st</sup> , background noise levels close to 25dB, in preceding morning hour's noise levels were lower than at time of complaint.
2/01/2012 08:21	Called UCML complaints line: constant machine noise.	ECO called complainant 2/01/2012. Complainant said it was noisy in early hours of morning and present at time of complaint. I advised that noise levels on monitor were reading 20-25dB 11pm to 7am. I advised I would follow up on the data from time of complaint once available. ECO followed up with noise data at time of complaint; there were spikes in the data 7-9am from 25 to between 35 & 40dB.
2/01/2012 22:20	Called UCML hotline: trucks are very noisy	CLPC checked noise levels (Sentinex71 logger at complainant's property) at time of complaint - 31dB (LF) with peak at 11pm of 34dB. Listening to noise file from time of complaint confirmed truck noise audible (including accel and deceleration), with significant noise from insects also. There was a mild ('F') inversion from 9.45pm this evening. CLPC called complainant to discuss. He described the truck noise had been consistent from 6.30 or 7pm until 11.10pm. Noise included acceleration, deceleration and gear changes. CLPC explained noise levels, noting these were not 'project specific'.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



<p>4/01/2012 22:31</p>	<p>Called UCML hotline: constant machinery noise going on all night</p>	<p>CLPC checked levels (Sentinex73 logger) at time of complaint - 30dB (LF) with one other peak earlier in evening of 30dB also. Listening to noise file from time of complaint confirmed mine noise was audible (slightly), while dominant noise source was insects. There was also a mild ('F') inversion. CLPC called complainant (5/1/12) to discuss. She described that mine noise had been consistent during that evening to time of complaint (10.30pm) and later. We discussed the last week of 'noise' and she commented this is the worst the mine noise has been for months. CLPC explained detail of the current Box Cut operation, mild inversion, and wind direction. CLPC discussed with UW Project Manager and visited NMS site (6/1/12) to discuss further with NMS Superintendent with a view to potential changes.</p>
<p>6/01/2012 08:14</p>	<p>Called UCML hotline: constant drone which has been persisting last night and this morning</p>	<p>Complaint covers Thurs night 5/1/12 6.30pm and Fri morning 6/1/12 between 7:45am and 8:30am. Truck noise both times. Noise levels (Sentinex73 logger) at time of complaints show 24dB (LF) (6.30pm 5/1/12) and 21-23dB (LF) (morning 6/1/12). Noise files from complaint times confirmed mine noise audible, while dominant noise sources were insects &amp; birds plus a storm approaching (5/1) and birds (6/1). CLPC called complainant (6/1/12) to discuss. She described mine noise around 6.30pm 5/1/12 but this finished shortly after with a storm. NMS stopped operating at 7.30pm due to rain. CLPC advised complainant that following today's visit to NMS site (6/1/12) with NMS Superintendent they will construct a bund wall along the north side of Dump 3 (main dump) to 4-5m height to see if this assists reduce noise for the complainant. This should happen on 6/1/12 (day &amp; night shifts). CLPC asked complainant to be as specific as possible with time periods for future complaints as this will assist discussions with NMS and helping us pin point what changes/operational activities may be driving noise levels.</p>
<p>8/01/2012 4:44</p>	<p>Called UCML hotline: the trucks have been making excessive noise since 8pm of Saturday evening</p>	<p>This complaint was followed shortly after by another complaint - both have been addressed below.</p>



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



<p>8/01/2012 06:45</p>	<p>Called UCML hotline: the trucks have been making excessive noise since 8pm of Saturday evening</p>	<p>This complaint was preceded by another - both are addressed together under this complaint. Noise: - night 7/1/12 starting 8pm and loudest until 9.15pm but it proceeded later through the night - morning 8/1/12 starting 4.30am and particularly to 6am but continued until 9am CLPC checked noise levels (Sentinex71 noise logger at complainant's property) at times of complaints: 7/1/12 - 2 peaks of 36dB &amp; 39dB (LF) [both of these readings were elevated by a plane during the 15min period]. Noise files confirmed truck noise was audible (including accel and deceleration), with significant noise from insects plus some birds (8pm). 8/1/12 - a number of readings around 35dB followed by 3 'points' (i.e.15min periods) of 36dB. There was a mild ('F') inversion during parts of both of these periods. CLPC called complainant to discuss. He described that mine noise had been as per timings above, noise included accel, deceleration, gear changes and "coal drill". Wind from East (both periods).</p>
<p>12/01/2012 07:47</p>	<p>Called UCML hotline: can hear the machinery and trucks from inside house</p>	<p>CLPC reviewed data from Sentinex73 unit, measuring 30-33dB (LF) at time of and shortly after complaint. CLPC listened to live streaming audio - mine noise clearly audible. CLPC talked to NMS Superintendent to determine what activities were occurring at time and see if anything had changed. Feedback received was that nothing has changed and since Monday the 2 excavators have been relatively high up, with truck fleet dumping on dump 3 (main dump). The bund wall along N side of dump 3 was completed Sunday night shift. CLPC called complainants to discuss - noise complaint 7.45am (12/1/12) to 9am, noise was particularly loud and it shook their house. As well as this complaint, we discussed Box Cut timeframe and Open Cut restarting. They hardly heard the Open Cut when it previously operated. CLPC also discussed UCML's project approval noise criteria and reinforced that the 35dB limit is set by the regulator (not by UCML).</p>
<p>12/01/2012 07:37</p>	<p>Called UCML hotline: machinery noise - noisy trucks - for the last couple of days</p>	<p>CLPC checked noise levels (Sentinex73) at the time - 32dB (LF) - the previous peak (34dB) was 9pm on 11/1/12, during a windy period. Listening to noise file from time of complaint confirmed mine noise audible, birds also audible. CLPC talked to NMS Superintendent to determine what activities occurring at time. Feedback received was nothing has changed and since Monday the 2 excavators have been relatively high up, with truck fleet dumping on dump 3 (main dump). The bund wall along N side of dump 3 was completed during Sunday night shift. CLPC awaiting call back from complainant (left message).</p>



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



13/01/2012 00:00	Called UCML hotline: the trucks changing gears and draining sound (note - assume this should be 'droning' sound)	CLPC checked noise levels (Sentinex73) at time - 28dB (LF) then 29dB shortly after. Listening to noise file from time of complaint confirmed mine noise slightly audible, with insect & bird noise dominant. CLPC called complainant to discuss - left message to call me back.
19/01/2012 07:31	Called CLPC's mobile to lodge noise complaint. Left message to advise it sounded like a quarry and wondered if the Open Cut had re-started.	CLPC contacted complainants 19/1/12. Complainant advised this morning it was noisy, from UCML, from 5.30 until 9am. There was truck noise, banging (sounding like rocks being dropped into truck bodies). There was also a strong odour described as a 'coal smell' that smelt of rotten egg or sulphur gas (from 7.30am until about 9.30am). Wind direction was ESE. CLPC investigated odour issue and was able to rule out any possible odour from the Box Cut, USO, and other drilling or other sources. CLPC advised complainants. CLPC advised we will investigate noise levels and any changed activities in the pit and report back.
19/01/2012 08:00	Called OEH Hotline to lodge odour complaint.	CLPC contacted complainants 19/1/12, they described a similar smell to previous complaint and also similar time period (from 8am). As per previous complaint, CLPC investigated odour issue and was able to rule out any odour from the Box Cut, USO, other drilling and any other sources. CLPC advised complainants. Wind direction was ESE.
21/01/2012 01:24	Called UCML hotline: there is loud noises from either trucks or machinery and caller is not able to sleep	Addressed at the same time as subsequent complaint, see details below.
21/01/2012 08:48	Called UCML hotline: constant drone - has not let up, phoned also at 1:30am this morning and it is still going	ECC called complainant (Sat 21/1/12), complainant stated: machinery noise is constant and does not seem to vary with variations in weather. ECC called NMS OCE to confirm they were responding in accordance with TARP. OCE stated that NMS were hauling coal Fri night and 4th digger had been operating on and off.
21/01/2012 22:26	Called UCML hotline: caller is 9km from the site, complaining of constant droning noise from The trucks	ECC called complainant (Sun 22/1/12), complainant stated: it wasn't noisy last night after complaint at 8:30pm; noise started again 4am Sun. ECC called NMS OCE to confirm they were responding to TARP. OCE stated NMS had responded by dropping trucks off both top circuit and also 4th digger.
22/01/2012 06:13	Called UCML hotline: there is machinery and revving noises that are keeping her awake. This also happened yesterday	Addressed at the same time as subsequent complaint, see details below.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



22/01/2012 07:24	Called UCML hotline: caller advised that this is the third time as there is a lot of noise going on and she has lack of sleep	ECC called complainant (Sun 22/1/12), complainant stated: it wasn't noisy last night, noise started at about 4:00am Sunday. ECC called NMS OCE to confirm they were responding to TARP. OCE stated NMS had responded by dropping trucks off both top circuit and also 4th digger.
24/01/2012 01:08	Called UCML hotline: caller is hearing engine noise, within last 10 minutes, this has been frequent occurrence over last few nights, caller is losing sleep	CLPC reviewed noise data from Sentinex73 which was measuring 33.4dB (LF) at time of complaint. CLPC called complainant - related to period from shortly before 01.00 to 06.30 (24/1/12). Complainant appears more anxious than previously and complained of lack of sleep and feeling unwell. She advises this is impacting her life and work (due to lack of sleep).
31/01/2012 09:57	Called UCML hotline: noise complaint from drone of the mine. Noise resonates through the house.	CLPC checked noise levels (Sentinex73 logger) at time of complaint - 26.5dB (LF). CLPC called complainant (31/1/12). She described mine noise had been consistent for days and this is the worst it has been for a while. Discussed further with her husband later who advised that this complaint was a droning noise (without hearing specific identifiable noises such as revving, banging etc) - he wondered if it could have been the main conveyor. CLPC discussed with UW Project Manager who confirmed that NMS were not operating at this time (day shift 31/1).
02/02/2012 10.30	Complainant lives approx 7km south of UCML CHPP. Complainant lodged complaint with OEH on 2 Feb 2012 - with OEH advising UCML on 6 Feb via email. Stated (verbatim): "constant droning and constant humming from Ulan west coal mine and the mine staff have told caller that they are allowed to have this noise until the end of February 2012. Caller not sure what this means but caller thinks they said they were going to get quieter equipment to fix the problem."	Environment & Community Mgr contact OEH upon receipt of email to clarify complaint details. OEH advised that the complainant was not specific about noise levels or time. ECM confirmed with NMS that all open cut operations had ceased at approx 3am on 2 Feb 2012 with operations recommencing on 3 Feb 2012 for coal rehandling only. CHPP only operated until approx 2am on 2 Feb 2012 and again on night shift on 2 Feb which was after the complaint period. CHPP was shut down on 2 Feb day shift for maintenance. ECM confirmed UCML operations to OEH via email.
04/02/2012 22.05	Called UCML hotline: There is a lot of noise coming from machinery	ECO called complainant 11am Sunday 5th, complainant stated noise was significant from 21:30 to 23:30pm on Sat 4th. Complainant stated noise sounded like the crusher operating, noise continued for some time, noted it sounded more like a rock crusher than coal with the bangs and clunks (coal being softer), the noise stopped around 23:30. Complainant stated there is only so much noise a person can take, noise from the crusher in this night time period was pretty consistent. Complainant stated he could hear the noise from one truck also during this time.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



04/02/2012 23.51	Called UCML hotline: there is constant revving of machines and engines noise that is causing a disturbance	ECO called complainant at 11:10 Sunday 4th and spoke to spouse who informed that complainant was sleeping, advised I would call back that afternoon. ECO called again 16:00 and spoke to complainant who informed noise had started around 23:00, unsure how long it lasted as she fell asleep. Complainant mentioned that the past few weeks had been noisy on random nights; it did stop for a few days and restarted last night. ECO advised complaint would be investigated and noise levels looked at Monday.
07/02/2012 07.14	Called UCML hotline: there is a noise from the machinery that has been going since last night till now.	CLPC checked noise levels (Sentinex73 logger) at time of complaint - 33.2dB (LF). Average for whole period was 31.4dB(LF) - although wind speed was up which elevates LF levels on the logger. CLPC called complainant to discuss. She described she heard mine noise on and off since the night before (approx 10pm 6/2/12) - she heard it that evening and also when she woke in the morning. CLPC advised noise levels were 34dB (LF) immediately prior to complaint and were 35dB (LF) at 2 points around 1am. CLPC discussed with UW Project Mgr who confirmed NMS had been operating.
08/02/2012 02.01	Called UCML hotline: the noise is loud trucks, their gears changing and engine noises.	CLPC checked levels (Sentinex73 logger) at time of complaint - 33.2dB (LF). Average 31dB for period (windy also). CLPC called complainant to discuss, she described she was woken by mine noise and it had been noisy for an hour or so prior - it had also been noisy the evening before (7/2/12). CLPC advised noise levels were 33dB(LF) at time of complaint. Advised her that we're organising attended noise monitoring as soon as the weather clears up. CLPC discussed with UW Project Manager who confirmed that NMS had been operating.
08/02/2012 07.51	Called UCML hotline: noise complaint of machinery - trucks and earthmoving equipment	CLPC reviewed data from Sentinex73 which was measuring 30dB (LF) at time of complaint. 7-8am average was 30dB and average for 10-11pm last night was 32dB. CLPC called complainant to discuss - it related to the evening before (around 10-11pm 7/2/12) and this morning from 7-8am (she heard it from when she got up - it was "not too bad at night"). I also noted we are organising another attended noise monitoring round (have been trying for 2 weeks but weather not conducive) and will be in touch regarding this. CLPC reaffirmed UCML's project approval noise criteria are set by the regulator (not UCML). Confirmed with UW Project Mgr that NMS were operating.
11/02/2012 08.34	Called CLPC's mobile directly on Sat 11/2/12 at 8.34am to lodge noise complaint. Left message to advise it had been noisy recently, specifically noted the noise of banging rocks and commented that he was calling to keep CLPC updated with the situation.	CLPC contacted complainant on 11/2/12 and left message on both landline and mobile acknowledging receipt of complaint and said they could call back. My call not returned.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



11/02/2012 22.17	Called UCML hotline: constant driving truck noises.	CLPC checked levels (Sentinex73) at time of complaint - 28dB(LF) and since 6pm had not exceeded 30dB. CLPC called complainant to discuss and advise levels. Complainant advised the situation is the same as usual, and they don't want to be in this situation.
13/02/2012 8.01	Called UCML Hotline: coal drill is too loud and has been on all night.	Sx71 noise graph from overnight showed range 23-35dB (LF) and a lone peak of 40dB (LF) at 10pm (overall average under 30dB). CLPC contacted complainants to find out detail - they advised it was the drill (on and off all night). He has heard it before but this was worse and longer. CLPC commented that the drill that was working last night was NMS drill (01) that has been working in the pit for months, including at night and sometimes up high. Last night the drill was in the bottom of the pit, below the highwall (i.e. this should have shielded the noise), drilling for a sump. CLPC advised he'd investigate whether there had been any changes to the drilling. Complainant also commented about odour and dust. Odour - could still smell the same coal fire odour (CLPC commented that the situation was the same as when we discussed ~2 weeks prior i.e. this was not from UCML). Dust - more dust of late and black dust on his caravan. CLPC outlined our extensive dust monitoring and advised he'd investigate options for monitoring at his residence. ECC (DR) took depositional dust monitoring graphs (Goanna Rd & Highett's) to complainant when visiting to set up blast monitor (14/2/12). These demonstrate compliance. Offered that we could site a depositional dust gauge at his residence - he did not respond.
14/02/2012 22.21	Called UCML hotline: the caller advised that the noise is too loud. The caller's children, wife and himself are awake due to this.	CLPC checked levels (Sentinex73 logger) at time of complaint - 29dB (LF) and since 6pm had fluctuated 26-35dB (LF). CLPC called complainant to discuss. Asked complainant for as specific noise detail as possible (info was still general in nature in that noise had been bad for the last few nights, but she also noted it had been noisy that evening). CLPC advised the pit had shut down at 3 different times during the evening in response to noise alarms (9.20-9.35, 10.05-10.20 & 10.35-00.00 with one of these periods being the preceding 15mins to the complaint). They were not fully clear on the noise for the 15mins prior to complaint (i.e. while Box Cut was shut down) but thought it was noisy during the complaint call. CLPC advised complainants that during one of the pit shut downs there were still noise alarms so the OCE left the pit to listen to noise levels at different locations, including 9km down Cope Road where he heard other noise (while Box Cut shut down).



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



<p>14/02/2012 12.54</p>	<p>Complainant lives approx 7 km SW of CHPP. Called UCML Hotline: advised that she can hear the mines during the night and sometimes during the day</p>	<p>CLPC called to discuss further. She was not specific about times, dates or directions of noise sources. She suggested it had been noisy on Sunday (12/2/12) 11am-12noon (at this time Sx72 was logging 28-37dB(LF)). She began by commenting she had been hearing Ulan, particularly at night and the noise was a humming/droning noise and a 'clack clack clack' noise, and she's also complained to Moolarben. CLPC asked how she assesses from which operation she is hearing noise – she said she didn't know who was making noise and her sense of direction wasn't good. She hears Moolarben blasts and has had more contact with them than UCML. She thought she hadn't heard the humming noise before January but was not clear. CLPC said it is difficult to comment on cumulative noise at her house, given we have noise monitors around our operation and these are a distance from her - while Moolarben do the same and have a closer monitor on Ridge Rd (unaware if has directional function). Complainant appeared unaware of this monitor being there. Complainant appreciated the information on UCML and CLPC suggested she be as specific as possible regarding dates &amp; times of any other noise as this assists further investigations.</p>
<p>18/02/2012 13.55</p>	<p>OEH emailed ECM on 21 February to advise that Complaint had been made on 18<sup>th</sup> at 13:55 to OEH complaints line that Dust coming from Ulan coal mine, covering caller's property. Caller requests dust problem be actioned immediately.</p>	<p>ECM requested information from the Box Cut and Open Cut extension projects to determine what activities were occurring on 18 Feb 2012. ECM review TEOM and met data located 1.6 km SE of complainant residence and confirmed:          * Wind speeds were between 1–4m/s during day of complaint          * Wind direction in morning was ENE and changing to predominantly W to SW from 11am–7pm.          * TEOM (1.6 km SE from complainant) data collected during complaint period had 24hr MC of 13.2 µg/m3 with the maximum PM 10 being 38 µg/m3 at 7.30am with wind being from S during this period. It is noted the wind direction up to 2 hours prior to complaint was predominantly ranging SW-NW (i.e. blowing away from UCML operations). ECM provided OEH with TEOM and Met data to demonstrate compliance.</p>
<p>20/02/2012 15.50</p>	<p>Called UCML hotline: machinery and truck noise is disturbing the caller</p>	<p>CLPC checked levels (Sx73 logger) at time of complaint - 26.3dB (LF) and averaged 27dB for the period. Listened to live streaming at the time and mine noise audible. CLPC discussed with NMS Supervisor who advised 2 diggers operating (pit floor) plus 6 trucks (3 in pit and other 3 running from floor part way up a low wall, i.e. still within pit and protected by dump 3) which is less than normal and all within the pit (none dumping up high). Given these circumstances and that it was 4pm day shift it seemed unlikely circumstances for being noisy in this location.</p> <p>Discussed with complainant who advised complaint related to 4-5.30pm and she was hearing truck noises, revving and the mine drone. I advised her of what was running in the pit and also that I'd listened to the live streaming to hear the noise levels.</p>



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



21/02/2012 20.20	Complaint on UCML complaints line. Details: noise of truck going up and down the hills	ECC contacted complainant 22/02/2012 to discuss. Complainant indicated the noise was loud on and off during time of complaint through to the morning. Complainant indicated they could have rang to log another complaint this morning as well, though didn't. Noise levels during the complaint period at closest sentinex noise monitor to complainants (approx 1.7 km away) were: 26.2dB LF (average), 32.3dB LF (Max), average wind speed 1m/s (from E), with a weak inversion. Demonstrates compliance.
22/02/2012 12.24	Complaint on UCML complaints line. Details: Re blasting that occurred yesterday after 3pm.	ECC contacted complainant on 22/02/2012 to discuss. Complainant indicated they felt the roof shaking and a bang from a blast yesterday after 3pm. Complainant stated they contacted Moolarben who indicated it was Ulan's blast. ECC explained location of the blast and monitoring results received at Ulan School, which is UCML's closest monitor to their residence. Ulan School results were: 0.3mm/sec (limit 5mm/sec) and 88.5dB (limit 120dB), demonstrating compliance. ECC indicated the complainant would receive lower vibration and overpressure levels than the school due to the distance from Ulan to their residence. ECC committed to adding the complainant on our blast contact list, so there is no confusion around when Ulan is blasting. Complainant was happy for this to happen.
22/02/2012 22.52	Called UCML hotline: caller advised of excessive noise coming from the site near her house. Caller advised the noise started last night 22/02/2012 at 10pm and went through till 9am.	CLPC reviewed data from Sx73 unit which was measuring 23dB (LF) at time of complaint and ranged up to 29dB prior and 20-34dB (average below 30) through to 9am. CLPC called to discuss. She was at work so I talked to her husband and advised noise levels and discussed the situation. He advised she was trying to persuade him to move, that he doesn't want to but has an unhappy wife. I reiterated the current timelines and operational outline. Offered for complainant to call me when she's back from work, husband advised no need for me to call back.
23/02/2012 22.44	Called UCML hotline: constant droning of machinery, and occasional banging, this has been an ongoing issue	CLPC checked levels (Sentinex73) at time of complaint - 33.8dB (LF) although this was a spike (elevated by a plane). Previous 2hrs ranged 17-25dB with another spike of 33.8 (again, a plane). Average level of approx 20dB through this night period. CLPC called to discuss, she had been disturbed by the noise. I advised that the levels were relatively low – while acknowledging that she has been disturbed.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



<p>28/02/2012 07:45</p>	<p>Called OEH Hotline: Truck and drilling noise coming from Ulan Mine. Noise has been constant between 0100 and 0745</p>	<p>OEH provided detail of complaint to ECM on Thurs 1/3/12. Sx71 noise logger has been out of action on and off since Thurs 23/2/12 following service by a technician (and attempts to fix this on Fri 24/2 and Tues 28/2). As a result we do not have noise data for this period. Novecom are attempting to retrieve this data and report back to UCML. CLPC contacted complainant who advised complaint related to 1am-7.45am on 28/2/12. He complained of noise from a truck and coal drill (incl. truck noise being from the retarder - I advised that the retarder is within the automatic gearbox and is not audible - according to NMS' supervisor). CLPC will investigate further. Complainant believes its noise from just one truck. The wind, although only light, was from N &amp; NW during this period.</p>
<p>01/03/2012 22:46</p>	<p>Called UCML Hotline: caller advised of loud noise come from the Ulan west mines</p>	<p>CLPC contacted NMS Supervisor re details of pit overnight - operations stopped 3.30pm Thurs 1/3/12 due to rain and have not yet commenced. The only machinery on night shift was 2 drills (on Bench 1 - off the pit floor but low down) and 2 dozers.</p> <p>CLPC called complainant to discuss. He believes he heard noise from Ulan West last night and described it as a jackhammer-type noise (like a jackhammer working on concrete) - he often hears Moolarben (and calls them) but this noise was different noise and was from a different direction. He thought it was from a more westerly direction. It was continual for 10-15 minutes, i.e. 10.30-10.45pm. It wasn't so much of a complaint than an enquiry to find out what the noise was.</p> <p>CLPC explained that UCML (incl. UW) is NNE of his block while MCO is NE. He was surprised as he believed UW was further west than that - hence he assumed the noise was UW. Wind direction for this period was from the WNW which I explained was, in relation to his block, to the west of Cope State Forest (to help him understand which direction things are).</p> <p>Based on direction from which the noise appeared to come plus the WNW wind I commented it seemed not so likely to be UCML, but also advised just because wind is from one direction doesn't mean you can't hear noise from another. I commented if it was another noise source it was an unlikely time of night to be doing such work.</p> <p>CLPC advised that, while the pit was all but shut down, he'd investigate to see if there were any operational changes that may explain this. Committed to call complainant if there was anything to report. He appreciated my call.</p>



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



		<p>Discussed with NMS Supervisor who advised while the drills have a hammer, this does not create an ongoing jackhammer noise as they only hammer on the surface and not once they are drilling in the rock. Supervisor advised they were drilling to an average depth of 18m and this may take 10-15 mins per hole.</p> <p>Also, the drills were the same for all night shift so it seems unlikely it would only be heard for a discrete 15 min period. NMS Super asked whether it could be a dozer moving a long distance within the operation as track slap can sound like a hammer noise from a distance. CLPC rose with USO Supervisor who confirmed that a dozer was moved on night shift. He said they generally ensure it's done at an idle to minimise noise from track slap (and also minimise movements after 10pm). USO Super advised the dozer was moved between 7.30pm and 8.30pm - doesn't line up with 10.30-10.45pm complaint time.</p> <p>CLPC called complainant back to advise of investigation. Complainant appreciated our response. The investigation could not identify the source of the noise or whether it was from UCML.</p>
<p>01/03/2012 08:24</p>	<p>Complainant called UCML Hotline: Ulan trucks are very noisy this morning</p>	<p>Sx71 noise logger has been out of action on and off since Thursday 23/2/12 following service by a technician (and attempts to fix this on Fri 24/2 and Tues 28/2). As a result we do not have noise data for this period. CLPC contacted complainant who advised the complaint related to 4am-8.30am today. He complained of noise from a truck (specifically the retarder - I advised that the retarder is within the automatic gearbox and is not audible - according to NMS' supervisor). CLPC will investigate further. Complainant believes it's from just one truck, also commented about dust being worse since Oct 2011. CLPC advised of our extensive monitoring network, that we are compliant and he may get cumulative impacts, depending on wind direction at the time. Also offered to place a depositional dust monitor at his house - he voiced his distrust of results from these; I assured him this is independent.</p>
<p>06/03/2012 08:34</p>	<p>Called UCML hotline: loud truck machinery noise and a banging</p>	<p>CLPC checked noise levels (Sx73 logger) at time of complaint - 35.7dB (LF) with wind speed above 2m/s so likely impact - and overnight had fluctuated 25-34dB (LF). Live streaming from complaint time noted mine noise audible.</p> <p>CLPC called complainant to discuss. She noted it had been quiet for a while and the noise had started again last night (a hum) and then clearly audible this morning. I notified her that the wet week had shut the pit and last night's shift was the first back operating for a while. 2 diggers running plus 8 trucks (and 2 drills, dozers, etc).</p> <p>CLPC had called NMS Supervisor to get operational info detailed above. 1 digger on pit floor, one a bit higher up, 4 trucks dumping to low wall ramp, 4 dumping to dump 3 up high.</p>



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



06 /03/2012 07:45	Called UCML hotline: would like to complain about noise from the Ulan 'box cut' at 1:30am. The noise is still happening.	CLPC reviewed noise data from Sx73 unit which was measuring 32dB (LF) at 1.30am and this morning ranged 24-32 dB (LF). Live streaming this morning noted mine noise audible. CLPC talked to NMS Superintendent to determine what activities occurring - stated 2 diggers running plus 8 trucks (and 2 drills, dozers, etc). CLPC called complainant to discuss. I was unable to talk to the complainant as she was at work but talked to her husband and notified him that the wet week had shut the pit down and last night's shift was the first back operating for a while. He advised it had interrupted his wife's sleep that night. I also advised the Box Cut ETA of late May. Offered for complainant to call me back to discuss further if she wanted.
06/03/2012 21:03	Called UCML hotline: sound of trucks. People are trying to sleep	CLPC checked noise levels (Sx73 logger) at time of complaint - 27dB (LF) - and earlier had fluctuated 23-31dB (LF). CLPC called complainant to discuss on 7/3/12 but no answer. Talked to complainant on 8/3/12 about this complaint plus another (#2108). This complaint related to the period 8-9pm 6/3/12. Complainant repeated her situation with the noise levels and the impact this is having on her family. Further detail in complaint #2108. Also note that attended noise monitoring happened on this night (not yet sure what time).
08/03/2012	Called UCML hotline: caller advised that there is constant truck noise	CLPC checked noise levels (Sx73 logger) at time of complaint - 28dB (LF) and overnight had fluctuated 18-28dB (LF). CLPC called complainant to discuss. This complaint related to noise this morning (7am onwards) plus last night (no specific time) and through the night. She also mentioned bangs but was not specific in detail of the noise. She was particularly upset today about the noise situation. CLPC reiterated that we've ramped up attended noise monitoring to weekly now (started on Tues) as a measure to both confirm we are in compliance (in a more rigorous manner than the required 6 monthly events) and also monitor noise levels for our own management purposes. We also continue to investigate other measures to take to manage community impacts.
08/03/2012 01:33	Called UCML hotline: caller advised there is machinery and engine noise going on and also the same thing happened for Wednesday as well. Also called UW Project Manager's mobile at 01.58 (same day 8/3/12) requesting he shut down the Box Cut as she had disturbed sleep over the last couple of nights by extreme noise.	CLPC reviewed noise data from Sx73 unit which was 27dB(LF) at time of complaint and levels 18-28dB through the night. CLPC called complainant to discuss. Complainant was at work but talked to her husband. He advised she'd had another bad night's sleep and when he got up there was a cranky note on the table for him (she'd already left for work). As we'd talked 2 days prior (complaint#2098) about the same issues there was not much more to discuss. I offered for complainant to call me back to discuss further if she wanted.



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10/03/2012 23:49	Called UCML hotline: caller advised sounds like trucks coming up the driveway.	CLPC checked noise levels (Sx73 logger) at time of complaint - 29dB (LF). During that evening the noise level ranged 18-30dB. During the following morning it ranged 23-31dB. CLPC called complainant to discuss. They had been disturbed by the noise during the evening and into the night and it continued the next morning. The same sort of truck noise as usual. Her husband was more disturbed by the noise.
12/03/2012 21:32	Complainant called UCML hotline advised noise was like living next to a freeway (constant drone noise coming from the mine).	ECO called complainant 13/03/2012. The LF noise level on closest monitor recorded 33db at time of complaint, complainant gave no time period for the noise, simply the time he lodged complaint. Complainant stated that ECM & CLPC were aware of situation and there was not much more he could say. He mentioned it was difficult at the moment.
17/03/2012 22:59	Sound of droning from trucks, can CLPC please call on the home number	ECC called complainant on 18/03/2012. Complainant gave no time period for noise, simply the time he lodged complaint. Complainant stated: noise last night up until he slept noise again Sunday morning when he woke.
18/03/2012 08:45	Caller advised that it sounds like trucks inside the house. Caller advised that this is an ongoing issue.	ECC called complainant on 18/03/2012. Complainant gave no time period for noise, simply the time he lodged complaint. Complainant stated: noise last night up until he slept noise again Sunday morning when he woke.
18/03/2012 21:17	Caller advised of truck noise coming from the quarry near her home.	CLPC checked noise levels (Sx73 logger) at time of complaint - 36dB (LF) although this was elevated by windy conditions. CLPC called complainant. They had been disturbed that evening and was the usual droning noise. They asked me the latest ETA on Box Cut and I advised end of May (noting various delays to date).
19/03/2012 20:00	Complaint sent to EPA hotline. Caller is getting mine noise. He states you can hear the noise of loading the trucks and changing gears. The noise started about October 2011 & has been getting worse. It is audible day and night. Caller is 6 km from the site.	ECO checked noise levels (Sx71 logger) at time of complaint - 33.6dB (LF) although this was elevated by windy conditions at 2.7m/s SSE. Prior to time of complaint noise levels were an average of 32.7dB (LF). UCML responded to EPA regarding this complaint.
31/03/2012 08:32	Complaint sent directly to UW PM's mobile noting: She tried to call complaints line but wasn't working, so rang him. She could hear the trucks over the television (possibly Friday night). The message was slightly unclear.	CLPC checked noise levels (Sx73 logger) at time of complaint - 22dB (LF). Since 1am the noise averaged 20dB and ranged 18-25dB. From 10.30pm-1am the levels were higher, ranging 23-37dB although review of audio files noted that these periods were dominated by crickets, cicadas and frog noises (mine noise was audible during this time). From 5pm-10.30pm levels averaged approx 22dB. CLPC called complainant to discuss but got message bank - left a message that we will log complaint, noted approx noise levels and offer for them to call back. Complainant called back on 5/4/12 to confirm details and discuss noise levels.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



03/04/2012	Email to ECM with following message; We have been woken around 3 pm over the last 2 nights by mine noise – continues to around 9 am. A loud grinding growl plus intermittent metallic banging. Conditions have been very still - no wind. Has there been any change in mine activity? Is there an inversion – has there been a change in wind direction?	The ECO checked the Noise levels at the time of the complaint. Noise level was 20.8dB(A) at 08:00 and averaged 34.3 from 03:00 to 09:00. Average wind speed was 1.5. There were time periods where noise did exceed 35dB(A), however this was due to wind rush over the microphone.
03/04/2012 06:55	Caller advised that there is very loud machinery noise.	CLPC checked noise levels (Sx73) at time of complaint - 20dB (LF) and that night averaged 20dB or lower and peaked at 26dB (22.30). CLPC called complainant to discuss. They noted this morning's noise appeared to be a different droning noise (questioned whether it could be drill rigs). I advised them of the noise levels. Advised that attended noise monitoring was on again tonight, 8.30-9pm at their place. Also last week ECM and others met with EPA and DP&I to discuss noise being one of the main items. Discussed some info from this meeting.
04/04/2012 10:00	Called CLPC directly advising that the truck noise has been worse lately	Complainant detailed that the truck noise had been worse "for the last few nights" - was not more specific. Further questioning led to him suggesting it was Fri (30/3), Sat (31/3) & Sun (1/4) nights. Checked Sx71 logger (which has been receiving intermittent periods of high noise levels lately probably caused by a fault). Fri night averaged ~35dB, Sat night data was unavailable & Sun night averaged 33-34dB, both after extreme high levels from interference were removed. These levels may have still been elevated by insect noise to some extent.
05/04/2012 06:59	Caller advised that the sounds of trucks in the morning from the mine are too loud	CLPC checked levels (Sx73) at time of complaint - 23dB (LF) and for previous 2 hours ranged 22-29dB noting that wind was 2m/s at time of 29dB reading. CLPC called complainant to discuss. He suggested the noise levels were still high and requested I drove out to listen for myself. CLPC & ECO (Mdm) drove out but the levels were only just audible upon arrival and inaudible soon after. He asked whether the noise could be drill rigs as it was a constant noise. I advised him of noise levels this morning and showed him the noise graph. I noted drill rigs were currently operating in NE of holdings (most) (i.e. would not be audible) with one at Box Hill (small chance of being audible but also doesn't start until 8am and finishes by 5.30pm). Reiterated, as on Tues had talked to his wife, that ECM met with EPA and DP&I to discuss noise. Complainant appreciated us driving out to see him.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



06/04/2012 09:04	Ulan mines, the sound of the truck and the drilling. The noise is from 6:30am to 8:30 am.	CLPC checked levels (Sx73) at time of complaint - 32dB (LF) and for the previous 2 hours ranged 24-38dB (average 29dB) noting that the wind (2m/s) elevated noise levels. CLPC called complainant to discuss. He noted it was again noisy, similar to the previous morning. I advised him of noise levels.
06/04/2012 20:56	Complaining of loud noise	Checked Sx71 logger (which has been receiving intermittent periods of high noise levels lately probably caused by a fault). At time of complaint was 36dB (LF) and ranged 36-60dB for the 2 hours prior. These levels were elevated by interference (caused by the fault). Called complainant who advised that it had been more noisy than normal that night and continued after his complaint (say 8pm-11pm) and was also noisy the next morning (7/4/12) from ~4am onwards (although dropped off a bit between 5-6.30am) - say 4-8am. He noted again the noisy retarder and we established it may be when Cats are operating (given NMS have 3 or 4 Cats and the rest Komatsu's). Also established the noise he's describing is actually the engine / exhaust noise when the trucks decelerate. Complainant also commented he thought he could hear a conveyor belt last night. CLPC re-stated ETA on Box Cut completion is end of May.
08/04/2012 21:00	Trucks are keeping his children awake, this is an ongoing complaint please do not call back.	CLPC checked levels (Sx73) at time of complaint - 20dB (LF) and for the previous 2 hours ranged 20-24dB (average 22dB). CLPC did not call complainant - as requested by them not to call back, and given low noise levels also.
09/04/2012 07:15	The trucks are driving around at night, causing disturbance to the caller's sleep. The caller went to bed listening to the noise and was woken up by the noise.	CLPC checked levels (Sx73) at time of complaint - 24dB (LF) and for the previous 2 hours ranged 18-38dB (average 25dB with one reading of 38) and overnight average was 23dB. CLPC called complainant - noted the usual mine noise that was disturbing them. Advised them of noise levels prior to complaint.
10/04/2012 08:25	Constant noise of trucks and machinery going all night and woke to it this morning.	CLPC checked levels (Sx73) at time of complaint - 29dB (LF) and for the previous 2 hours ranged 23-32dB and overnight average was 20dB. CLPC called complainant - noted the usual mine noise and was "same as usual". Advised them of noise levels prior to complaint.
11/04/2012 09:24	Caller advised that there is loud machinery noise from this morning.	CLPC checked levels (Sx73) at time of complaint - 30dB (LF) with wind speed at 1m/s. For the 2 hours prior the noise had averaged ~32dB. CLPC called complainant but got message bank - left a message that we will log complaint, noted approx noise levels and offer for them to call me back.
11/04/2012 07:10	Constant drone that is waking her up.	CLPC checked levels (Sx73) at time of complaint - 27dB (LF) and for the previous 2 hours ranged 22-29dB and overnight average was 24dB. CLPC called complainant and left message with daughter.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



12/04/2012 07:07	There is a lot of noise from trucks and machinery accelerating and decelerating in the background.	CLPC checked levels (Sx73) at time of complaint - 29dB (LF). For 2 hours prior noise had averaged 27dB and ranged 22-29dB. CLPC called complainant and noted approx noise levels as above. Complainant advised that it has been noisy the last 2 mornings - I commented that the cold snap has exacerbated the noise due to reducing insect & frog noise (background noise). There have also been periods of weak inversions (level F). Re-confirmed that some attenuated trucks are beginning operations next week.
17/04/2012 01:53	Caller advised of very loud machinery noise	CLPC checked levels (Sx73) at time of complaint - 30dB (LF). For 2 hours prior the noise averaged 22dB and ranged 18-30dB. CLPC called complainant, spoke to her husband (as she was asleep), noted that I'd log the complaint and invited her to call me back to discuss further.
18/04/2012 00:01	Engine noise from trucks at the Ulan west site, a sound test was performed at 9:30pm when there was little audible noise, since 10:30pm the noise has increased substantially	CLPC checked levels (Sx73) at time of complaint - 21dB (LF). For the 2 hours prior the noise averaged 21dB and ranged 18-24dB. The noise at 9.30pm was 22dB which appeared to be the same as the period after 10.30pm. CLPC called complainant and left phone message noting complaint details and asking them to call me back to discuss further and that I could detail the noise levels at the times specified.
21/04/2012 08:56	Constant drone is way too loud.	ECC called complainant. He stated that noise levels had been good for a week and that at the time of complaint there was definite elevated noise at his house but within half an hour of complaint noise levels dropped off, the noise was only a problem around the time of complaint. Monday morning (23/4/12) checked noise levels (Sx73) at time of complaint - 21dB (LF), average 22db for the period 7am-11am.
21/04/2012 07:00	Louder than usual noise coming from machinery at Ulan Coal Mine. The coal drill engine is constantly revving. Started at 0700 and still going at 1030 am.	The ECO checked the noise levels (Sentinex71 logger) at the time of the complaint. Noise Level was 38.2dB (LF) and averaged 32.5dB (LF) from 7am to 11am. Average wind speed was at 1.1m/s.
22/04/2012 18:30	Excessive truck noise for last 2 hours from the Ulan Coal Mine since 1830. Caller advised noise stopped for about 10 mins and then started again.	The ECO checked the noise levels (Sentinex71 logger) at the time of the complaint. Noise Level was 41.6dB (LF) and averaged 34.1 from 16:30am to 20:30am. Average wind speed was at 1m/s.
25/04/2012 06:58	Constant droning all night long	CLPC checked noise levels (Sx73) at time of complaint - 26dB (LF) and overnight ranged 18-27dB and averaged 21dB. CLPC called complainant to discuss - I noted the complaint and explained noise levels (as above) - he also checked when the Box Cut will finish, I noted it's still due at end of May.



# ULAN COAL MINES LIMITED

A.C.N. 000 189 248



25/04/2012 22:06	Caller has reported loud noises that like trucks driving up the caller's driveway. Caller's kids are unable to sleep and they have school tomorrow.	CLPC checked levels (Sx73) at time of complaint - 22dB (LF) and for previous 2hrs ranged 19-34dB with a reading of 34 & 33 occurring at times of elevated wind speeds (3m/s & 3.5m/s). CLPC called complainant to discuss - I noted the complaint and explained noise & wind levels (as above).
25/04/2012 21:17	Noise is coming from Ulan west box cut - the noise is machinery whirring and humming noise – there is also a banging noise too.	CLPC checked levels (Sx73) at time of complaint - 34dB (LF), with wind speed 3m/s which elevated this reading. For the 2 hours prior noise ranged 18-34dB. CLPC called complainant and left phone message noting complaint details and asking them to call me back to discuss further and that I could detail the noise levels at the times specified. Complainant called back, left a message, I called her again and left a second message for her to call me and let me know when I could catch her at home. She called me back and advised I should call Tues (1/5/12), which I did and left another message for her that day. Will keep trying.
29/04/2012 21:58	Caller advises that there is a lot of engine noise from machinery and it started at 6:30pm and still persists.	CLPC checked levels (Sx73) at time of complaint - 24dB (LF). For the 2 hours prior noise ranged 18-34dB. CLPC called complainant and left phone message noting complaint details and asking them to call me back to discuss further and that I could detail the noise levels at the times specified.
30/04/2012 08:05	Called UCML hotline: noise complaint against the mine. Starting so early in morning a constant groan. Some night children can't go to sleep or times children are up really early due to noise pollution. Caller advised that there is a loud truck noise at the start of his driveway.	ECO called complainant. He stated there was a constant drone from about 6:30am. He stated it wasn't loud just annoying and it is keeping his kids awake at night. At 8:30am to about 10:30am complainant stated it sounded like a truck was driving up their driveway, there was loud horn and dumping sounds. Monday morning (30/4/12) ECO checked noise levels (Sx73) at time of complaint - 27dB (LF), average 27db (LF) for period 6:30am-10:30am.

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