

APPENDIX 6
COMMUNITY

Community Complaints for the 2022 Review Period

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
08 Jan 2022 at 10:40 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[i]. The Caller declined to speak to WC staff.
11 Jan 2022 at 5:44 PM	Mogo Road, Wollar	Blast – Overpressure & Vibration	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about blast overpressure and vibration from WC. WC staff investigated the complaint and confirmed that no blast event occurred at WC on that day. The Caller declined to speak to WC staff.
11 Jan 2022 at 7:53 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 Jan 2022 at 4:13 PM	Mogo 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 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.
06 Feb 2022 at 10:11 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.
14 Feb 2022 at 8:08 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC during the night. 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 Feb 2022 at 9:09 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 Feb 2022 at 10:09 AM	Mogo Road, Wollar	Noise & Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC and a blast at WC the day before. WC staff investigated the complaint and determined that: (i) the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria; and (ii) the recorded overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were also compliant. The Caller declined to speak to WC staff.
21 Mar 2022 at 8:30 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC over the weekend. 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.
22 Mar 2022 at 4:04 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about airborne dust from WC 24 hours earlier. WC staff investigated the complaint and confirmed that the PM10 dust levels recorded in the community for the time reported were constant and well below the 24-hour PM10 dust limit of 50 ug/m3. The Caller could not be contacted about their complaint.
23 Mar 2022 at 10:42 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.
28 Apr 2022 at 12:18 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast from WC. WC staff investigated the complaint and determined that there was no blasting carried out at WC. WC staff spoke to the Caller about their complaint.
28 Apr 2022 at 12:33 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast from WC. WC staff investigated the complaint and determined that there was no blasting carried out at WC. The Caller declined to speak to WC staff.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
28 Apr 2022 at 8:12 PM	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.
29 Apr 2022 at 10:09 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.
30 Apr 2022 at 12:20 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC during the morning. 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 May 2022 at 9:00 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 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.
15 May 2022 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 May 2022 at 8:07 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.
16 May 2022 at 4:01 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about airborne dust from the Pit 6 area as the Caller was driving past WC. WC staff investigated the complaint and determined that a blast had occurred in Pit 6 at 3:51 PM. The Caller declined to speak to WC staff.
16 May 2022 at 4:04 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about airborne dust from the Pit 6 area as the Caller was driving past WC. WC staff investigated the complaint and determined that a blast had occurred in Pit 6 at 3:51 PM. WC staff spoke to the Caller about their complaint.
18 May 2022 at 8:20 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. The Caller declined to speak to WC staff.
19 May 2022 at 10:09 AM	Mogo Road, Wollar	Noise & Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC and dust 'yesterday morning' from WC. WC staff investigated the complaint and determined that: (i) the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria; and (ii) the PM10 dust levels recorded in the community for 'yesterday morning' well below the 24-hour PM10 dust limit of 50 ug/m3. The Caller declined to speak to WC staff.
24 May 2022 at 7:59 AM	Mogo Road, Wollar	Spontaneous Combustion	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about signs of spontaneous combustion from the Pit 3 area as the Caller was driving past WC. WC staff investigated the complaint and determined that minor spoil heating was being managed and operations were compliant. The Caller declined to speak to WC staff.
30 May 2022 at 9:21 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.
30 May 2022 at 11:03 AM	Ringwood 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 Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
07 Jun 2022 at 12:02 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. WC staff spoke to the Caller about their complaint.

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23 Jun 2022 at 10:08 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.
24 Jun 2022 at 4:10 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast at WC. WC staff investigated the complaint and determined that a blast occurred at WC at 3:35 PM. A blast also occurred at a neighbouring mine at 4:05 PM. The overpressure and vibration levels recorded at the WC EPL monitoring site at Wollar Village were compliant. The Caller declined to speak to WC staff.
29 Jun 2022 at 1:20 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.
13 Sep 2022 at 6:06 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 elevated due to nearby train movements and not mine noise. The Caller declined to speak to WC staff.
17 Sep 2022 at 8:31 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. The Caller declined to speak to WC staff.
14 Oct 2022 at 8:42 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC from 8:42PM to 9:53PM. 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.
24 Oct 2022 at 10:49 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. The Caller declined to speak to WC staff.
27 Oct 2022 at 10:37 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.
30 Oct 2022 at 23:08 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to say that “he hoped noise won’t happen tonight.” WC staff took no further action as the caller did not call again to complain about noise.
31 Oct 2022 at 6:06 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 elevated due to train, bird, and cattle noise. The Caller declined to speak to WC staff.
31 Oct 2022 at 9:15 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to make a noise complaint. 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 Oct 2022 at 9:57 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 below the Noise Criteria. The Caller declined to speak to WC staff.
31 Oct 2022 at 2:36 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast at WC. WC staff investigated the complaint and determined that a blast had occurred at WC and the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff were unsuccessful and contacting the Caller.
14 Nov 2022 at 2:51 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.
14 Nov 2022 at 11:12 PM	Mogo Road, Wollar	Noise	Telephone Complaints	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

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			Line	Criteria. The Caller declined to speak to WC staff.
15 Nov 2022 at 8:07 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.
15 Nov 2022 at 12:45 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC at 5 AM and 12 PM. 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 at the reported times. The Caller declined to speak to WC staff.
16 Nov 2022 at 1:04 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC 'throughout the night'. 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 the reported period. The Caller declined to speak to WC staff.
21 Nov 2022 at 1:50 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.
22 Nov 2022 at 4:02 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast from WC. WC staff investigated the complaint and confirmed that no blast event occurred at WC on that day. WC staff spoke to the Caller about their complaint.
23 Nov 2022 at 1:57 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.
23 Nov 2022 at 5:16 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.
27 Nov 2022 at 10:30 AM	O'Brien's Crossing (Ringwood Rd.) 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.
27 Nov 2022 at 11:03 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.
07 Dec 2022 at 9:32 AM	Mogo Road, Wollar	Noise & Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC as well as dust from WC the day before. WC staff investigated the complaint and determined that: (i) the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria; and (ii) airborne dust was being managed appropriately the day before. The Caller declined to speak to WC staff.
07 Dec 2022 at 7:42 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. The Caller declined to speak to WC staff.
11 Dec 2022 at 9:51 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about ongoing 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.
18 Dec 2022 at 5:38 AM	Ringwood Road, Wollar	Noise	Telephone Complaints	Caller contacted Wilpinjong Coal (WC) to complain about low frequency noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded at that time by the real-time noise monitor at Ringwood Road were

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			Line	elevated due to passing trains. The Caller declined to speak to WC staff.
21 Dec 2022 at 11:19 AM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust coming from a truck the day before. WC staff spoke to the Caller about their complaint and according to the Caller dust was visible when the truck tipped its load near Ulan-Wollar Road. Because of the delay in making the complaint WC staff could not verify what the Caller saw. The wind direction at the time the Caller observed the dust was towards WC and not offsite.
25 Dec 2022 at 9:27 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about ongoing odour occurring at 8:50 PM. WC staff investigated the complaint and determined that: (i) WC was not operating on December 25; (ii) there was no odour on site that would account for the complaint; and (iii) the wind direction at 8:50 PM was from the East, which placed WC downwind from the Caller. The Caller declined to speak to WC staff.
30 Dec 2022 at 1:23 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust blowing across road. WC staff investigated the complaint and determined that operations were compliant for visual dust. 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

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

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 - Ian Flood - 0417 049 493 or Kieren Bennetts - 0488 103 807.

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



2022 Community Support Program

Vendor / Recipient	Vendor Name / Event / Sponsorship
Tour Dechenne	Respite House
Henry Lawson Heritage festival	Henry Lawson Heritage festival
Mudgee Dragons Junior Rugby League	Indigenous round & first aid room
Mudgee High School	End of year fund raiser via swimming carnival
Watershed Landcare	Green Day
Mudgee Angus Breeders Association	Cattle ale
Mudgee Lions Club	Defibrator
Mudgee Veterans Golfers Association	Golf Tournament
Kanandah Retirement Village	Water features for Dementia Wing
Mudgee Running Festival & Coal Miner Cup	2022 Annual Running Festival
Mudgee Rescue Squad	Test and Tag Machine
Mudgee Show Society	2022 Mudgee Rodeo
Coolah Multipurpose Centre	BBQ and supplies
Gulgong High School	Sister Speak and Bro Speak
Mudgee Club of Sunrise Rotary	2022 Mudgee Carols and Fireworks
Gulgong Fishing Club	Gulgong Fishing Club
Art Unlimited	2023 Hanging Art Prize
Australia Stock Horse	Central Tablelands Branch Show
Combined Churches of Mudgee	Community Christmas Lunch
Gulgong RSL	Gulgong Gold Nugget Business Awards
Max Potential	2023 Mudgee Max Potential Program
Tunes on the Turf	2022 Tunes of the Turf Music Festival