

APPENDIX 6 – COMMUNITY

Community Complaints for the 2018 Review Period

Date	Time	From	Concern Raised	Received	Investigation and Action Taken
11-Feb-18	10:54 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC) from 4:30AM to 11AM. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant at that time period. WC staff spoke to the Caller by phone about their complaint.
13-Feb-18	3:57 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC) around time of phone call. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant at that time. WC staff spoke to the Caller by phone about their complaint.
25-Feb-18	10:42 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant before complaint received. Caller declined to speak to WC staff.
26-Feb-18	12:45 PM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a blast from Wilpinjong Coal (WC). 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.
1-Mar-18	10:29 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant before complaint received. WC staff spoke to the Caller by phone about their complaint.
16-Mar-18	1:14 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they heard a loud blast from Wilpinjong Coal (WC). WC staff investigated the complaint and determined: (i) that a blast at WC occurred at 12:30PM; and (ii) that 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.
16-Mar-18	2:52 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust from Wilpinjong Coal (WC). WC staff investigated the complaint to ensure operations were compliant. WC staff spoke to the Caller by phone about their complaint.
18-Mar-18	10:48 AM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust from Wilpinjong Coal (WC). WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint.

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3-Apr-18	10:34 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller complained about 'low frequency noise' from Wilpinjong Coal (WC). WC staff investigated the complaint and determined that the real-time low frequency (LF) noise levels recorded at Ringwood Road were compliant. The Caller declined to speak to WC staff.
5-Apr-18	9:27 AM	Ringwood Road, Wollar	Visual Glare	Telephone Complaints Line	Caller complained about sunlight glare from 330Kv transmission tower recently installed. WC staff spoke to the Caller by phone about their complaint.
10-Apr-18	10:43 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
11-Apr-18	4:15 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
13-Apr-18	3:51 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust from Wilpinjong Coal (WC). WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint.
17-Apr-18	8:54 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust from Wilpinjong Coal (WC) at 8:45 AM. WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint.
25-Apr-18	10:48 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. The Caller declined to speak to WC staff.
5-May-18	11:38 AM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a blast from Wilpinjong Coal (WC). 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.
18-May-18	10:13 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they felt the overpressure of a blast from Wilpinjong Coal (WC). 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.

Date	Time	From	Concern Raised	Received	Investigation and Action Taken
19-May-18	9:24 PM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint.
25-May-18	9:21 PM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint.
28-May-18	2:18 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust in Cumbo Valley. Wilpinjong Coal (WC) staff investigated the complaint to confirm operations were compliant. The Caller declined to speak to WC staff.
2-Jun-18	3:00 PM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a 'big blast' from Wilpinjong Coal (WC). 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.
4-Jun-18	3:00 PM	Barnett Street, Wollar Village	Odour	CCC Meeting	Representative reported at meeting that another resident had experienced unpleasant sensations from an odour they believed was from spontaneous combustion at Wilpinjong Coal (WC). The Representative said the odour was present on Sunday morning, June 3. WC staff investigated the complaint. On Sunday morning an employee from Wilpinjong Coal was outside their residence at Wollar Village at 7AM for about 1 hour and didn't smell any odour. The Representative also said they were on hold for 'quarter of an hour' trying to contact the Wilpinjong Coal telephone complaints line. The Supplier of the telephone complaints line was contacted and records supplied by the Supplier showed the longest wait time at the time the Representative said he couldn't get through was 94 seconds.
7-Jun-18	3:01 AM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint.
10-Jun-18	2:58 AM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint.

Date	Time	From	Concern Raised	Received	Investigation and Action Taken
10-Jun-18	7:51 PM	Cooyal Lane, Cooyal	Noise	Wilpinjong mobile phone	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint and also assisting the Caller with his concerns.
11-Jun-18	9:52 AM	Barnett Street, Wollar Village	Odour	Telephone Complaints Line	Caller reported a 'bad smell' from Wilpinjong Coal (WC). WC staff attempted to contact Caller but Caller didn't return call. On that basis WC staff could not confirm any further details about the smell. A check of the mine site at that time found no odour issues.
12-Jun-18	10:02 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
9-Jul-18	11:31 AM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a 'loud blast' from Wilpinjong Coal (WC). 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.
12-Jul-18	9:46 AM	Barnett Street, Wollar Village	Odour	Telephone Complaints Line	Caller reported an 'overpowering smell' coming from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. A check of the mine site and Wollar Village at that time found no odour.
17-Jul-18	9:32 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported they could hear equipment noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and found equipment already parked up to control noise levels. Stable atmospheric conditions present at that time. Further equipment parked up during morning to ensure noise levels at Wollar Village remained compliant.
24-Jul-18	1:39 PM	Barnett Street, Wollar Village	Dust	Telephone Complaints Line	Caller reported 'dust' – presumably from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and drove to Wollar Village. No visible dust was observed in the skyline over the WC Mine or Wollar Village.
27-Jul-18	10:32 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from Wilpinjong Coal (WC). WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint.
31-Jul-18	9:07 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the real-time low frequency (LF) noise levels were compliant.

Date	Time	From	Concern Raised	Received	Investigation and Action Taken
3-Aug-18	9:00 AM	Barigan Street, Wollar Village	Odour	Wilpinjong office phone	Caller reported an odour on Wollar Road near Wilpinjong Coal on way to work. WC staff spoke to the Caller by phone and investigated their complaint. At time of investigation no odour detected at the location reported by Caller.
5-Aug-18	9:47 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the real-time low frequency (LF) noise levels were compliant.
18-Aug-18	9:45 AM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they could hear a 'loud blast' and feel the vibration from a blast from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. 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.
18-Aug-18	3:39 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported that a blast at Wilpinjong Coal (WC) at 9:42 AM was very loud. The Caller declined to speak to WC staff. 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.
20-Aug-18	11:43 AM	Barnett Street, Wollar Village	Blast	Telephone Complaints Line	Caller reported that a blast at Wilpinjong Coal (WC) on 18 August 2018 was loud. WC staff had already investigated the blast. 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.
26-Sep-18	10:29 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
22-Oct-18	10:45 AM	Cooyal Lane, Cooyal	Noise	Wilpinjong Coal mobile phone	Caller reported hearing noise from Wilpinjong Coal (WC) over the weekend. WC staff confirmed that the real-time low frequency (LF) noise levels were compliant over the reported time period.
25-Oct-18	11:31 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing background noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
27-Oct-18	10:02 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.

Date	Time	From	Concern Raised	Received	Investigation and Action Taken
1-Nov-18	6:27 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC) during the night. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Ringwood Road were compliant. The Caller declined to speak to WC staff.
7-Nov-18	8:47 AM	Cooyal Lane, Cooyal	Noise	Wilpinjong Coal mobile phone	Caller contacted Wilpinjong Coal (WC) with regards to noise monitoring conducted at the Caller's property. WC staff discussed the content of the noise monitoring report with the Caller. The Caller made a complaint about the content of the report.
7-Nov-18	7:38 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing background noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
24-Nov-18	11.35 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that a loud blast occurred at Wilpinjong Coal (WC). 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.
10-Dec-18	10.00 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing ongoing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. The Caller declined to speak to WC staff
12-Dec-18	9.02 AM	Mogo Road, Wollar	Odour & Noise	Telephone Complaints Line	Caller reported an odour and noise coming from Wilpinjong Coal. WC staff spoke to the Caller by phone and investigated their complaint. At time of investigation no odour detected on site. WC staff also confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant
16-Dec-18	9.02AM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller reported an odour coming from Wilpinjong Coal on Dec 12, 14, 15 and 16. WC staff spoke to the Caller by phone and investigated their complaint. At time of investigation no odour detected on site.
19-Dec-18	9.03 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that a loud blast occurred at Wilpinjong Coal (WC), which affected the Caller's property, specifically from vibration, odour and dust. 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
20-Dec-18	9.38 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing background mine noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.

Date	Time	From	Concern Raised	Received	Investigation and Action Taken
21-Dec-18	7.21 PM	Mogo Road, Wollar	Noise	Telephone Line Complaints	Caller reported hearing background mine noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint
26-Dec-18	9.01PM	Mogo Road, Wollar	Odour	Telephone Line Complaints	Caller reported an odour coming from Wilpinjong Coal. WC staff spoke to the Caller by phone and investigated their complaint. At time of investigation no odour detected on site.



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.

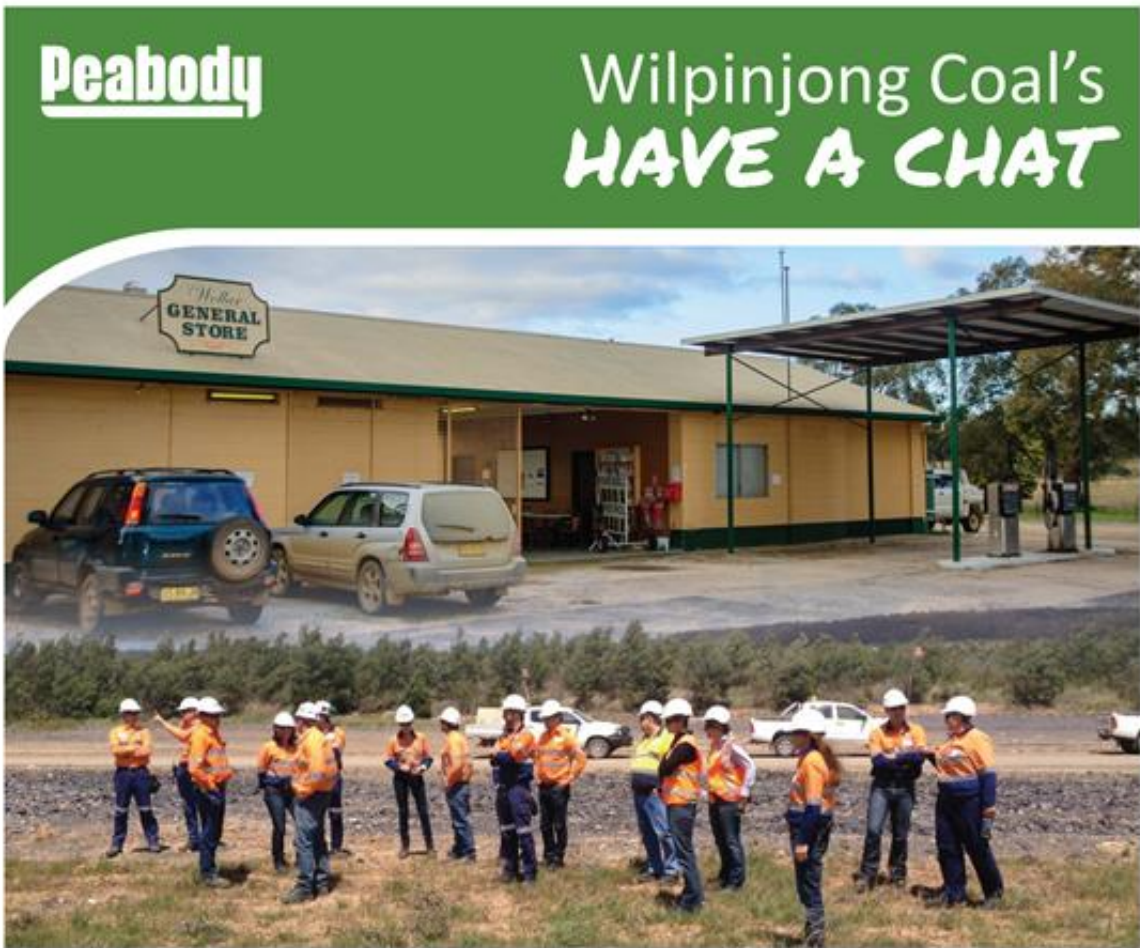
For bookings – see Kim at the store.

2019 DATES

- 3 January
- 7 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





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2018 DATES

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

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



Donation Schedule	Recipient	Description
January	Mudgee Readers' Festival	2017 Festival WCPL supports the Mudgee Readers Festival on an annual basis as a key local arts program that promotes the joy of reading. The week long festival attracts an audience of over 1000 people.
February	Mudgee Rugby Union Club	2018 Golf Day PEA WCPL supported the 2018 golf day which was held to raise funds to discount the registration fees for players, allowing them to be more affordable and encourage players to return and new players to join.
March	Gulgong Heritage Festival	2018 Henry Lawson Heritage Festival
	Westpac Rescue Helicopter	2018 Charity Golf Day
	Gulgong Prince of Wales Eisteddfod	2018 Eisteddfod
	Mudgee Gulgong Wolves Football Club	purchase of a new or used golf cart
	Gulgong Bowling & Sporting Club	Replacement of 30 year old scoreboards
	Gulgong Little Athletics	Upgrade of long jump pit
	Mudgee Veteran Golfers Association	2018 Veteran Golfers week
	Rylstone Kandos VRA	Purchase of new vehicle
	Mudgee Tourism	2018-19 Partnership opportunities
April	Watershed Landcare Inc	2018 Green Day
	Kandos Primary School	Refurbishment of playground
	Mudgee Livestock	Mudgee Annual Angus Breeders Association Sale
	Mudgee Rugby Union Club	Ladies Day / White Ribbon fundraiser
May	Rotary Club of Mudgee	Mudgee Mathematical Minds M3 challenge
	Mudgee Triathlon Club	Mudgee Running Festival
	Dunedoo Polo Crosse	Annual Polo Crosse Carnival Sponsorship
June	Mudgee Riding for the Disabled	Ride-Ability-Fundraiser
	Gulgong Public School	Vegetable garden
	University of Wollongong	Community Scholarship
July	Wenonah Lodge	Upgrade of beds
	Wildlife Carers Network	
	United Hospital Auxiliaries of NSW Inc	Gulgong MPS
	Trish Sellers	CEO Sleepout
	Rotary Club of Mudgee Sunrise	2018 Clock Awards
August	Small Schools NAIDOC BBQ	supported the small Schools NAIDOC day celebration run out of Red hill in Gulgong by providing the funding for the BBQ
	Gulgong Amateur	

Donation Schedule	Recipient	Description
	Fishing Club	
	200 Bales	
	Rotary Club of Mudgee Sunrise	Carols
	RDA	Shelter
	Aussie BBQ	Prostate Cancer
September	Pink Up Mudgee	Pink hard hats
	Mudgee Show Society	Showgirl / Rodeo
	Cudgegong Cruisers	Clubroom Extension
	Gulgong RSL Club	Annual Gold Nugget Awards
	Gulgong Folk Club	Gulgong Folk Festival
October	Gulgong Chamber of Commerce	Ladies Gulgong Hour
	Cooyal Community Catering & Cooyal Bushfire Brigade	Purchase of a bain-marie
	Rylstone StreetFeast Inc	2018 Rylstone Street Feast
	Combined Churches	Xmas lunch
	Mudgee Disability Service	Christmas Celebration
	Wings for Kids	Coal Mines Cup
	Mudgee Riding for the Disabled	Coal Mines Cup
	Gulgong Chamber of Commerce	Gulgong Gold & Mining Festival