

Wambo Coal Community Complaints Register 2020

Date	Complainant ID	Type	Complaint and Response Summary
6/02/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 00:50 (ESC#564) with a noise complaint. Complaint was confirmed by UG Control at 00:53. At the time of the complaint, real time noise was below the noise criteria. OC Dispatch reviewed the live stream audio at time of complaint; no mining audible. All excavators remained in operation.
29/02/2020	30	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:46 (ESC#566) with a noise complaint. Complaint was confirmed by UG Control at 08:10.
29/02/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:57 (ESC#567) with a noise complaint. Complaint was confirmed by UG Control at 23:07. At this time, real time noise monitoring was below compliance limits and no mining noise was audible. A dozer operating in Montrose East was shut down in response to the complaint. All excavator units went on crib at 23:00.
3/03/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:45 (ESC#568) with a noise complaint. Complaint was confirmed by UG Control at 22:50. At this time, two (2) excavators were in operation and noise levels were below compliance limit.
11/03/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:06 (ESC#569) with a noise complaint. Complaint was confirmed by UG Control at 22:13. At 21:30, OC Dispatch noted that noise levels had increased, but not above compliance limit at that time, and mining was not audible. EX212 went to early crib at 22:00 prior to complaint received as an active measure to determine if mining was contributing to increased noise level. At 22:30, wind was observed to increase above 3m/s. Another three (3) excavators went to crib at 22:45.

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13/03/2020	30	Noise	The complainant called the Wambo Coal Community Enquiries line at 08:00 (ESC#570) with a noise complaint. Complaint was confirmed by OC Mine Manager (OCMM) at 08:12. Prior to the complaint six (6) excavators were in operation. Following the complaint, at 08:00 EX212 was shut down. At 08:20 drills were shut down. At 08:30 EX219 was shut down. At 08:35, EX213 and EX217 were shut down. At 09:15 EX214 was shut down. All excavators remained shut down until 10:00 at which time the noise level was well below compliance limit.
28/03/2020	31	Noise	Complainant logged a noise complaint with EPA. EPA provided a report on the incident to Wambo. Environment and Community Manager (ECM) called complainant back. Between 07:00 and 09:00 on 28th March 2020, six (6) excavators were operating within Montrose; Montrose East and Hilldale area. Throughout this time period 6 excavators were operating except between 08:30 and 09:10 when EX218 shut down due to noise levels. EX218 was the only excavator operating at an elevated level. The monitoring room staff listening to the real time audio at the time of the complaint noted limited noise from excavators, trucks and dozers with the majority of audible noise coming from a dragline at a nearby mine.
28/03/2020	3	Noise	Environment and Community Manager (ECM) received noise complaint from complainant. Between 07:00 and 09:00 on 28th March 2020, six (6) excavators were operating within Montrose; Montrose East and Hilldale area. Throughout this time period 6 excavators were operating except between 08.30 and 09.10 when EX218 shut down due to noise levels. EX218 was the only excavator operating at an elevated level. The monitoring room staff listening to the real time audio at the time of the complaint noted limited noise from excavators, trucks and dozers with the majority of audible noise coming from a dragline at a nearby mine.

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14/04/2020	8	Noise	Complainant emailed WCPL's Environment and Community Manager at 21:44 to report excessive noise. The complainant also called the WCPL Control Room. Dispatch were monitoring noise level at time of complaint and informing the Open Cut Examiner. Some mining noise audible, namely excavator engine noises. Noise levels compliant with limits prior to and at the time of the complaint.
17/04/2020	30	Noise	The complainant called the Wambo Coal Community Enquiries line at 23:51 (ESC#571) with a noise complaint. Complaint was confirmed by UG Control at 23:56. Four (4) excavators were pulled up from crib and details provided from shift report indicate that noise was within operational management parameters. Complainant did not require call back.
22/04/2020	3	Noise	Complainant called WCPL's Environment and Community Manager (ECM) at 08:23 advising they could hear mine noise along Redmanvale Rd. ECM reviewed data and weather conditions, including listening to audio. Low Frequency (LF) noise levels were within procedure. Some mining noise audible, namely excavator engine noises. Noise levels compliant prior to and at the time of the complaint. ECM called the complainant back at approximately 09:00.
25/04/2020	3	Noise	Complainant called WCPL's Environment and Community Manager (ECM) at 07:13 on 25 April 2020 advising they could hear mine noise. ECM reviewed data and weather conditions, rang dispatch and talked to the OCE, who confirmed he was shutting down equipment. Pit shut at 07:45hr. ECM called the complainant back at approximately 09:00.
25/04/2020	26	Lighting	The complainant called the Wambo Coal Community Enquiries line at 18:41 (ESC#573) with a lighting and noise complaint. Noise reading was low and within operational parameters. All lighting on the RL100 was lowered and redirected. Excavator 14 was relocated to lower level at 19:00hr.
27/04/2020	26	Lighting	The complainant called the Wambo Coal Community Enquiries line at 18:32 (ESC#575) with a lighting complaint. Shift notes indicate actions were taken to reduce lighting, which included relocation of Excavator 14 to the west side to reduce the impact of noise and lighting issues. Environment and Community Manager (ECM) confirmed that the changes were effective and the complainant had been phoned back.

Date	Complainant ID	Type	Complaint and Response Summary
27/04/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 20:55 (ESC#576) with a noise complaint. The Control Room Operator (CRO) confirmed complaint at 21:02. Shift notes indicate operational changes occurred prior to and after the complaint. EX14 was shutdown at 20:45hr. EX13 was shutdown at 21:15.
29/04/2020	26	Lighting	The complainant called the Wambo Coal Community Enquiries line at 23:54 (ESC#578) with a lighting complaint. Complainant requested a call back the morning of the next day. Shift notes indicate actions taken to reduce lighting which included light plant placed lower and excavator light turned off. Environment and Community Manager (ECM) rang complainant at 11:12 30/04/2020. ECM discussed new control of visual inspections towards Jerrys Plains once dark to assess visual light impacts. ECM advised lights were adjusted after the complaint and asked if changes were effective.
5/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 08:24 (ESC#579) with a noise complaint. The Open Cut Mine Manager (OCMM) confirmed the complaint at 08:34. Prior to the complaint, two (2) dig units had been shut down at 07:45 due to noise. At 08:30, a further two (2) dig units were shut down in response to the complaint and noise levels at the time.
11/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 02:47 (ESC#580) with a noise complaint. The complaint was confirmed by the CRO at 02:58. At 03:00, three (3) dig units were shut down.

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11/05/2020	3	Noise	The complainant called the Wambo Coal Community Enquiries line at 21:24 (ESC#581) with a noise complaint. The complainant requested a call back. The Open Cut Examiner (OCE) on shift called the complainant back at approximately 21:40. This was followed up by a call to the complainant from the Senior Environmental Advisor (SEA) at 21:50. EX214 had been shut down due to noise at 19:35, EX218 was shut down for maintenance at 21:15 and EX212 was shut down due to noise at 21:20. Following the complaint and further review of noise levels, EX217 and EX213 were shut down at approximately 22:00 and EX211 was shut down at 22:20. At this time, no equipment was operating in the Montrose area and only the Loader and associated dump trucks was operating at the SBU stockpile which is located over 7km from the Thelander noise monitoring station. Mining noise was still audible at the Thelander noise monitoring station. Mining operations at WCPL ceased entirely at 23:00 and did not recommence until 23:45.
12/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:41 (ESC#582) with a noise complaint. The complaint was confirmed at 07:47 by the Senior Environmental Advisor (SEA). From 07:00hr - 09:00hr no excavators were running in the OC mine.
14/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:17 with a noise complaint. Two (2) excavators working from 06:00hr - 08:15hr, remainder of fleet shutdown for noise and/or maintenance. Ex 13 was shutdown at 08:40hr, leaving one (1) excavator operating (EX 11). The remaining excavator, EX 12 was shut down at 09:15hr.

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14/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 08:37 (ESC#584) with a noise complaint. The Manager Environment and Community (MEC) talked to the complainant and explained that the limit in the morning is 40dB which is audible. MEC discussed that a procedure is in place and Open Cut follow these steps. MEC advised that noise will continue to be managed consistent with the approved procedures.
16/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 08:44 (ESC#585) with a noise complaint. The complaint was confirmed at 08:53 by Control Room Operator (CRO). The complainant did not want a call back. Six (6) excavators were operating at 8:00hr. At 08:45hr EX18 and EX19 where shutdown for noise.
17/05/2020	36	Noise	The complainant called the Wambo Coal Community Enquiries line at 09:23 (ESC#586) with a noise complaint. The complaint was confirmed at 09:31 by Control Room Operator (CRO). Maximum three (3) excavators operating at 06:45hr. All excavators shutdown at 07:30hr. One (1) excavator from 08:00hr. Manager Environment and Community (MEC) called complainant back and explained noise limits, gave office contact details and after hours number for enquiries.
22/05/2020	26	Lighting	The complainant called the Wambo Coal Community Enquiries line at 23:52 (ESC#587) with a lighting complaint. The complaint was confirmed at 23:56 by Control Room Operator (CRO). Complainant requested a call back. Shift notes indicate OCE instructed Ex 14 to shut high lights off and leave boom lights on.
24/05/2020	36	Noise	The complainant called the Wambo Coal Community Enquiries line at 09:56 (ESC#5886) with a noise complaint. The complaint was confirmed at 10:03 by Control Room Operator (CRO). Shift notes indicate OCE contacted complainant and advised that noise did not exceed operating parameters, however changes were made to move equipment out of certain areas.

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27/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:23 (ESC#589) with a noise complaint. Complainant did not want a call back. The complaint was confirmed at 22:27 by the Control Room Operator (CRO). From 07:00hr - 09:00hr no excavators were running in the OC mine. From 22:00hr - 24:00hr EX11 was shutdown for noise at 22:00hr. Dozers were instructed to use low gear and park up when not needed.
27/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 23:18 on 27/05/2020 (ESC#590). Complainant did not want a call back. The complaint was confirmed at 23:21 by the Control Room Operator (CRO). From 07:00hr - 09:00hr no excavators were running in the OC mine. From 22:00hr - 24:00hr EX11 was shutdown for noise between 22:00hr. Dozer were instructed to use low gear and park up when not needed.
28/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 02:04 on 28/05/2020 (ESC#591) with a noise complaint. Complainant did not want a call back. The complaint was confirmed at 02:08 by the Control Room Operator (CRO). Noise levels were within operational limits.
28/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:48 on 28/05/2020 (ESC#592) with a noise complaint. Complainant did not want a call back. The complaint was confirmed at 22:56 by the Control Room Operator (CRO). Three (3) excavators were shutdown at 23:30. Between 23:30hr and 00:15hr all excavator were shutdown. Two (2) excavators returned to operation at 00:30hr.
28/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 23:31 on 28/05/2020 (ESC#593) with a noise complaint. Complainant did not want a call back. The complaint was confirmed at 23:38 by the Control Room Operator (CRO). Three (3) excavators were shutdown at 23:30. Between 23:30hr and 00:15hr all excavator were shutdown. Two (2) excavators returned to operation at 00:30hr.

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28/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 23:51 on 28/05/2020 (ESC#594) with a noise complaint. Complainant did not want a call back. The complaint was confirmed at 23:57 by the Control Room Operator (CRO). Three (3) excavators were shutdown at 23:30. Between 23:30hr and 00:15hr all excavator were shutdown. Two (2) excavators returned to operation at 00:30hr.
30/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 09:56 on 30/05/2020 (ESC#595) with a noise complaint. Complainant did not want a call back. The complaint was confirmed at 10:05 by the Control Room Operator (CRO). Two (2) excavators were operating at 09:00hr - 10:00hr. One (1) excavator was operating between 10:15hr - 11:15hr.
30/05/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 10:48 on 30/05/2020 (ESC#596) with a noise complaint. Complainant did not want a call back. Two (2) excavators were operating at 09:00hr - 10:00hr. One (1) excavator was operating between 10:15hr - 11:15hr.
30/05/2020	3	Noise	Complainant called WCPL's Environment and Community Manager (ECM) at 10:46 on 30 May 2020 with a noise complaint. The ECM reviewed data and weather conditions. ECM called OC Dispatch at 10:52hr to confirm changes were being made to the operation. OC Dispatch indicated one (1) excavator was working, all others had been shutdown.
3/06/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 19:51 on 03/06/2020 (ESC#597). Five (5) excavators were operating between at 19:00hr. EX12 was shutdown at 19:43. Ex18 was shutdown at 19:50hr. EX19 was shutdown at 19:53. Complainant did not want a call back.

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3/06/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 21:13 on 03/06/2020 (ESC#598) with a noise complaint. Four (4) excavators were operating at 21:00hr. EX17 and EX18 were shutdown at 21:30. Complainant did not want a call back.
4/06/2020	31	Noise	Complainant called WCPL's Environment and Community Manager (ECM) at 19:19 with a noise complaint. ECM discussed the procedure in place and advised that at times the mine will be audible, whilst operating within the approved limits. ECM was empathetic to the complainant and confirmed the Open Cut Examiner (OCE) is following the procedure.
5/06/2020	13	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:35 on 05/06/2020 with a noise complaint. Complainant requested call back the following day. Following the complaint the Environment and Community Manager (ECM) contacted the Open Cut Examiner (OCE) and three (3) excavators were sent to crib. ECM called complainant back on 06/06/2020 at 13:19hr. ECM discussed the approval limit in place, and that, at times noise is audible. ECM discussed the procedure that the OC use and committed to look at the data and get in contact the following week.
5/06/2020	3	Noise	Complainant called WCPL's Environment and Community Manager (ECM) at 22:40 with a noise complaint. Complainant also called the Wambo Coal Community Enquiries Line. ECM advised complainant he would call the OCE. ECM called OC Dispatch at 11:04hr to confirm changes and also spoke with the OCE of the shift. ECM called complainant back at 23:13hr and discussed that the noise levels were low and suggested it may be due to atmospheric conditions. ECM advised that the OCE had shutdown three (3) excavators and sent them to crib. ECM contacted the instrument provider who advised the monitor was operational all weekend.

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12/06/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 08:47 on 12/06/2020 (ESC#601) with a noise complaint. Complainant did not want a call back. Complaint confirmed by ECM at 09:02. EX18 was shutdown at 08:30.
13/06/2020	1	Noise	The complainant called the Wambo Coal Community Enquiries line at 21:45 on 13/06/2020 (ESC#602) with a noise complaint and requested a call back. Complaint confirmed by Control Room Operator (CRO) at 21:50. EX11 and EX 12 were shutdown at 21:00. Open Cut Dispatch report details slight hum of mine noise and dog barking. At 21:45 EX17; EX13 and EX12 sent to crib. Between 21:45hr and 22:30hr only two (2) excavators operating. OCE rang complainant back regarding complaint.
27/06/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 03:07 on 27/06/2020 (ESC#603) with a noise complaint and did not request a call back. Complaint confirmed by Control Room Operator (CRO) at 03:14. EX13 was shutdown to reduce noise.
28/06/2020	36	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:15 on 28/06/2020 (ESC#604) with a noise complaint and requested a call back. Complaint confirmed by Control Room Operator (CRO) at 07:21. At 07:00 five (5) Excavators were operating at Wambo Mine. At 07:30 all excavator operations were shutdown until 08:30hr. An attempt to turn Excavator units was attempted at 08:30 but were shutdown. From 09:00hr to 11:00hr Open cut excavator operations were shutdown. Excavator operations began at 11:00hr.
28/06/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:28 on 28/06/2020 (ESC#605) with a noise complaint and did not request a call back. Complaint confirmed by CRO at 09:07. At 07:00 five (5) Excavators were operating at Wambo Mine. At 07:30 all excavator operations were shutdown until 08:30hr. An attempt to turn Excavator units was attempted at 08:30 but were shutdown. From 09:00hr to 11:00hr Open cut excavator operations were shutdown. Excavator operations began at 11:00hr.
28/06/2020	30	Noise	The complainant called the Wambo Coal Community Enquiries line at 08:51 on 28/06/2020 (ESC#606) with a noise complaint and requested a call back. Complaint confirmed by CRO at 09:07. From 07:30 to 08:15 no Excavators were operating at Wambo Mine. An attempt to turn Excavator units was attempted at 08:30 and were shutdown. From 09:00hr to 11:00hr Open cut Excavator operations were shutdown. Excavator operations began at 11:00hr.

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29/06/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:14 on 29/06/2020 (ESC#607). Complainant described mining noise. The complainant did not request a call back. Complaint confirmed by CRO at 22:17. EX12, EX13, EX17 and EX19 set to crib and remaining units sent to block tip at lower level.
29/06/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:31 on 29/06/2020 (ESC#608). Complainant described mining noise. The complainant did not request a call back. Complaint confirmed by CRO at 22:35. EX12, EX13, EX17 and EX19 set to crib and remaining units sent to block tip at lower level.
30/06/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 02:18 on 30/06/2020 (ESC#609) with a noise complaint. Complaint confirmed by CRO at 02:26. EX17 was shutdown at 02:30 following the complaint.
8/07/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:27 (ESC#610) with a noise complaint. Complaint confirmed by CRO at 07:32. A staggered Shift began at 05:30. Excavators were progressively started and operated. Five (5) excavators were operating at 07:15. At 07:30 EX 17 was shutdown, at 7:45 EX13 was shutdown, at 08:00 EX 12 and EX18 were shutdown.
9/07/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 02:29 on 09/07/2020 (ESC#611) with a noise complaint. Complaint confirmed by CRO at 02:33. At 02:30hr five (5) Excavators were running. EX17 was shutdown at 02:30hr and at 03:00hr all dig units were shutdown.
10/07/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 08:53 on 10/07/2020 (ESC#612) with a noise complaint. Complaint confirmed by OC Mine Manager at 09:02. Five (5) excavators were operating at 08:00hr, EX 12 EX 13 and EX 14 were shutdown at 09:00hr.
16/07/2020	6	Blast	Complainant called Wambo UG Control room at 09:06 and described "excessive vibration" from blast undertaken by Wambo Coal. The closest blast monitor to the complainant is BM07. Manager: Environment and Community (MEC) reviewed monitoring data. Wambo was compliant with blast criteria.

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16/07/2020	10	Blast	The complainant called the Wambo Coal Community Enquiries line at 13:06 on 16/07/2020 (ESC#615) with a blast/vibration complaint. The closest blast monitor to the complainant is BM05. Manager: Environment and Community (MEC) reviewed monitoring data. Wambo was compliant with blast criteria. MEC rang complainant back to organise a site inspection for week of 20/07/2020.
17/07/2020	26	Lighting	The complainant called the Wambo Coal Community Enquiries line at 23:50 on 17/07/2020 (ESC#617) with a noise and lighting complaint. Complaint was confirmed at 23:55 by Open Cut Examiner (OCE) P2. P2 had conducted an offsite lighting inspection at 21:15pm and shutdown body lights on EX18 prior to the complainant.
18/07/2020	26	Lighting	The complainant called the Wambo Coal Community Enquiries line at 23:01 on 18/07/2020 (ESC#618) with a noise and lighting complaint. Complaint was confirmed at 23:10 by CRO. Open Cut Examiner (P2) conducted an offsite lighting inspection at 20:00pm and noted no visible pit lighting. Shut body lights on EX18 and left boom lights on. EX19 sent to crib at 22:45. EX 18 and EX12 was sent to crib at 23:00hr.
22/07/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:46 (ESC#619) with a noise complaint. Complaint was confirmed at 07:50 by Environment and Community Manager. At 07:45, two (2) excavators, EX17 and EX18 were operating. At 07:55, EX19 was shutdown.
23/07/2020	31	Blast	The complainant called the Wambo Coal Community Enquiries line at 11:40 (ESC#620) and complained of dust and gun powder smell. Complaint was confirmed at 11:53 by Senior Environmental Advisor. The OC Manager and Environment and Community Manager both spoke to complainant about blast decision-making process. The blast referred to by the complainant satisfied the conditions and criteria of the Wambo Coal Blast Management Plan.
24/07/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 00:41 on 24/07/2020 (ESC#621) to complain about the noise. Complaint was confirmed at 00:43 by CRO. At the time of the complaint, seven (7) excavators were operating, EX11, EX12, EX13, EX14, EX17, EX18 and EX19. At 00:45, EX11, EX14, EX18 and two (2) drill rigs were shut down. At 01:00, EX13 and EX19 were shut down. At 01:15, EX12 was shut down. At 01:30, EX17 was shut down at which time, all dig units were shut down.

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24/07/2020	3	Noise	The complainant called the Wambo Coal Community Enquiries line at 03:55 on 24/07/2020 (ESC#622) to complain about the noise. Complaint was confirmed at 03:57 by CRO. At 03:45, one (1) excavator, EX12 was operating. At 04:00, EX12 was shut down.
24/07/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 10:28 on 24/07/2020 (ESC#623) with a noise complaint. Complaint was confirmed at 10:40 by Environment & Community Manager. At 10:30, one (1) excavator, EX17 was operating. The audio from the Thelander real time noise monitoring station was reviewed by OC dispatcher and was reported as 'Can hear wildlife and neighbouring mining noise'.
25/07/2020	36	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:27 (ESC#624) with a noise complaint. Complaint was confirmed at 07:32 by Control Room Operator. At 07:30, six (6) excavators were operating, EX11, EX12, EX13, EX14, EX18 and EX19. At 07:45, EX11 and EX18 were shut down.
25/07/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 09:55 (ESC#625) with a noise complaint. Complaint was confirmed at 10:07 by Control Room Operator (CRO). At 09:45, six (6) excavators were operating, EX11, EX12, EX13, EX14, EX18 and EX19. At 10:00 EX12, EX13 and EX18 were shut down for early crib.
1/08/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 02:20hrs (ESC#626) with a noise complaint. Complaint was confirmed at 02:28 by CRO. At 01:45, in response to increasing noise levels, EX14 and EX18 were shut down, leaving four (4) excavators operating. At 02:00, EX13, EX17, EX19 were shut down. At the time of the complaint, one (1) excavator was operating.
6/08/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 21:50 on 6/08/2020 (ESC#627) with a noise complaint. Complaint was confirmed at 22:06 by CRO. At 21:45, five (5) excavators were operating, EX12, EX13, EX17, EX18, EX19. At 21:50, EX18 was shut down. At 22:00, drill rigs were shut down. At 22:25, EX19 was shut down for early crib. At 22:45, EX13 and EX17 were shut down. At 23:00, all dig units were shut down for crib.
12/08/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 20:33 on 12/08/2020 (ESC#628) with a noise complaint. Complaint was confirmed at 20:37 by CRO. At 20:30, six (6) excavators were operating.

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29/08/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 06:21 on 29/08/2020 (ESC#629) with a noise complaint. Complaint was confirmed at 06:27 by CRO. At 06:15, five (5) excavators, EX11, EX13, EX14, EX18 and EX19 were operating. At 06:30, EX11 was shut down. At 06:40, EX18 was shut down. At 06:45, EX19 was shut down. At 07:00, EX13 was shut down. At 07:20 EX14 was shut down for maintenance, at which time all dig units were shut down.
29/08/2020	36	Noise	The complainant called the Wambo Coal Community Enquiries line at 06:54 on 29/08/2020 (ESC#631) with a noise complaint. Complaint was confirmed at 07:19 by CRO. At 06:15, five (5) excavators, EX11, EX13, EX14, EX18 and EX19 were operating. At 06:30, EX11 was shut down. At 06:40, EX18 was shut down. At 06:45, EX19 was shut down. At 07:00, EX13 was shut down. At 07:20 EX14 was shut down for maintenance, at which time all dig units were shut down.
6/09/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 02:04 (ESC#632) with a noise complaint. Complaint was confirmed at 02:11 by CRO. At 02:00, five (5) excavators were operating, EX12, EX13, EX17, EX18 and EX19. EX19 was shut down at 02:06. EX13 was shut down at 02:14.
6/09/2020	36	Noise	The complainant called the Wambo Coal Community Enquiries line at 06:54 on 06/09/2020 (ESC#633) with a noise complaint. Complaint was confirmed at 06:59 by CRO. At 07:00hr six (6) excavator were operating; 07:15hr EX 14 and EX19 and dozers were shutdown. By 08:00hr all excavators in the pit were shutdown.
6/09/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 09:01 on 06/09/2020 (ESC#635) with a noise complaint. Complaint was confirmed at 09:10 by CRO. At 9:00, two (2) excavators were operating. The remaining excavators were shut down to reduce noise levels.
9/09/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 06:29 on 09/09/2020 (ESC#636) with a noise complaint. Complaint was confirmed at 06:35 by CRO.
11/09/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 23:01 on 11/09/2020 (ESC#637) with a noise complaint. Complainant did not want a call back. Complaint was confirmed at 23:08 by CRO. At 22:45hr six (6) excavators were operating. At 23:00hr EX 12, EX13 and EX19 were shutdown.
15/09/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 04:52 on 15/09/2020 (ESC#638) with a noise complaint. Complainant did not want a call back. Complaint was confirmed at 04:57 by CRO. No Open Cut production operations at time of complaint.

Date	Complainant ID	Type	Complaint and Response Summary
16/09/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 03:22 on 16/09/2020 (ESC#639) with a noise complaint. Complainant did not want a call back. Complaint was confirmed at 03:27 by CRO. At 03:00hr six (6) excavators were operating. Following 03:00hr three (3) excavators were operating EX 14, EX17 and EX 18. From 03:30 two (2) excavators operating until 04:55hr.
21/09/2020	5	Noise	The complainant called the Wambo Coal Community Enquiries line at 10:27 on 21/09/2020 (ESC#640) with a noise complaint and requested a call back. At 10:42, the Senior Environmental Advisor called the complainant. The complainant advised that he had noticed noise from the direction fo Wambo over the weekend and today (day of complaint). The complainant asked if operational activity had increased. The SEA advised that operations were less than normal due to wet weather. At the time of the complaint, four (4) excavators were operating, EX211, EX213, EX218 and EX219.
28/09/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:03 on 28/09/2020 (ESC#642) with a noise complaint. Complainant did not want a call back. Complaint was confirmed at 07:09 by the Environment and Community Manager. At the time of the complaint, four (4) excavators were operating, EX213, EX214, EX218 and EX219. In response to the complaint, two (2) excavators, EX214 and EX218 were shut down.
29/09/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 21:36 on 29/09/2020 (ESC#643) with a noise complaint. Complainant did not want a call back. Complaint was confirmed at 21:43 by Control Room Operator.
1/10/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 22:51 on 1/10/2020 (ESC#644) with a noise complaint. Complainant did not want a call back. Complaint was confirmed at 22:54 by CRO. At the time of the complaint, six (6) excavators were operating, EX211, EX212, EX213, EX214, EX217 and EX218. In response to the complaint, four (4) excavators, EX211, EX212, EX213 and EX218 were shut down for early crib.
3/10/2020	36	Noise	The complainant called the Wambo Coal Community Enquiries line at 06:49 on 3/10/2020 (ESC#645) with a noise complaint. Complainant requested a call back. Complaint was confirmed at 06:58 by CRO. At the time of the complaint, four (4) excavators were operating, EX211, EX213, EX217 and EX219. In response to the complaint, two (2) excavators, EX217 and EX218 were shut down.

Date	Complainant ID	Type	Complaint and Response Summary
7/10/2020	1	Lighting	The complainant called the Wambo Coal Community Enquiries line at 07:14 on 07/10/2020 (ESC#647) with a light complaint and requested a call back. Complaint was confirmed at 07:31 by Manager: Environment and Community (MEC). At 09:30hr MEC talked with complainant. WCPL representative (JB) visited complainant's house around 12.00pm 07/10/20 and viewed visibility back towards the mine in order to identify possible light sources. OCE to conduct inspection to identify light.
7/10/2020	1	Lighting	The complainant called the Wambo Coal Community Enquiries line at 07:13 on 07/10/2020 (ESC#647) with a lighting complaint. Complaint was confirmed at 07:30 by ECM. ECM asked complainant for photo which was provided. ECM contacted OCE on the nightshift to do visual inspection to find light.
8/10/2020	1	Lighting	The complainant called the Wambo Coal Community Enquiries line at 19:56 on 07/10/2020 (ESC#648) with a lighting complaint. Complaint was confirmed at 20:03 by CRO. ECM asked complainant for photo which was provided. OCE conducted visual assessment and could not identify light, emailed to confirm the inspection had taken place.
12/10/2020	1	Lighting	The complainant called the Wambo Coal Community Enquiries line at 23:04 on 12/10/2020 (ESC#650) with a lighting complaint. Complaint was confirmed at 23:07 by CRO. OCE conducted visual assessment and could not identify light. ECM contacted neighbouring mines to identify if any lights location have changed. ECM undertook further investigation and identified ROM location to be looked at since complainant had recently moved into new house which is a higher RL. OCE changed orientation of light following investigation with the complainant.
20/10/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 03:02 on 20/10/2020 (ESC#651) with a noise complaint. Complaint was confirmed at 03:12 by CRO.
20/10/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 06:46 on 20/10/2020 (ESC#652) with a noise complaint. Complaint was confirmed at 06:49 by CRO. At the time of the complaint, six (6) excavators were operating. At 06:45hr EX214 Shutdown. At 07:00hr EX213 Shutdown. At 07:15hr EX217 Shutdown. Mine Personal sent to location to check external noise source impacting monitor.

Date	Complainant ID	Type	Complaint and Response Summary
20/10/2020	30	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:47 on 20/10/2020 (ESC#653) with a noise complaint. Complaint was confirmed at 07:55 by CRO. At the time of the complaint, six (6) excavators were operating. At 06:45hr EX214 Shutdown. At 07:00hr EX213 Shutdown. At 07:15hr EX217 Shutdown. Mine Personal sent to location to check external noise source impacting monitor. Manager Environment and Community rang complainant 15:26hr and left message.
21/10/2020	1	Lighting	The complainant called the Wambo Coal Community Enquiries line at 23:37 on 30/10/2020 (ESC#656) with a noise complaint. Complaint was confirmed at 23:39 by CRO. At the time of the complaint, five (5) excavators were operating. EX218 was shutdown at 23:35hr. EX219 was shutdown at 23:45hr. EX 214 was shutdown for noise 00:05hr.
30/10/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 23:37 on 30/10/2020 (ESC#656) with a noise complaint. Complaint was confirmed at 23:39 by CRO. At the time of the complaint, five (5) excavators were operating. EX218 was shutdown at 23:35hr. EX219 was shutdown at 23:45hr. EX 214 was shutdown for noise 00:05hr.
3/11/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 02:45 on 03/11/2020 (ESC#657) with a noise complaint. Complaint was confirmed at 02:54 by CRO. At the time of the complaint, five (5) excavators were operating.
3/11/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 06:42 on 03/11/2020 (ESC#658) with a noise complaint. Complaint was confirmed at 06:48 by CRO. At the time of the complaint, five (5) excavators were operating. At 06:45 EX213 was shutdown. At 07:00hr EX218 was shutdown. At 07:30hr the remaining excavators were shutdown. From 08:00hr the excavator fleet was progressively re-started.
3/11/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:28 on 03/11/2020 (ESC#659) with a noise complaint. Complaint was confirmed at 07:38 by Senior Environmental Advisor. At the time of the complaint, two (2) excavators were operating. At 06:45 EX213 was shutdown. At 07:00hr EX218 was shutdown. At 07:30hr the remaining excavators were shutdown. From 08:00hr the excavator fleet was progressively re-started.
3/11/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:29 on 07/11/2020 (ESC#660) with a noise complaint. Complaint was confirmed at 07:39 by Senior Environmental Advisor. At the time of the complaint, two (2) excavators were operating. At 06:45 EX213 was shutdown. At 07:00hr EX218 was shutdown. At 07:30hr the remaining excavators were shutdown. From 08:00hr the excavator fleet was progressively re-started.

Date	Complainant ID	Type	Complaint and Response Summary
7/11/2020	36	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:20 on 07/11/2020 (ESC#662) with a noise complaint. Complaint was confirmed at 07:36 by CRO. At the time of the complaint, six (6) excavators were operating, EX212, EX213, EX214, EX 217, EX218 and EX219. EX212 shutdown 07:00hr - 08:15hr. EX214 shutdown 07:30 - 07:55hr. EX218 shut down 07:38 - 08:10hr.
7/11/2020	35	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:34 on 07/11/2020 (ESC#664) with a noise complaint. Complaint was confirmed at 07:42 by CRO. At the time of the complaint, five (5) excavators were operating, EX213, EX214, EX 217, EX218 and EX219. EX212 shutdown 07:00hr - 08:15hr. EX214 shutdown 07:30 - 07:55hr. EX218 shut down 07:38 - 08:10hr.
7/11/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:32 on 07/11/2020 (ESC#663) with a noise complaint. Complainant did not want a call back. Complaint was confirmed at 07:37 by CRO. At the time of the complaint, five (5) excavators were operating, EX213, EX214, EX 217, EX218 and EX219. EX212 shutdown 07:00hr - 08:15hr. EX214 shutdown 07:30 - 07:55hr. EX218 shut down 07:38 - 08:10hr.
7/11/2020	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:20 on 07/11/2020 (ESC#662) with a noise complaint. Complainant did not want a call back. Complaint was confirmed at 07:36 by CRO. At the time of the complaint, five (5) excavators were operating, EX213, EX214, EX 217, EX218 and EX219. EX212 shutdown 07:00hr - 08:15hr. EX214 shutdown 07:30 - 07:55hr. EX218 shut down 07:38 - 08:10hr.
20/11/2020	26	Lighting	The complainant called the Wambo Coal Community Enquiries line at 20:58 on 20/11/2020 (ESC#1119) with a lighting complaint. The complaint was confirmed at 21:03 by the CRO. In response to the complaint EX211, which had been operating at a higher elevation, was shut down for the remainder of the shift.