

**APPENDIX 6**  
**COMMUNITY**

## Community Complaints for the 2020 Review Period

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
06 Jan 2020 at 1:44 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing equipment noise from Wilpinjong Coal ( <b>WC</b> ). The Caller declined to speak to WC staff. 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 compliant.
06 Jan 2020 at 3:16 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing and feeling a blast that occurred at Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant. WC staff spoke to the Caller by phone about their complaint.
08 Jan 2020 at 6:04 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from a vehicle at Wilpinjong Coal ( <b>WC</b> ). WC staff spoke to the Caller by phone and investigated the Caller's complaint by examining vehicle movements at the location and time reported by the Caller.
10 Jan 2020 at 11:32 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing truck noise from Wilpinjong Coal ( <b>WC</b> ). The Caller declined to speak to WC staff. 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 compliant.
20 Jan 2020 at 9:29 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller reported smelling a 'bad' smell that they believed originated from Wilpinjong Coal ( <b>WC</b> ). The Caller declined to speak to WC staff. WC staff investigated the complaint by inspecting the site but could not account for the reported smell.
21 Jan 2020 at 9:14 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller reported smelling an odour that they believed originated from Wilpinjong Coal ( <b>WC</b> ). The Caller declined to speak to WC staff. WC staff investigated the complaint by inspecting the site but could not account for the reported odour.
31 Jan 2020 at 9:37 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing truck noise from Wilpinjong Coal ( <b>WC</b> ). The Caller declined to speak to WC staff. 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 compliant.
31 Jan 2020 at 9:52 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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 compliant. WC staff spoke to the Caller by phone about their complaint.
01 Feb 2020 at 7:41 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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 ( <b>Noise Criteria</b> ). WC staff spoke to the Caller by phone about their complaint.
15 Feb 2020 at 2:05 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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.

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15 Feb 2020 at 7:55 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller again reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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.
18 Feb 2020 at 9:27 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
18 Feb 2020 at 11:27 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported they could still hear noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
24 Feb 2020 at 6:04 AM	Unknown	Noise, dust, vibration, tree clearing	Telephone Complaints Line	Caller made a general complaint about noise, vibration, dust and tree clearing to Wilpinjong Coal ( <b>WC</b> ). WC staff attempted to contact the Caller to investigate their complaint. The Caller could not be contacted.
26 Feb 2020 at 7:33 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
02 Mar 2020 at 10:10 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
21 Mar 2020 at 10:01 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
22 Mar 2020 at 9:23 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
22 Mar 2020 at 11:25 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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.
24 Mar 2020 at 1:50 PM	Barigan Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitors at Wollar Village and Barigan Road

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				(Wandoona) were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
25 Mar 2020 at 9:56 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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.
30 Mar 2020 at 10:26 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
30 Mar 2020 at 1:43 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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.
30 Mar 2020 at 2:09 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller again reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
01 Apr 2020 at 3:14 PM	Cooks Gap	COVID-19 and DIDO Employees	Email	Email Sender asking Wilpinjong Coal (WC) to stop all DIDO employees working at WC. WC replied to the Sender explaining WC's COVID-19 response and management plan to protect the health of employees, their families and the wider community.
23 Apr 2020 at 9:08 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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. WC staff spoke to the Caller by phone about their complaint.
06 May 2020 at 10:59 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ) all weekend. 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 the times detailed by the Caller. The Caller declined to speak to WC staff.
09 May 2020 at 3:21 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported 'hearing and feeling' a blast that occurred at Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint. The blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant. WC staff spoke to the Caller by phone about their complaint.
09 May 2020 at 3:23 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported that a blast that occurred at Wilpinjong Coal ( <b>WC</b> ) was 'really loud'. WC staff investigated the complaint. 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.
09 May 2020 at 4:48 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing 'truck noise' from Wilpinjong Coal ( <b>WC</b> ). 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

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				Criteria. The Caller declined to speak to WC staff.
19 May 2020 at 11:55 PM	Kains Flat	Noise	Telephone Complaints Line	Caller reported hearing mine noise from Wilpinjong Coal ( <b>WC</b> ) from 8 PM. 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.
20 May 2020 at 9:05 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were elevated due to stable atmospheric conditions (i.e. inversion) and that operations had and were being modified to control mine noise levels below the Noise Criteria. The Caller declined to speak to WC staff.
22 May 2020 at 8:50 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ) since 4 AM. 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 the times detailed by the Caller. The Caller declined to speak to WC staff.
22 May 2020 at 10:24 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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 above the Noise Criteria due to a strong westerly wind >3m/s, which was gusting up to >6m/s. WC staff spoke to the Caller by phone about their complaint.
16 Jun 2020 at 8:17 AM	Kains Flat	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the Wollar Village real-time noise monitor were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
16 Jun 2020 at 9:47 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported hearing truck noise from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the Wollar Village real-time noise monitor were below the Noise Criteria. The Caller declined to speak to WC staff.
20 Jun 2020 at 2:14 PM	Kains Flat	Blast	Telephone Complaints Line	Caller reported hearing a blast from Wilpinjong Coal ( <b>WC</b> ) at around 1:00 PM. WC staff investigated the complaint and confirmed there had been no blast at WC. WC staff spoke to the Caller by phone about their complaint.
24 Jun 2020 at 4:17 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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 Jun 2020 at 9:46 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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.
04 Jul 2020 at	Mogo Road,	Noise	Telephone Complaints	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ) over past few days. WC staff investigated the complaint and

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11:40 PM	Wollar		Line	confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria over that period. The Caller declined to speak to WC staff.
22 Jul 2020 at 3:34 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise and smelling odour from Wilpinjong Coal ( <b>WC</b> ) during the previous morning. 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 reported odour was not identified. The Caller declined to speak to WC staff.
02 Aug 2020 at 9:47 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise and sulphur odour from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the Wollar Village real-time noise monitor were below the Noise Criteria. The reported odour could not be explained. The Caller declined to speak to WC staff.
06 Aug 2020 at 11:14 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing a lot of noise from Wilpinjong Coal ( <b>WC</b> ) during the morning. 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 over that period. The Caller declined to speak to WC staff.
12 Sep 2020 at 5:40 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing a humming noise from Wilpinjong Coal ( <b>WC</b> ). 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 over that period. WC staff spoke to the Caller by phone about their complaint.
12 Sep 2020 at 3:39 PM	Wollar Road, Wollar	Road Closure	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about being held up on Wollar Road because of a road closure prior to a blast at WC. WC staff attempted to talk to the Caller by phone about their complaint, but the Caller did not respond.
16 Sep 2020 at 2:07 PM	Bylong Valley	Previous complaint and mining in general	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to further complain about being held up on Wollar Road on 12 Sept. 2020 and for not receiving any phone call from WC. WC staff spoke to the Caller by phone and supplied the Caller with information to address both complaints.
21 Sept 2020 at 11:22 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about mine noise. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitors at Wollar Village and Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
30 Sep 2020 at 9:33 AM	Kains Flat	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a loud noise. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the Wollar Village and Tichular Road real-time noise monitors were below the Noise Criteria. The Caller declined to speak to WC staff.
15 Oct 2020 at 12:09 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a 'stink' coming from WC. WC staff investigated the complaint and confirmed there was no offensive odour coming from WC. WC staff were also working near to the Caller's property at time of complaint and did not notice any odour. The Caller declined to speak to WC staff.

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16 Oct 2020 at 1:16 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a 'smell' coming from WC. WC staff investigated the complaint and confirmed there was no offensive odour coming from WC. The Caller declined to speak to WC staff.
17 Oct 2020 at 10:17 AM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a 'stink' coming from WC. WC staff investigated the complaint and confirmed there was no offensive odour coming from WC. The Caller declined to speak to WC staff.
14 Nov 2020 at 08:12 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise. 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. WC staff spoke to the Caller about their complaint.
22 Nov 2020 at 10:26 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise. WC staff investigated the complaint and confirmed that operations had been modified to control noise. The Caller declined to speak to WC staff.
22 Nov 2020 at 2:20 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise over the past 5 nights. 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 the past 5 nights. The Caller declined to speak to WC staff.
22 Nov 2020 at 5:51 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise during the day. 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 the day. WC staff spoke to the Caller about their complaint.
22 Nov 2020 at 7:33 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing truck noise. 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 the day. The Caller declined to speak to WC staff.
25 Nov 2020 at 11:20 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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. WC staff spoke to the Caller about their complaint.
29 Nov 2020 at 10:34 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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.
30 Nov 2020 at 6:24 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing truck noise. 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. WC staff spoke to the Caller about their complaint.
30 Nov 2020 at 3:00 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing a blast. WC staff investigated the complaint and a report was subsequently sent to DPIE for consideration. The Caller declined to speak to WC staff.



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30 Nov 2020 at 6:24 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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.
30 Nov 2020 at 7:10 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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. WC staff spoke to the Caller about their complaint.
30 Nov 2020 at 7:32 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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.
30 Nov 2020 at 7:42 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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.
30 Nov 2020 at 7:55 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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.
30 Nov 2020 at 9:41 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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.
30 Nov 2020 at 10:28 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing mining noise. 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 Dec 2020 at 8:38 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing 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. WC staff spoke to the Caller about their complaint.
01 Dec 2020 at 9:19 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing 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.
03 Dec 2020 at 11:34 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing ongoing 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.
03 Dec 2020 at	Ringwood	Noise	Telephone Complaints	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and



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5:53 PM	Road, Wollar		Line	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.
03 Dec 2020 at 6:02 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing 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. WC staff spoke to the Caller about their complaint.
06 Dec 2020 at 2:39 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing 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.
21 Dec 2020 at 2:38 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a 'spontaneous combustion' smell coming from WC at 9 PM on the 19 December 2020. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint.
23 Dec 2020 at 5:44 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC interfering with the Caller's sleep. 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.
23 Dec 2020 at 9:20 AM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a 'smell' coming from WC. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The Caller declined to speak to WC staff.
24 Dec 2020 at 9:16 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a smell coming with the wind. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The Caller declined to speak to WC staff.
25 Dec 2020 at 9:07 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a spontaneous combustion smell coming from WC during the past few days. WC staff investigated the complaint upon receiving the call and were unable to identify any odour that would account for the Caller's complaint. The Caller declined to speak to WC staff.
26 Dec 2020 at 9:07 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a smell occurring every night from the South-West. WC staff investigated the complaint upon receiving the call and were unable to identify any odour that would account for the Caller's complaint. In this instance, and for most of the past odour complaints, the Caller was upwind of WC. The Caller declined to speak to WC staff.



# Wilpinjong Coal's HAVE A CHAT



## 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
- The Wilpinjong Extension Project

Or you could just stop in for a cup of tea or coffee.

For bookings – see Kim at the store.

### 2020 DATES

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

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



Recipient	Description
Mudgee Riding for the Disabled	Shed
University of Wollongong	Community Scholarship
Mudgee Community Preschool	New Outdoor Children's Fort
Max Potential 2020	2 x Community Coaches
Westpac Helicopters	Golf Day
Liebherr-Australia Pty Ltd	Mudgee Celebrity Golf Classic Auction item
Rylstone Show Society	AC unit and installation
Mudgee Gulgong Wolves FC Inc	Marquee
2020 Tunes on the Turf	(TOTT) sponsorship - Marquee
Mudgee Veteran Golfers Association	Golf Tournament
Mudgee Region Tourism – 2020-21	Magazine advertisement
Mudgee Community Preschool	New Outdoor Children's Fort
Ulan Public School	Tank
Rotary Club of Mudgee	Mathematical Minds Challenge
Respiratory and Fever Clinic	PPE
Merriwa Swimming Club	Subsidise / swimming equipment / PA System
Gulgong Little Athletics	Equipment / Raffles
Watershed Landcare	A Taste of Green Day
Gulgong & Districts Pony Club	Toilets
Kanandah Retirement	Purpose-built COVID safe screened
Gulgong Amateur fishing club	Fish stocking season in 2021
Mudgee Chamber of Commerce	Magnificent Mudgee Business Recognition Awards
Max Potential	2 x Coaches
Gulgong Show Society	Gulgong Show 2021 – Woodchop Event
Banardos - Xmas Party	Xmas Party
Mudgee Disability Support Services	Xmas Party
Combined churches	Xmas Party
Rylstone Kandos Show	2021 Rylstone Kandos Show and Bull-a-Rama