

APPENDIX 6
COMMUNITY

Community Complaints for the 2021 Review Period

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
03 Jan 2021 at 9:26 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an odour coming from WC over the past week. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The wind direction for most of that period was from the East and so the Caller was upwind of WC. The Caller declined to speak to WC staff.
05 Jan 2021 at 9:09 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an odour coming from WC. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The wind direction at that time was from the North-West, which was not towards the Caller. The Caller declined to speak to WC staff.
06 Jan 2021 at 12:44 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria[i]. The Caller declined to speak to WC staff.
09 Jan 2021 at 9:07 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an odour coming from WC. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The wind direction at that time was from the East and so the Caller was upwind of WC. The Caller declined to speak to WC staff.
16 Jan 2021 at 07:54 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC during the night. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria during that period. The Caller declined to speak to WC staff.
18 Jan 2021 at 12:48 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria at that time. The Caller declined to speak to WC staff.
18 Jan 2021 at 02:13 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria at that time. The Caller declined to speak to WC staff.
20 Jan 2021 at 12:18 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing a blast. WC staff investigated the complaint and confirmed that the blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant. The Caller declined to speak to WC staff.
23 Jan 2021 at 07:37 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust from Pit 8 at WC. WC staff investigated the complaint and confirmed actions were being taken to control dust. The Caller declined to speak to WC staff.
28 Jan 2021 at 03:53 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust from Pit 8 at WC. WC staff investigated the complaint and confirmed operations were being carried out to control dust in strong wind conditions. The Caller declined to speak to WC staff.
28 Jan 2021 at 9:54 PM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were below the Noise Criteria at that time. WC staff spoke to the Caller about their complaint.
01 Feb 2021	Mogo Road,	Odour	Telephone	Caller contacted Wilpinjong Coal (WC) to complain about an odour coming from WC. WC staff investigated the complaint and

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
at 8:56 PM	Wollar		Complaints Line	were unable to identify any odour that would account for the Caller's complaint. The wind direction at that time was from the East and so the Caller was upwind of WC. The Caller declined to speak to WC staff.
05 Feb 2021 at 9:45 PM	Cooyal Lane, Cooyal	Noise	Mobile Phone	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were below the Noise Criteria. WC staff spoke to the Caller about their complaint.
12 Feb 2021 at 9:22 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels from mining operations were being managed below the Noise Criteria. WC staff attempted to speak to the Caller about their complaint, but the Caller declined.
21 Feb 2021 at 10:17 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
22 Feb 2021 at 1:20 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about machinery noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
22 Feb 2021 at 10:33 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
25 Feb 2021 at 9:30 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels from mining operations were being managed below the Noise Criteria. WC staff attempted to speak to the Caller about their complaint, but the Caller declined.
26 Feb 2021 at 4:51 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust coming from WC. WC staff investigated the complaint and confirmed that dust was being appropriately managed onsite. The Caller declined to speak to WC staff.
01 Mar 2021 at 10:27 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
01 Mar 2021 at 11:00 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
13 Mar 2021 at 12:50 PM	Barigan Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck and mine noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were below the Noise Criteria. The Caller declined to speak to WC staff.
18 Mar 2021 at 10:19 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
23 Mar 2021 at 4:24 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
10 Apr 2021 at 9:13 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
10 May 2021 at 2:58 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust from WC. WC staff investigated the complaint and confirmed that operations were being managed to control fugitive dust. The Caller declined to speak to WC staff.
16 May 2021 at 10:20 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
16 May 2021 at 10:57 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
16 May 2021 at 11:05 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
17 May 2021 at 8:59 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff tried to contact the Caller as requested, but without success.
17 May 2021 at 09:34 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff tried to contact the Caller as requested, but without success.
25 May 2021 at 11:20 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller about their complaint.
26 May 2021 at 09:41 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
27 May 2021 at 09:10 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
01 Jun 2021 at 10:42 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were below the Noise Criteria at that time. WC staff spoke to the Caller at Wollar Village.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
03 Jun 2021 at 3:59 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a fire coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
03 Jun 2021 at 4:14 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about smoke coming from WC. WC staff investigated the complaint to identify the smoke that was described by the Caller. WC staff spoke to the Caller about their complaint and what was found from the investigation.
13 Jun 2021 at 11:20 AM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an odour coming from WC. WC staff investigated the complaint and were unable to identify the odour as described by the Caller. The Caller declined to speak to WC staff.
14 Jun 2021 at 1:33 PM	Barnett Street, Wollar Village	Unknown	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to make a complaint to WC. The Caller didn't detail the nature of their complaint. WC staff investigated by confirming operations were compliant. WC staff tried to contact the Caller as requested, but without success.
15 Jun 2021 at 11:07 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were below the Noise Criteria. WC staff spoke to the Caller about their complaint.
16 Jun 2021 at 11:13 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC over the past four (4) days. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria during those days. The Caller declined to speak to WC staff.
18 Jun 2021 at 4:00 PM	Ringwood Road, Wollar	Blast Overpressure	Mobile Phone	Caller contacted Wilpinjong Coal (WC) to complain about the blast overpressure from WC. WC staff investigated the complaint and confirmed that the blast overpressure was compliant for the blast event. WC staff spoke to the caller about their complaint.
18 Jun 2021 at 5:16 PM	Ringwood Road, Wollar	Blast Overpressure	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about the blast overpressure from WC. WC staff investigated the complaint and confirmed that the blast overpressure was compliant for the blast event. The Caller declined to speak to WC staff.
26 Jun 2021 at 6:43 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC during the morning and on the 16 th and 18 th June. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria during those times. The Caller declined to speak to WC staff.
04 Jul 2021 at 10:13 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
04 Jul 2021 at 10:41 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
15 Jul 2021 at 04:59 AM	Mogo Road, Wollar	Noise	Telephone Complaints	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
			Line	The Caller declined to speak to WC staff.
15 Jul 2021 at 06:29 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
20 Jul 2021 at 5:40 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
31 Jul 2021 at 11:30 AM	Ringwood Road, Wollar	Blast Overpressure	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about the blast overpressure from WC. WC staff investigated the complaint and confirmed that the blast overpressure was compliant for the scheduled blast. The Caller declined to speak to WC staff.
01 Aug 2021 at 6:14 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC over past 4 -5 days ('period'). WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were generally below the Noise Criteria over that period. The Caller declined to speak to WC staff.
02 Aug 2021 at 7:40 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria despite stable atmospheric conditions. The Caller declined to speak to WC staff.
02 Aug 2021 at 9:32 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria despite stable atmospheric conditions. The Caller declined to speak to WC staff.
02 Aug 2021 at 11:18 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria despite stable atmospheric conditions. The Caller declined to speak to WC staff.
02 Aug 2021 at 11:30 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about excessive noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria despite stable atmospheric conditions. WC staff spoke to the Caller about their complaint(s).
25 Aug 2021 at 9:37 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
31 Aug 2021 at 2:11 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust from trucks as the Caller drove past WC. WC staff investigated the complaint and confirmed that dust from the haul road was being managed and no additional action was required. WC staff spoke to Caller about their complaint.
11 Sep 2021 at 10:46 AM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust coming from WC. WC staff investigated the complaint and confirmed that dust was being appropriately managed onsite. The Caller declined to speak to WC staff.
17 Sep 2021 at 8:15 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.

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06 Oct 2021 at 9:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined the Caller was downwind from WC and the wind speed was greater than 3 m/s. On this basis noise from WC was compliant with the Noise Criteria. The Caller declined to speak to WC staff.
23 Oct 2021 at 8:40 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about loud noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
24 Oct 2021 at 10:48 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
25 Oct 2021 at 1:53 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
07 Nov 2021 at 09:02 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
07 Nov 2021 at 10:02 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
09 Nov 2021 at 10:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
09 Nov 2021 at 11:11 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
09 Nov 2021 at 11:33 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about operating noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
10 Nov 2021 at 09:33 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
12 Nov 2021 at 09:54 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about loud operating noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
29 Nov 2021 at 06:58 AM	Ringwood Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a spontaneous combustion odour from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. At the time of the complaint the wind was from the East and so the Caller was upwind of WC. The Caller declined to speak to WC staff.
29 Nov 2021	Ringwood	Noise	Telephone	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
at 02:36 PM	Road, Wollar		Complaints Line	that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
03 Dec 2021 at 8:15 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to Caller about their complaint.
13 Dec 2021 at 9:35 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a 'terrible smell' coming from WC following rain. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
14 Dec 2021 at 9:12 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a 'combustion smell' coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
15 Dec 2021 at 9:22 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a 'smell' coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
16 Dec 2021 at 05:50 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
18 Dec 2021 at 09:44 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
20 Dec 2021 at 10:49 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
20 Dec 2021 at 9:00 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a 'strong smell' coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
21 Dec 2021 at 9:16 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a 'spontaneous combustion smell' coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
24 Dec 2021 at 9:04 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an 'odour' coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
25 Dec 2021 at 9:01 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an 'odour' coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
29 Dec 2021 at 9:02 PM	Mogo Road, Wollar	Odour	Telephone Complaints	Caller contacted Wilpinjong Coal (WC) to complain about an 'odour' coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.

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30 Dec 2021 at 9:00 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an 'odour' coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.



Come and meet a member of the Wilpinjong Team!

When: First Thursday of every month
Location: The Wollar Store
Time: 1.30pm to 4.30pm

In a casual setting, have a chat to the team about:

- The current mining operation
- Any questions or concerns you may have

Or you could just stop in for a cup of tea or coffee.
 For bookings - see Kim at the store.

2021 DATES

- 7 January
- 4 February
- 4 March
- 1 April
- 6 May
- 3 June
- 1 July
- 5 August
- 2 September
- 7 October
- 4 November
- 2 December

Peabody Energy Australia Pty Ltd
 1434 Ulan Wollar Road
 Wilpinjong NSW 2850
 Phone (02) 6370 2500





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- The current mining operation
- Any questions or concerns you may have

Or you could just stop in for a cup of tea or coffee. For bookings - Ian Flood - 0417 049 493 or Kieren Bennetts - 0488 103 807.

2022 DATES

6 January

3 February

3 March

7 April

6 May

2 June

7 July

4 August

1 September

7 October

3 November

1 December

Peabody Energy Australia Pty Ltd
1434 Ulan Wollar Road
Wilpinjong NSW 2850
Phone (02) 6370 2500

Wilpinjong
Coal Mine

2021 Community Support Program

Vendor / Recipient	Vendor Name / Event / Sponsorship
Rylstone Kandos Show	2021 Rylstone Kandos Show and Bull-a-Rama
Watershed Landcare	Green Day Event
Mudgee Playgroup	Facility Maintenance/replacement furniture
University of Wollongong	Mudgee 2021 scholarship
Mudgee Veteran Golfers Association	Golf Tournament - Major Sponsor
Mudgee Triathlon	Mudgee running festival
Art Unlimited	Peabody Wilpinjong Prize
Westpac Helicopters	Mudgee Golf Day 2021
Mudgee Angus Breeders Association	Annual Angus Breeders Sale
Mudgee Region Tourism	Advertisement 2021-22 - Visit Mudgee magazine
Mudgee Triathlon	Coal Miners cup
Watershed Landcare	Green Day 2021 catering
Rotary Club of Mudgee Sunrise	Christmas Fireworks Major sponsorship & Peabody branded Candles
Gulgong Amateur Fishing Club	Fish stocking season in 2022
Dunedoo Lions Club	Art Unlimited sponsorship - Peabody Wilpinjong for Hanging Art Award
RDA / The Shed Company	Shed – Drop Edge Slab & related safety items
Combined Churches - Baptist Church	Combined Churches Xmas Hampers
Mudgee Disability Support Services	Christmas Party 2021
Max Potential	2022 Program and 2 Coaches
Mudgee Playgroup	Grounds Maintenance
Rylstone-Kandos Show	Rylstone-Kandos Show and Bull-a-rama