



Summary of complaints received for the period 1 November 2008- 31 October 2009

No.	Date	Method by which complaint was made	Nature of complaint	Action taken, including follow-up
1	16 January 2009, 3:10pm	Telephone	The Complainant rang and spoke with U/G reception. A complaint was lodged in relation to mine traffic (from UCML) using Wonga Roo Rd - the mine vehicles were driving too fast and causing dust to fly up, which was dirtying her washing.	<p>The ECO rang and spoke with the Exploration Field Assistant. about what mine traffic was using Wonga Roo Rd this week. It was determined that there had been a few cement trucks (and light vehicle escorts) using the road over the last few days. The ECO rang the complainant at approx 4.15pm. The complainant said that there had been quite a few mine vehicles using Wonga Roo Rd over the last few days, including cement rucks, light vehicles and a drill rig. She said they were stirring up alot of dust and driving too fast for the road conditions. She said the road was in a poor state with lots of potholes and the mine traffic was making it worse.</p> <p>The following Monday, the ECO spoke with geologist in charge of the drilling project and it was decided that the use of Wonga Roo Rd by mine traffic would be minimised. A toolbox talk regarding use of the road and ways to minimise impacts to residence was discussed with the drillers. The cement company was also contacted and asked to discuss the importance of driving appropriately.</p> <p>The ECO rang and left a message with the complainant in regards to the remaining road use as a result of the drilling program.</p>



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No.	Date	Method by which complaint was made	Nature of complaint	Action taken, including follow-up
2	29 January 2009	Telephone	The complainant rang and spoke to the U/G Control Room Officer. The reason for the complaint was because of continued night noise from the mine, believed to be that of a dozer. The complainant lives in the nearby village.	The ECO rang the Surface Operations Production Coordinator (PC) who advised that the 5003 conveyor between the HUB stockpile and ROM stockpile was not and had not been operational for the past few days, as the belt was being replaced. Two dozers had been operating on the ROM stockpile feeding coal from the ROM onto the transfer conveyor to the product stockpiles. The ECO asked when the belt would be back up and running. The PC said the best case scenario would be tonight. He said to check with the Operations Manager (OM) on the options for stopping the dozers at night. The ECO rang the OM who said he could stop the dozers from operating during the night (10pm-6am). The ECO rang the complainant and explained the situation and advised that the dozers would be stopping between 10pm and 6am. The complainant said that would be good as she has been affected by construction noise outside her house during the day. The ECO rang the OM to let him know that the complainant was happy with him stopping the dozers at night.
3	1 June 2009	Telephone - DECCW	An officer of DCCW EPA was contacted with a complaint identified as "tremors and humming sound coming from Ulan Coal Mine. It had been an ongoing problem during the night for the last few months which is waking the complainant up. The complainant wanted some feedback.	DECCW contacted the UCML ECM. The officer was supplied with the plan identifying the complainants location and detaining UCML's infrastructure i.e. ventilation fan, RO plant and supporting pumping infrastructure. ECM outlined that contact will be made with complainant and investigation undertaken to identify the source. The complainant was contacted at 11.30 on 2 June 2009 by ECM. Complainant highlighted that noise had been occurring for the last couple of months and occurs in cycles. Complainant inferred that noise was likely to be UCML's underground operation



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				<p>and that UCML were mining under their residences. ECM advised that UCML's underground operations, being the longwall was approximately 10.5km from her residence and that it was not operating at present. It was outlined that the noise source would be other infrastructure and that UCML would undertake an investigation of the sources maintained by UCML. ECM requested if a noise logger can be positioned at the complainant's residence in order to assist in determining the noise source and an overview of the sentinex unit and its capabilities was provided. Complainant agreed to unit. Engineering section questioned to determine if existing fan was running correctly. An independent noise assessment is to be undertaken of the current underground No. 3 Fan as part of the proposed new fan installation project.</p>
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Note: Personal details of complainants have been withheld for privacy reasons.