

APPENDIX 6

COMMUNITY

Community Complaints for the 2024 Review Period

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
04 Jan 2024 at 8:56 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 found no odour source on site that would account for the Caller's complaint. The Caller located upwind of WC and declined to speak to WC staff.
05 Jan 2024 at 8:52 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 found no odour source on site that would account for the Caller's complaint. The Caller located upwind of WC and declined to speak to WC staff.
07 Jan 2024 at 12:46 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	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 by the Mogo Road real-time noise monitor were compliant with the Noise Criteria ¹ . The Caller declined to speak to WC staff.
07 Jan 2024 at 5:53 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	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 by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
07 Jan 2024 at 6:28 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
07 Jan 2024 at 8:59 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 found no odour source on site that would account for the Caller's complaint. The Caller located upwind of WC and declined to speak to WC staff.
08 Jan 2024 at 11:51 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
08 Jan 2024 at 8:56 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 found no odour source on site that would account for the Caller's complaint. The Caller located downwind of WC and declined to speak to WC staff.
21 Jan 2024 at 8:25 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
22 Jan 2024 at 11:38 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 Mogo Road real-time noise monitor were influenced by a strong NE wind (>3m/s). The Caller located upwind of WC and declined to speak to WC staff.
22 Jan 2024 at 4:20 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a 'long and prolonged sound of an explosion' from WC. WC staff spoke to the Caller about their complaint and advised the Caller that a blast had not occurred at WC.
22 Jan 2024 at 7:08 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 Mogo Road real-time noise monitor were influenced by a strong NE wind (>3m/s). The Caller located upwind of WC and declined to speak to WC staff.
22 Jan 2024 at 8:03 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to make a 'general noise complaint' about WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
23 Jan 2024 at 7:15 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 Mogo Road real-time noise monitor were influenced by a strong NE wind (>3m/s). The Caller located upwind of WC and declined to speak to WC staff.
24 Jan 2024 at 1:48 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 Mogo Road real-time noise monitor were influenced by E-NE winds. The Caller located upwind of WC and declined to speak to WC staff.
24 Jan 2024 at 3:13 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast from WC. WC staff investigated the complaint and determined that a blast had occurred at WC and that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. The Caller declined to speak to WC staff.
25 Jan 2024 at 9:04 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 Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
27 Jan 2024 at	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 Mogo Road real-time

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
12:53 PM				noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
27 Jan 2024 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
04 Feb 2024 at 8:43 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
06 Feb 2024 at 7:30 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to make a 'general noise complaint' about WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
08 Feb 2024 at 7:22 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
08 Feb 2024 at 12:05 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 determined that a blast had occurred at WC and that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff spoke to the Caller about their complaint.
09 Feb 2024 at 1:46 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
09 Feb 2024 at 4:32 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
09 Feb 2024 at 8:12 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
09 Feb 2024 at 8:14 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
09 Feb 2024 at 9:00 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
09 Feb 2024 at 9:03 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
28 Feb 2024 at 1:14 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a 'diesel' engine noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
04 Mar 2024 at 6:15 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust coming from WC. WC staff immediately investigated the complaint and determined that mining operations were compliant. WC staff spoke to the Caller about their complaint.
17 Apr 2024 at 12:40 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing 'mine' noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
19 Apr 2024 at 6:02 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing a 'diesel' engine noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
24 Apr 2024 at 9:41 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing 'mine' noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
15 May 2024 at 9:37 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: (i) the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria; and (ii) the recorded noise levels and audio were influenced by an approaching train. WC staff spoke to the Caller about their complaint.
27 May 2024 at 10:08 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a strong smell 13 km from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				complaint. The Caller declined to speak to WC staff.
07 Jun 2024 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 determined that a blast had occurred at WC and that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff spoke to the Caller about their complaint
10 Jun 2024 at 10:07 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing 'mine' noise from WC over the past 24 hours. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
12 Jun 2024 at 3:00 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a loud blast from WC. WC staff investigated the complaint and determined that a blast had occurred at WC and that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff spoke to the Caller about their complaint
19 Jun 2024 at 9:51 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing 'diesel engine and jackhammer' noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
12 Jul 2024 between 10:38 AM & 10:41 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing 'truck noise' from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
13 Jul 2024 between 9:31 PM & 9:44 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing 'truck noise' from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
19 Jul 2024 at 10:13 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing mine noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
26 Jul 2024 at 10:15 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing mine noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				to WC staff.
26 Jul 2024 at 11:18 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing mine noise from WC Pit 8. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
15 Aug 2024 at 9:29 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 Ringwood Road real-time noise monitor were compliant with the Noise Criteria. WC staff spoke to the Caller about their complaint.
22 Aug 2024 at 8:56 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing mine noise from WC Pit 8 area. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
24 Aug 2024 at 9:48 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing truck noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
30 Aug 2024 at 2:46 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing mine noise from WC Pit 8 area. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
31 Aug 2024 between 8:02 AM & 8:15 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
1 Sep 2024 at 9:37 AM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the wind was from the S/SE so the Caller was not directly downwind. The Caller declined to speak to WC staff.
8 Sep 2024 at 10:19 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 Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
4 Oct 2024 at 3:12 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the wind was from the South so the Caller was not directly downwind. The Caller declined to speak to WC staff.
5 Oct 2024 at 1:47 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a loud blast from WC. WC staff investigated the complaint and determined that a blast had occurred at WC and that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff spoke to the Caller about their complaint.
5 Oct 2024 at 9:01 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	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 by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria. WC staff spoke to the Caller about their complaint.
14 Oct 2024 at 10:55 AM	Mogo Road, Wollar	Noise and Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about noise during the night and smelling an odour during the 5 to 7 October. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint regarding odour during 5-7 October. Regarding the noise complaint, the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
14 Oct 2024 at 2:32 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
18 Oct 2024 at 7:56 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
18 Oct 2024 at 1:05 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
21 Oct 2024 at 8:49 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. WC staff spoke to the Caller about their complaint.
21 Oct 2024 at 10:27 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
22 Oct 2024 at 9:56 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the wind was from the South so the Caller was not directly downwind. The Caller declined to speak to WC staff.
24 Oct 2024 at 10:41 AM	Mogo Road, Wollar	Noise and Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about hearing noise and smelling an odour from WC during the night. WC staff investigated the complaint and found no odour source on site that would account for the Caller's odour complaint. Regarding the noise complaint, the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
6 Nov 2024 at 9:44 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about noise from WC over past two nights. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
8 Nov 2024 at 7:39 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
13 Nov 2024 at 7:40 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
18 Nov 2024 at 8:40 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the Caller was not directly downwind of WC. The Caller declined to speak to WC staff.
21 Nov 2024 at 8:48 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the Caller was upwind of WC. The Caller declined to speak to WC staff.
01 Dec 2024 at 8:39 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the Caller was upwind of WC. The Caller declined to speak to WC staff.
02 Dec 2024 at	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
8:49 PM				complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the Caller was upwind of WC. The Caller declined to speak to WC staff.
03 Dec 2024 at 6:31 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
05 Dec 2024 at 8:50 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the Caller was upwind of WC. The Caller declined to speak to WC staff.
07 Dec 2024 at 8:47 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the Caller was not directly downwind of WC. The Caller declined to speak to WC staff.
09 Dec 2024 at 4:55 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. WC staff spoke to the Caller about their complaint.
09 Dec 2024 at 9:50 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. Furthermore, at the time of the Caller's complaint a representative from EMM was conducting attended compliance noise monitoring on the public road near to the Caller's location. The EMM representative confirmed the LF noise levels were well below the Noise Criteria. The Caller declined to speak to WC staff.
11 Dec 2024 at 9:48 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
11 Dec 2024 at 12:04 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about dust coming from WC. WC staff immediately investigated the complaint and determined that mining operations were compliant. The Caller declined to speak to WC staff.

Peabody

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

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.

2024 DATES

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

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

Wilpinjong
Coal Mine

2024 Community Support Program

Q1 2024

Recipient	Purpose	Amount	Category
Henry Lawson Heritage Festival Committee	Henry Lawson Heritage Festival	\$3,000	Arts and Culture
Dunedoo Lions Club	Art Unlimited - Hanging wall art prize	\$3,000	Arts and Culture
Mudgee Show Society	Mudgee show and rodeo	\$5,000	Community Development
Mudgee Veteran Golders Association	Mudgee Veterans Golf Tournament	\$3,000	Community Development
NSW RFS Cudgegong District	Bunding for fuel storage pods	\$700	Community Development

Q2 2024

Recipient	Purpose	Amount	Category
Watershed Landcare	Green Day	\$3,000 + BBQ for 600 attendees	Youth Services and Education
Mudgee Angus Breeders	Annual Angus Breeders sale in May	\$1,500	Community Development
Mudgee High School	Rainbow Day - Mother's day raffle. Proceeds support Can Assist Mudgee	\$1,500	Health/Youth Services and Education
Rylstone Kandos Show	2025 Rylstone Kandos Show	\$2,500	Community Development
Mudgee Running Festival	5km Run + Coal Miners Cup	\$2,200 + \$1,500	Community Development

Q3 2024

Recipient	Purpose	Amount	Category
Mudgee Region Tourism	Tourism sponsorship package	\$3,400	Community Development
Tunes on the Turf	Tunes on the Turf Music Festival	\$3,000	Arts and Culture
Mudgee Rotary Club	Mathematical Minds Mudgee - Mathematic Competition	\$1,500	Education
Mudgee District Netball Association	Club marquees x 3 First aid kits x2	\$5,045	Youth Services
Mudgee Race Club	2 x Defibrillators	\$3,600	Community Development
Mudgee MX	Canteen appliances and maintenance	\$4,000	Community Development
Cassilis Rodeo	Sponsor open bull ride	\$4,000	Community Development

Q4 2024

Recipient	Purpose	Amount	Category
Country University Centre Mudgee Region	CUC Vehicle and running costs – 3-year agreement	\$100,000 over 3 years	Education
Gulgong Fishing Amateur	Stocking native fingerlings in Cudgegong River (Murray cod & yellow belly)	\$3,000	Environment
Mudgee Rotary Club	2024 Christmas Carols & Fireworks	\$10,000	Community Development
St Mathew Catholic School	Secondary School Agricultural Department - chicken enclosure	\$5,000	Education

GULGONG GOSSIP

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WILPI FAMILY DAY 2024







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PEABODY WILPINJONG FAMILY DAY

by Cathy Henderson



Love them or hate them the local coal mines have been a big part of the Gulgong area for a number of years. They employ a lot of local people and inject a considerable amount of money into the community through wages and supporting local events and groups. Over the years Peabody has also been very supportive of the Gulgong Chamber of Commerce. They offer traineeships and apprenticeships to our young, and not so young, locals that will see them earning money that many people in the cities can only dream of, as well as teaching skills that enable them to have a rewarding career. Since moving to the area nine years ago I have always wanted to have a look at one of the coal mines close up. I finally got my chance recently when my son asked me if I would like to go with him and his family to the staff family day. I jumped at the chance.

The day started out cool with an early bus ride to the mine. On arrival we were greeted by friendly staff offering goodie bags, hot coffee, food, ice cream and more. To see the awe on my grandsons faces when they first laid eyes on the huge dump truck, bulldozer and excavator that were parked for all to see was amazing. I have to say, even though I had been told how big they are, I was also in awe of the sheer size of the machinery.

We then boarded another bus for the pit tour. I for one found this quite fascinating watching what I knew to be

huge machinery working in the pit and looking like kids toys from where we sat. Big is obviously better when it comes to mining. We also toured around the wash and train loading areas. Fascinating!

My only suggestion to make the day better was that it would have been good to have a guide on the pit tour bus explaining what we were looking at. I was lucky my son was quite happy to answer my many questions as we proceeded.

If you ever get the chance to attend a family day my advice would be to go for it. You won't regret it.

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