

Wambo Coal			Complaint and Response Summary
Community Complaints Register 2019			
Date	Complainant ID	Type	
4/01/2019	30	Blast	The complainant called the Wambo Coal Community Enquiries line at 12:09pm (ESC#509). Wambo Coal's Manager: Environment & Community (MEC) confirmed the complaint at 12:13pm. Complainant described excessive vibrations from blast event. Complainant did not want a call back. Blast monitoring (at Thelander (BM07)) confirmed blasting was within limits.
1/02/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 09:47am (ESC#510). Checked noise monitoring data for the period and confirmed within limits. Wambo Coal's Manager: Environment & Community (MEC) confirmed the complaint at 09:55am, discussed current atmospheric conditions.
3/02/2019	31	Noise	(ESC#511) Report provided to EPA
4/02/2019	31	Noise	(ESC#512) Report provided to EPA
17/02/2019	30	Noise	The Complainant called the Wambo Coal Community Enquires line at 07:46am (ESCL#514). Wambo Coal's Control Room Operator (CRO) confirmed complaint at 07:54am. Open Cut Examiner (OCE) returned call. Wambo Coal's Manager: Environment & Community followed up with complainant 18-02-19 and discussed the process and complainant advised they were satisfied with the response from the OCE and understanding. Reviewed noise data for the morning on review.
18/02/2019	30	Blast	The Complainant called the Wambo Coal Community Enquiries line at 11:14am (ESCL#515). Wambo Coal's Manager - Environment & Community confirmed complaint at 11:17am. Complainant described house vibration from blast event. Two (2) blasts were conducted. Thelander monitor (BM07) recorded airblast overpressure and vibration within prescribed limits (120dB / 5mm/s)
22/02/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:38am (EXC#516). Wambo Coal's Manager: Environment & Community confirmed the complaint at 07:42am. Noise data reviewed. At 7:40am on 22/02/19 excavator EX217 was shut down.
22/02/2019	34	Dust	The Complainant called Manager - Environment & Community direct (MEC) at 15:24hr regarding dust from a digger on the highway. MEC rang Production Superintendent (P1) to inspect digger for dust generation 3:25pm. P1 confirmed the shift Open cut Examiner (OCE) (P2) to inspect the dig areas for visual dust. 25-02-19 DPE Compliance officer rang asking for information regarding a complaint. Report to DPE provided 11/03/2019.
23/02/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 15:26pm (EXC#517). Wambo Coal's Control Room Operator (CRO) confirmed complaint at 15:40pm. Noise and Meteorological data reviewed. Two excavators (EX214 and EX217) shutdown at 15.30hrs.
24/02/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 09:19am (EXC#519). Wambo Coal's CRO confirmed complaint at 09:26am. Noise and Meteorological data reviewed. At 9:27am, EX214 was shut down.
25/02/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:07am (EXC#520). Wambo Coal's Open Cut Mine Manager confirmed the complaint at 07:25am. Noise and meteorological data reviewed. Manager - Environment & Community (MEC) phoned complainant and discussed noise and operational response.

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26/02/2019	3	Noise	The complainant texted the E&C Manager at 1:17am regarding track noise. Manager - Environment & Community provided feedback the following afternoon with direct call.
26/02/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:05am (EXC#521). Wambo Coal's OC Mine Manager confirmed the complainant at 07:14am. Noise and meteorological data reviewed. Open Cut Examiner (OCE) shutdown excavator EX214 at 7.00am, EX217 at 7.45am, EX213 at 7.55am, and Ex218 at 8.10am. Noise levels remained high, although all equipment with the exception of the loader were shutdown, until reaching acceptable levels at 8:35am.
28/02/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 08:31pm (EXC#522). Noise and meteorological data reviewed. Wambo Coal's Manager Environment & Community confirmed the complainant at 08:47pm. Complainant described 'Noise for two (2) hours'.
1/03/2019	3	Noise	The complainant texted Wambo Coal's Manager - Environment & Community at 1:00am regarding 'noisy machine which is active.'
1/03/2019	3	Noise	The complainant texted Wambo Coal's Manager - Environment & Community at 10:00pm regarding noisy machine.
2/03/2019	3	Noise	The complainant texted the Wambo Coal's Manager - Environment & Community (MEC) at 6:22am regarding noise. Followed up with message that EPA has been contacted. Noise and meteorological data reviewed. MEC rang Open Cut Examiner (OCE) Office to confirm changes were being made. MEC responded to complainant detailing management strategies. MEC followed up with an email to OCE's regarding noise management and advised to implement Stage Start Up approach.
3/03/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 01:20am (EXC#523). Noise and meteorological data reviewed. Wambo Coal's Control Room Operator (CRO) confirmed the complainant at 01.32am. Complainant described 'Loud mine noise truck and general noise'. No operational changes were made and Wambo mining was not audible due to wind.
3/03/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 06:48am (EXC#524). Wambo Coal's Manager Environment & Community confirmed the complaint at 07:05am. Complainant described 'Noise from mine dozers working in second gear on a Sunday'. Noise and meteorological data reviewed. At 7:00am, Ex218 & EX213 were shutdown due to rising noise levels.
3/03/2019	3	Noise	The complainant texted Wambo Coal's Manager - Environment & Community and General Manager at 7:22am detailing the machine numbers the complainant thinks is creating noise at their property. MEC / GM contacted Workshop Manager to stop diggers and walk forward and back on each unit to find any issues. Noise and meteorological data reviewed. At 7:00am, Ex218 & EX213 were shutdown due to rising noise levels. MEC / GM met with complainant 4/03/2019 in Singleton to discuss noise management and the noise complaint. Provided information about the Independent Noise Review process.
7/03/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 02:02am (EXC#525). Wambo Coal's CRO confirmed the complainant at 02:09am. From 1:30am to 2:00am, the noise level at Thelander monitor decreased. At 2:15am, excavator EX214 was shutdown until the end of shift.
8/03/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:15am (EXC#526). Wambo Coal's Manager Environment & Community confirmed the complainant at 07:36am. From 7:00am to 7:30am, the noise level at Thelander monitor decreased by approximately 2dB. At 7:10am, excavators EX211, EX212, EX213 and EX217 were shut down until 8am.
8/03/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:53pm (EXC#528). Wambo Coal's Control Room Operator confirmed the complaint at 08.03pm. Complainant described "noise is too loud". No operational changes detailed in shift report as noise levels were below noise impact assessment criteria.

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8/03/2019	35	Noise	The complainant called the Wambo Coal Community Enquiries line at 07:57pm (EXC#529). Wambo Coal's CRO confirmed the complainant at 08:02pm. No operational changes detailed in shift report as noise levels were below noise impact assessment criteria.
11/03/2019	26	Lighting	The complainant called the Wambo Coal Community Enquiries line at 12:53am (EXC#530). Wambo Coal's CRO confirmed the complaint at 12:59am. The complaint was in regards to noise and lighting. Wambo Coal's Snr Environmental Advisor called back the complainant at 2:15pm. Complainant described noise as that of a "dozer working on top of the ridge" and said that noise could also be heard on Saturday night. The complainant advised that they have a photo of the dozer and will provide via email. Advised the complainant that the OCE or delegate will drive out to Jerry's Plains and Redmanvale Road on NS tonight to investigate impacts. Also, Production will assess if backlights on excavators can be dimmed/turned off when working on elevated benches.
13/03/2019	3	Noise	The complaint texted Wambo Coal's Manager - Environment & Community (MEC) directly regarding a noise which is impacting the resident at 23:43pm. From 11:30pm to midnight, monitoring indicates noise levels were below noise impact assessment criteria. No operational changes detailed in shift report as noise levels were below noise impact assessment criteria.
15/03/2019	3	Dust	The complainant called the Wambo Coal Community Enquiries line at 6:43pm (EXC#532). Wambo Coal's CRO confirmed the complaint at 7:07pm. Complainant described "a lot of dust and noise". Excavators EX218 and EX212 were shut down at 6.45pm in response to the initial complaint. Visual inspection for dust was undertaken at 7pm and dust was reported as OK. Shut down of excavators EX214, EX213, EX217 at 7.10pm due to further noise complaints. At 7:30pm, OCE discussed noise complaints with Open Cut Manager and OCE. Visual inspections all clear, photos taken of pit verify no dust issues. Two water carts targeting Montrose Open Cut to minimise dust. Shut all drills down at 7.45pm. At 8:00pm, all equipment shut down due to noise issues and complaints, only graders and water carts operating to manage dust.
19/03/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 8:08pm (EXC#533). Wambo Coal's Environmental Advisor confirmed the complaint at 8:13pm. Complainant described "noise has been going for a few hours and wants it turned down". In response to the complaint, excavator EX214 was shut down at 8:25pm until 12:40am.
21/03/2019	31	Noise	The complainant called the Wambo Coal Community Enquiries line at 8:23am (EXC#534). Wambo Coal's Senior Environmental Advisor confirmed the complaint at 8:25am. At 7:45am, Ex213 was shut down due to increasing noise levels. At 8:30am, Ex214 & Dz870 shutdown and ancillary equipment was advised to operate to a minimal. At 8:45am, Ex217 and all Dozer & Ancillary equipment were shutdown. Although the pit was shutdown, noise levels remained high until 9:30am. Pit remained shut down until 10:45am.
26/03/2019	32	Dust	The complainant (EPA) called the Wambo Coal Community Enquiries line at 12:04pm (EXC#535). Wambo Coal's Open Cut Manager confirmed the complaint at 12:11pm. An email was sent by Natasha Ryan (NR) (EPA) at 12:06pm regarding the complaint which stated "An officer of the Resource Regulator has reported excessive dust being produced from activities at Wambo Coal mine today at or about 11:45am". Wambo Senior Environmental Advisor called NR back at 12:15pm. NR communicated at this time that the Resource Regulator that was on site today 26/03/2019 had called her regarding excessive dust observed and that photos had been sent to her. Senior Environmental Advisor replied to NR via email at 1:26pm detailing what was being done to manage dust on site. Haze was present at site at time of complaint but upon visual inspection by the OCE and review of camera footage in response to the complaint, no specific source of dust from site could be identified. Available water carts were utilised at high risk areas for dust including the coal haul road. OCE shutdown excavators EX213, EX217, EX218 at midday in response to the complaint. EX213, EX217 remained shut down for the remainder of the shift and EX218 started up again at 2pm.

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8/04/2019	30	Blast	The complainant called Wambo Coal's Acting Environment & Community Manager at 12:09pm. The complainant then called the Wambo Coal Community Enquiries line at 12:10pm (EXC#536). Wambo Coal's Environmental Advisor confirmed the complaint at 12:12pm. The complainant described "excessive blast vibration at approximately 12:05pm". At 12:17pm, Wambo Coal Senior Environmental Advisor called back the complainant who said "she felt her chair vibrate like she was on a rollercoaster ride". Airblast overpressure and ground vibration at BM05 Mueller monitoring station confirmed within allowable criteria.
26/04/2019	30	Blast	The complainant called Wambo Coal's Manager - Environment & Community (MEC) at 10:09am. The complainant then called the Wambo Coal Community Enquiries line at 10:11am (EXC#538). The complainant described "Movement of house felt like an earthquake". Wambo Coal Environment and Community Manager confirmed the complaint at 10:24am, confirmed the blast event had occurred and advised he would look at the data and provide feedback. Airblast overpressure and ground vibration data at BM07 Thelander monitoring station confirmed within allowable criteria.
15/05/2019	30	Noise	EPA informed Wambo Coal's Manager - Environment & Community (MEC) via email on 15/05/2019 of a noise complaint received by the EPA. Complainant described "General mine noise louder than usual for the last two nights (Mon/Tue as well as last night Tue/Wed). Very loud from 9pm - 2.30am when mine shuts down. Household can't sleep. Caller leaves for work at 1am and the noise has been awful." This has been detailed in the Noise Complaint Investigation Report provided to the EPA 22/5/19.
16/05/2019	3, 32	Noise	EPA informed Wambo Coal's Manager - Environment & Community (MEC) via email on 17/05/2019 of a noise complaint received by the EPA on 16/05/2019 at 10:21am. The complainant described "Excessive machinery noise from Wambo Mine from 6:30am today, still occurring". Prior to start of shift, background noise level was elevated, including suspected noise from a neighbouring mine site. At 7:00am, EX214 was shut down in response to the elevated noise level. At 7:30am, EX214 was started up again. At 7:50am Senior Environmental Advisor spoke to Dispatch Operator and advised that operations could commence but if noise levels increased, the equipment was to be to shut down immediately. At 8:00am EX214 shut down due to increased noise levels.. At 8:00am Senior Environmental Advisor informed Dispatch Operator to wait until low frequency (LF) noise levels decreased before commencing staged start up again. All units remained shut down until 11:00am.
2/06/2019	26	Noise	Wambo Coal's Manager - Environment & Community (MEC) called complainant to discuss complaint Sunday 02-06-19 at 08.18hr as requested on community line. Complainant described noise from 8.50 01-06-2019 to time of noise complaint 0.54hr 02-06-2019 and asked what Wambo is doing about mitigation. Complainant then asked question if that a complaint was received then there would be a commitment to start shutting down equipment. MEC responded that the operation would use the current procedure in place and shutting down of equipment is not driven by complaints from community rather the management procedure. MEC also confirmed if a complaint was received the OCE would investigate to see if there could be any operational changes to improve the situation. Complainant requested noise data, MEC referred to publicly available data through the Wambo website. MEC also confirmed that the operation would follow procedure and work within what is approved limits.

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29/06/2019	3	Blast	The complainant rang the Wambo Coal's Manager - Environment & Community (MEC) at 12:06pm and left a message regarding a blast. The complainant called the Wambo Coal Community Enquiries line at 12:09am (EXC#540). MEC rang complainant at 12:13pm to understand the complainant's concern. Second blast went off whilst on the phone and complainant also felt it. Complainant mentioned it was the largest vibration since living there. MEC understood his concern and committed to following up with the Drill & Blast team to see if anything can be done in the future. Complainant went on to say noise has been an impacting him. MEC explained to complainant that the mine is given limits for blasting / noise but understood they were getting impacted. Complainant advised he has been keeping a log of times and incidents. Graduate Environmental Advisor as Community Response Officer (CRO) for the blast events returned complainants call to the community line and left message. Complainant called Graduate Environmental Advisor who advised that vibration / noise were within limits at BM07 (Thelander) and the blasts events were normal. Complainant advised he had also made a complaint to the EPA.
1/07/2019	30	Noise	The complainant rang the Wambo Coal Community Enquiries line at 00:08am (EXC#541). Complainant was concerned about the noise of the trucks and did not want a call back.
17/07/2019	5	Blast	The complainant rang the Wambo Coal Community Enquiries line at 16:25hr (EXC#543). Complaint regarding potential fume from blast. Complaint was confirmed by Open Cut Manager at 16:45. Wambo Coal's Manager - Environment & Community (MEC) reviewed air quality data and observations from staff in the area regarding the blast. At 16:32 MEC called the complainant regarding the blast. The complainant described a fume smell when working in the shed. MEC asked if the complainant was feeling ok. The complainant confirmed he was ok after taking drink of water. The complainant called to let the mine know about what he experienced. MEC confirmed two (2) blast events were let off from 15.30hr and observations from staff were that visible fume had dissipated. MEC asked if there was anything else locally occurring. The complainant went on to discuss his situation with another neighbouring mine and the experience with DPIE. MEC committed to review the data and provided feed back. The complainant location is approximately 10km from the blast event location to the south. Meteorological and air quality data reviewed.
26/08/2019	32	Dust	EPA informed Wambo Coal's Manager - Environment & Community (MEC) via email on 26/08/2019 of a dust complaint received by the EPA on 26/06/2019 at 12:13pm. MEC responded to confirm the details of the complaint regarding possible dust from Wambo to confirm the location. The Anonymous complaint detailed 'Reporting dust from possibly Wambo Mine but caller did also state there is another mine close by and due to the amount of dust unsure which mine the dust is coming from. Caller advised the dust being thick and unable to see view from their kitchen window. Caller has asthma and the dust is causing them issues.' 'Dust from unknown mine, possibly Wambo impacting Broke'. MEC responded to EPA to confirm the complainant was in Broke. Met data checked to confirm SSE wind and Broke is to the 23km to the South. MEC undertook review of dust monitors and conducted field inspection to identify any issues. MEC took photos from Lemington Road and towards South Wambo, dust monitoring data did not suggest any issues.

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29/08/2019	30	Noise	<p>The complainant rang the Wambo Coal Community Enquiries line at 08:38hr (EXC#544). Complaint regarding intolerable noise and noise last night. Complaint was confirmed by Open Cut Manager at 08:45h. At 09:24hr Wambo Senior Environmental Advisor called complainant as call back was requested. SEA advised complainant that all excavators and dig units at Wambo Open Cut had been shut down from 8:55am. Prior to this, excavators had been progressively shut down due to increasing noise levels. SEA advised that the temperature inversion observed may have been contributing to elevated noise levels. SEA advised that dispatch personnel monitor real time noise data and that Wambo will review the response procedure effectiveness.</p> <p>Additional notes from Shift report - at 08:30hr EX219, EX211 and EX212 were operating. EX219 was shut down at 08:30hr. At 08:45hr, EX211 and EX212 were shut down. As of 08:50hr, no dig units were operating. At 09:15hr drill rigs were shut down. Mining noise was still audible although operations had ceased at WCPL. Complainant advised that noise could also be heard around 20:30hr the previous night.</p>
2/09/2019	31	Noise	<p>The complainant rang the Wambo Coal Community Enquiries line at 19:30hr (EXC#545). Complaint regarding noise and did not want a call back. Complainant described '...very loud noise for 1 hour I have spoken to the EPA and trying to study'. Complaint was confirmed by Control Room Operator (CRO) at 19:34hr. Shift notes log complaint and assess noise levels.</p>
11/09/2019	31	Noise	<p>The complainant rang the Wambo Coal Community Enquiries line at 19:30hr (EXC#545). Complaint regarding noise and did not want a call back. Complaint was confirmed by OC Manager (CRO) at 19:34hr. Shift notes log complaint and assesses noise levels.</p>
11/09/2019	32	Noise	<p>Complaint received from EPA 20/09/2019. EPA requested report by 27 September 2019.</p>
25/09/2019	30	Noise	<p>The complainant rang the Wambo Coal Community Enquiries line at 07:29hr (EXC#549) regarding noise. Complaint was confirmed by Environment & Community Manager at 07:42hr. Senior Environmental Advisor called complainant as call back was requested - left voicemail at 07:38hr. Dispatch advised at 7:32am that first bucket in Montrose Pit for the shift had not been until 07:15hr and at the time of complaint EX211 and EX218 were operating in the Montrose Pit, LD393 operating at SBU stockpile and EX217 operating in the Homestead Pit. At 07:30hr EX211 was shut down. At 7:45hr, drills and dump dozers were shut down. At 08:00hr EX218 was shut down and EX212 commenced operating. Remainder of operations recommenced at 08:30hr when noise level dropped below 35dB.</p>
12/10/2019	31	Noise	<p>Complainants contacted WCPL Community Enquiry line at 20:15hr (EXC #551) , 20:19 (EXC#552) , and 02:15hr (EXC#554) regarding mining noise.</p> <p>OCE was notified of the complaint. Monitoring did not indicate any audible mining noise, monitoring was mainly static.</p>
12/10/2019	35	Noise	<p>Dispatch advised that excavators were shut down due to rain from :</p> <p>EX12: 21:45 - 22:30hr EX13: 21:45 -22:45hr EX17: 22:00-22:45hr EX18: 21:45-22:45hr EX19: 21:45- 22:30hr</p> <p>Six excavators were shut down from 23:00 to 23:45 for crib. EX11 was not operating during shift.</p>

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13/10/2019	31	Noise	
14/10/2019	31	Noise	Complainant contacted WCPL Community Enquiry line at 20:15hr (EXC #554).
14/10/2019	31	Noise	EX211 do operated during shift. Six excavators were operated during this shift. EX218 was down at time of complaint (02:00hr to 02:20hr), LD393 was not manned during time of complaint.
14/10/2019	31	Noise	No mining was audible at the time of complaint.
15/10/2019	3	Noise	Three noise complaints received from neighbouring landowners - 06:44hr, 07:12hr and 07:16hr. Shift report notes - Excavator 212 shutdown for noise (06:45) Excavator 219 shut down to manage noise (07:00) Excavator 217 shutdown for noise (07:15) Excavator 218 shutdown for noise. All dozers on high dumps and exposed areas shut down for noise (7:30) Excavator 216 shutdown for noise at Montrose East (7:45) Re-started Excavator 218 and Excavator 217 (08:45) Excavator 212 restarted (09:00)
15/10/2019	31	Noise	Environmental Advisor called complainant back (Complainant ID30), (EXC#558), no answer, left voice mail.
15/10/2019	30	Noise	
21/10/2019	31	Noise	Complaint relating to Noise
24/10/2019	31	Noise	Complaint relating to Noise
5/11/2019	30	Noise	Complainant rang Environment & Community Manager (ECM) desk phone after hours to check noise levels at 10.20pm. Did not request call back. Complainant has previously been asked to contact the community enquiries line.
18/11/2019	3	Noise	Complainant rang Environment & Community Manager and left voice mail regarding loud rollers. ECM requested maintenance do an inspection on dig units to find source. ECM called complainant back with actions being undertaken at 13:13hr.
4/12/2019	26	Lighting	Complaint received relating to light impacts, issue rectified and complainant called back (23:28hrs)
27/12/2019	31	Noise	Complainant rang community line at 7:40 regarding mining noise. EC Advisor called back complainant who advised they could hear truck noise. EC Advisor could not hear mining noise on monitoring system at time of complaint, spoke with production and asked them to keep an eye on monitor is noise levels began to rise.