

APPENDIX 5
COMMUNITY

Community Complaints for the 2024 Review Period

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
14 Jan 2025 at 9:09 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC 'most nights'. 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.
20 Jan 2025 at 7:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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[i]. The Caller declined to speak to WC staff.
20 Jan 2025 at 9:27 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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.
21 Jan 2025 at 3:22 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) seven times (7), between 3:22 AM to 6:15 AM, to complain about 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.
21 Jan 2025 at 8:47 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about mine 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.
24 Jan 2025 at 12:48 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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.
27 Jan 2025 at 9:01 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC), at 9:01 AM and 9:29 AM, to complain about 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
30 Jan 2025 at 11:51 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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 Feb 2025 at 5:55 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about airborne 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.
23 Feb 2025 at 10:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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 Mar 2025 at 9:35 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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 Mar 2025 at 12:05 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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.
29 Mar 2025 at 5:56 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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.
05 Apr 2025 at 9:16 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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.
01 May 2025 at 9:38 AM	Ulan-Wollar Rd, Wollar	Dust	Telephone Complaints Line	Caller messaged Manager of Environment and Community at Wilpinjong Coal (WC) to complain about airborne dust coming from WC. WC staff immediately investigated the complaint and determined that mining

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				operations were compliant. The Caller declined to speak to WC staff.
08 May 2025 at 9:27 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 'whooping 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.
25 May 2025 at 9:58 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 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 May 2025 at 9:56 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.
26 May 2025 at 3:58 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about blast noise 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.
27 May 2025 at 9:50 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. WC staff spoke to the Caller about their complaint.
28 May 2025 at 2:34 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 2:34 AM, 2:48 AM and 3:55 AM to complain about 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.
09 Jul 2025 at 12:10 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

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
09 Jul 2025 at 9:16 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
11 Jul 2025 at 3:28 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 Jul 2025 at 9:57 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 9:57 PM, 10:05 PM and 10:14 PM to complain about equipment 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 2025 at 9:19 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.
14 Jul 2025 at 7:25 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 7:25 AM and 11:18 AM 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.
15 Jul 2025 at 10:17 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.
17 Jul 2025 at 11:41 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about blast noise 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

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				complaint.
24 Jul 2025 at 9:49 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.
28 Jul 2025 at 9:49 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'diesel' 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 Jul 2025 at 9:50 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'diesel' 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 Aug 2025 at 10:26 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.
17 Aug 2025 at 9:49 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.
23 Aug 2025 at 9:04 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about noise from WC during the nighttime. 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 2025 at 2:15 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 2:15 AM and 2:31 AM to complain about dozer and drilling 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
26 Aug 2025 at 3:21 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 'loud rumble' 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.
03 Sep 2025 at 9:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 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 Sep 2025 at 10:06 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 'loud' 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.
09 Sep 2025 at 10:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 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.
14 Sep 2025 at 8:44 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 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.
16 Sep 2025 at 9:14 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 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.
17 Sep 2025 at 8:58 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'background' 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 Sep 2025 at 8:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 8:18 AM, 8:39 AM and 9:30 AM to complain about background mine noise from WC. WC staff investigated the complaint and

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria during that period. The Caller declined to speak to WC staff.
20 Sep 2025 at 5:21 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
21 Sep 2025 at 12:33 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'dozer and drill' 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 Sep 2025 at 7:59 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 7:59 AM, 8:22 AM and 8:47 AM to complain about 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 during that period. The Caller declined to speak to WC staff.
29 Sep 2025 at 3:01 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 3:01 AM and 3:30 AM to complain about 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 during that period. The Caller declined to speak to WC staff.
5 Oct 2025 at 9:19 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'background' 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.
6 Oct 2025 at 9:16 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 9:16 PM and 10:37 PM to complain about '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 during that period. The Caller declined to speak to WC staff.
7 Oct 2025 at 12:36 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 12:36 AM, 2:00 AM, 2:15 AM, 2:36 AM, 3:39 AM, 6:49 AM, 8:00

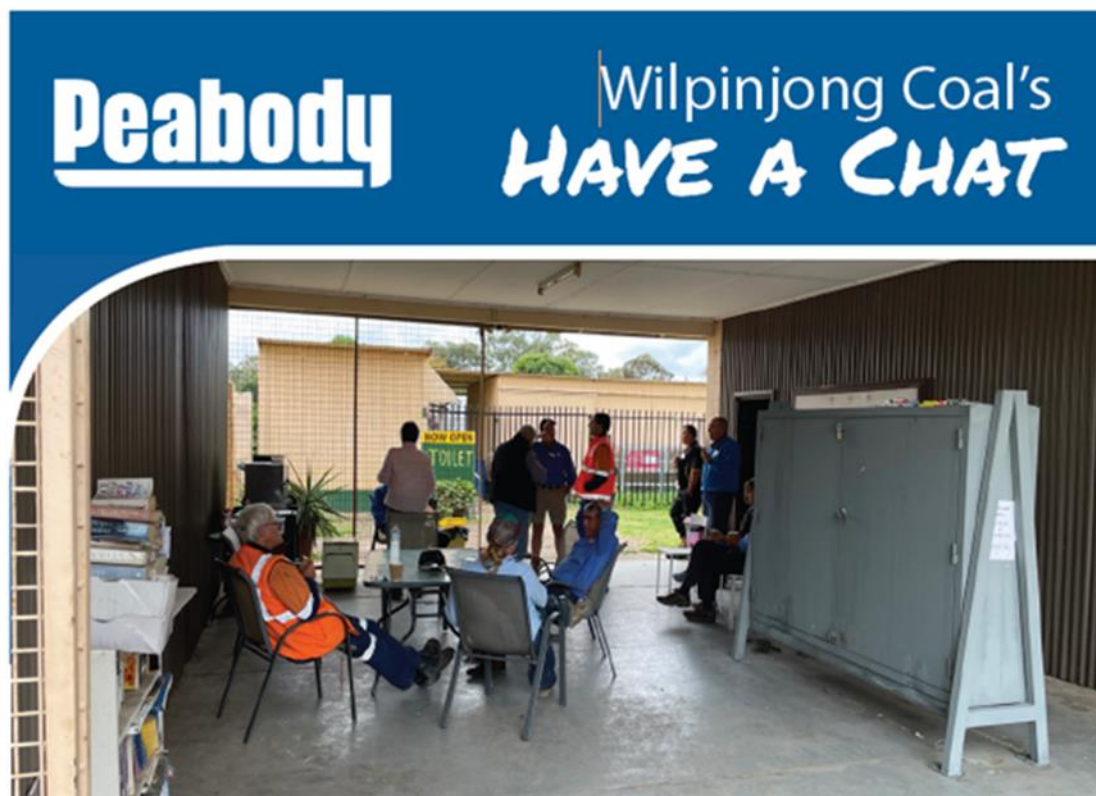
Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				AM, and 8:29 AM to complain about 'diesel and drill' noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria during that period. The Caller declined to speak to WC staff.
7 Oct 2025 at 8:02 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 8:02 PM, 9:09 PM, 10:17 PM, 10:56 PM, and 11:13 PM to complain about 'whining and drill' 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 during that period. The Caller declined to speak to WC staff.
7 Oct 2025 at 10:56 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
9 Oct 2025 at 6:09 PM	Ringwood 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 Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
13 Oct 2025 at 2:28 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'loud machinery' 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 Oct 2025 at 6:55 AM	Saddlers Creek Road, Uan	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'loud roaring' noise from WC. WC staff investigated the complaint considering the location of the Caller and the location of Ulan and Moolarben mines and determined that the low frequency (LF) noise levels at the real-time noise monitoring sites were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
18 Oct 2025 at 2:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 2:18 AM and 3:20 AM to complain about 'diesel engine and load dropping' 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

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				monitor were compliant with the Noise Criteria during that period. The Caller declined to speak to WC staff.
23 Oct 2025 at 3:20 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 3:20 AM, 5:04 AM and 7:44 AM to complain about 'background' 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 during that period. The Caller declined to speak to WC staff.
25 Oct 2025 at 7:58 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 7:58 AM, 8:17 AM and 9:12 AM to complain about 'background and dozer' 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 during that period. The Caller declined to speak to WC staff.
11 Nov 2025 at 2:02 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about noise from WC and to ask for the 'noise to be lowered'. 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 Nov 2025 at 7:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 7:30 AM, 8:04 AM and 8:25 AM 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 during that period. The Caller declined to speak to WC staff.
17 Nov 2025 at 9:34 PM	Ringwood 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 Ringwood Road real-time noise monitor were compliant with the Noise Criteria. WC staff spoke to the Caller about their complaint.
18 Nov 2025 at 8:01 AM	Mogo Road, Wollar	Noise and Odour	Email	Mogo Road resident emailed Wilpinjong Coal (WC) to complain about noise and odour 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. Also, no odour source found on site that would account for the resident's complaint. WC staff replied to the resident's email.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
21 Nov 2025 at 12:14 PM	Ringwood Road, Wollar	Blast, overpressure	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about noise from a WC blast. WC staff investigated the complaint and determined that the overpressure and vibration levels recorded at the EPL blast monitoring location at Wollar Village were compliant. The Caller declined to speak to WC staff.
21 Nov 2025 at 12:14 PM	Ringwood Road, Wollar	Blast, overpressure	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 'very loud blast' from WC. WC staff investigated the complaint and determined that the overpressure and vibration levels recorded at the EPL blast monitoring location at Wollar Village were compliant. WC staff spoke to the Caller about their complaint.
24 Nov 2025 at 8:35 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'background noise' from WC 'yesterday and today'. 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 during that period. The Caller declined to speak to WC staff.
24 Nov 2025 at 10:54 PM	Ringwood 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 Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
25 Nov 2025 at 10:03 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about noise from WC and to request a text message with details of the operating pits. 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. A text message was sent to the Caller as requested.
26 Nov 2025 at 4:24 PM	Ringwood 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 Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
30 Nov 2025 at 7:54 AM	Mogo Road, Wollar	Noise	Email	Mogo Road resident emailed 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. WC staff replied to the resident's email.

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
30 Nov 2025 at 8:34 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about 'background noise' from WC during the morning. 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 during that period. The Caller declined to speak to WC staff.
2 Dec 2025 at 7:25 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about noise from WC 'all night'. 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 during that period. The Caller declined to speak to WC staff.
3 Dec 2025 at 1:49 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.
5 Dec 2025 at 8:31 AM	Ulan-Wollar Rd, Wollar	Dust	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about airborne dust coming from Pits 6 and 8. WC staff immediately investigated the complaint and determined that mining operations were compliant. The Caller declined to speak to WC staff.
9 Dec 2025 at 6:26 AM	Mogo Road, Wollar	Noise	Email	Mogo Road resident emailed Wilpinjong Coal (WC) to complain about noise (early morning) and odour (last week) 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. Regarding odour, no odour source found on site that would account for the resident's complaint. WC staff replied to the resident's email.
13 Dec 2025 at 9:23 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.
21 Dec 2025 at 7:35 AM	Mogo Road, Wollar	Noise	Email	Mogo Road resident emailed Wilpinjong Coal (WC) to complain about noise (early morning) and odour (last week) 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. Regarding odour,

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				no odour source found on site that would account for the resident's complaint. WC staff replied to the resident's email.
21 Dec 2025 at 10:03 PM	Ringwood 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 Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
23 Dec 2025 from 4:01 AM to 8:45 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 4:01 AM, 4:08 AM, 5:20 AM, 8:44 AM and 8:45 AM to complain about dozer 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 during that period. The Caller declined to speak to WC staff.
28 Dec 2025 at 8:04 AM	Mogo Road, Wollar	Noise	Email	Mogo Road resident emailed Wilpinjong Coal (WC) to complain about noise from WC at 4 AM. 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 replied to the resident's email.
29 Dec 2025 at 11:07 AM	Mogo Road, Wollar	Dust	Email	Mogo Road resident emailed Wilpinjong Coal (WC) to complain about visual dust from WC being the source of an odour the resident has previously complained about. WC staff investigated the complaint and determined that the reported dust was associated with a blast in Pit 8. WC staff replied to the resident's email providing details of the blast and explaining that the blast does not produce an odour.



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 - Kieren Bennetts - 0488 103 807 or
James Heesterman - 0437 430 283.

2025 DATES

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

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

Wilpinjong
Coal Mine

2025 Community Support Program

Q1 2025

Recipient	Purpose	Amount	Category
Max Potential	2 x coaches and young adults to undertake 2025 Max Potential program	\$4,790	Youth Services & Education
Mudgee Running Festival	Mudgee Running Festival 2025 5km fun run	\$2,200	Community Development
Mudgee Veterans Golfers Association	2025 Mudgee Veterans Golf tournament	\$3,000	Community Development
Cassilis Campdraft	2025 Cassilis Campdraft	\$1,000	Community Development
Black Stump Rodeo – Coolah	2025 Black Stump Rodeo	\$1,000	Community Development

Q2 2025

Recipient	Purpose	Amount	Category
Doctors for Mudgee Region	Program to attract 10 additional Doctors to the Mudgee Region	\$65,000	Health Care
Dunedoo Lions Club	Art Unlimited – Prize for Hanging Art	\$3,000	Arts & Culture
Lions Club Mudgee	Soup Kitchen Stove	\$2,500	Community Development
Tunes on the Turf	Silver Sponsorship	\$3,000	Arts & Culture
Mudgee Volunteer Rescue Association	Cascade Advance Series Trail Technician	\$2,500	Health Care
Henry Lawson Heritage Festival	Henry Lawson Heritage Festival	\$3,000	Arts & Culture
Festival of the Fleeces	Festival of the Fleeces	\$500	Community Development
Mudgee Angus Breeders Association	Annual Angus Sale	\$1,500	Community Development
Combined Churches of Mudgee	Combined Churches Christmas Lunch	\$3,000	Community Development
Pink Up Mudgee	Pink Up Mudgee Street Signage	\$3,815	Health Care
2MG/Real FM	Midwest Music Quest	\$300	Arts & Culture
	Total	\$88,115	

Q3 2025

Recipient	Purpose	Amount	Category
Cassilis Rodeo	Cassilis Rodeo	\$4,000	Community Development
Mudgee Sunrise Rotary	Mudgee Carols	\$10,000	Community Development
Mudgee Disability Support Service	Christmas party	\$1,000	Health Care
Rotary Club of Mudgee	Mudgee Mathematical Minds	\$1,500	Youth Services &
Gulgong Amateur Fishing Club	Cudgegong Fish stock	\$3,000	Environment
Gulgong Pony Club	Gulgong Pony Club	\$1,150	Community Deve
NSW RFS Cudgegong	Mid-Western Emergency Services Expo	\$1,000	Community Deve
	Total	\$21,650	

Q4 2025

Recipient	Purpose	Amount	Category
Gulgong Swim Club	3-year Club Sponsorship	\$4,000	Youth services & education
Mudgee Hospital Auxiliary	Christmas Raffle	\$500	Health Care
Mudgee Show Society	Mudgee Show & Rodeo	\$3,000	Community Development
Mudgee Mentor Program	9-month leadership program for small business owners	\$1,000	Community Development
Rylstone Kandos Show	Rylstone Kandos Show	\$2,500	Community Development
Mudgee Pony Club	New refrigerator	\$1,500	Community Development
	Total	\$12,500	

