

APPENDIX 6 – COMMUNITY

Community Complaints for the 2019 Review Period

Date/Time	From	Concern Raised	Received	Investigation and Action Taken
14 Jan 2019 at 11:49 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud blast that 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. Caller declined to speak to WC staff.
14 Jan 2019 at 12:10 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud blast that 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. Caller declined to speak to WC staff.
24 Jan 2019 at 9:03 PM	Mogo Road, Wollar	Odour& Dust	Telephone Complaints Line	Caller reported in general terms odour and dust coming from Wilpinjong Coal (WC). WC staff investigated the complaint and found nothing to explain Caller's complaint. Caller declined to speak to WC staff.
31 Jan 2019 at 3:19 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they felt the vibration 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.
09 Feb 2019 at 9:32 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.
23 Mar 2019 at 11:37 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.
10 May 2019 at 3:39 PM	Dry Creek Road, Totnes Valley	Blast	Telephone Complaints Line	Caller reported hearing a loud blast that 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 Jul 2019 at 11:45 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud blast that 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.
16 Jul 2019 at 12:44 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing mine 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.
16 Jul 2019 at 10:50 AM	Mogo Road, Wollar	Tree Clearing	Telephone Complaints Line	Caller reported their concern about tree clearing that had occurred as part of approved mining operations at Wilpinjong Coal (WC). WC staff spoke to the Caller by phone about their complaint.
28 Jul 2019 at 7:52 AM	Home Rule, NSW	Driver Behaviour	Telephone Complaints Line	Caller reported their concern about a group of vehicles that past the Caller on Ulan Road near Ulan Coal Mine. Caller believed the vehicles may have been going to Wilpinjong Coal (WC). WC staff spoke to the Caller by phone and investigated their complaint.

Date/Time	From	Concern Raised	Received	Investigation and Action Taken
05 Aug 2019 at 11:33 AM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud 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.
13 Sep 2019 at 4:36 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from Wilpinjong Coal (WC). WC staff spoke to the Caller by phone and investigated the Caller's complaint.
05 Oct 2019 at 8:37 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing equipment 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.
21 Oct 2019 at 8:38 AM	Ridge Road, Cooks Gap	Odour	Telephone Complaints Line	Caller reported smelling a strong sulphur smell at property and was contacting all local mines to determine odour source. Wilpinjong Coal (WC) staff spoke to the Caller by phone about their enquiry and was able to confirm that the odour was not associated with WC operations.
26 Oct 2019 at 12:59 PM	Ringwood Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the Caller's complaint and determined that WC operations were compliant.
01 Nov 2019 at 12:28 PM	Moolarben Coal	Driver Behaviour	Telephone Complaints Line	Caller reported their concern about a vehicle being driven on Ulan Road who the Caller believed worked at Wilpinjong Coal (WC). WC staff spoke to the Caller as well as the driver of the reported vehicle.
10 Nov 2019 at 9:51 AM	Ringwood Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the Caller's complaint and determined that WC operations were compliant.
20 Nov 2019 at 7:36 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing equipment noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant.
20 Nov 2019 at 10:23 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing equipment 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.



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



Donation Schedule	Recipient	Description
Jan-19	Kandos High School	Cattle Yards to be used in their Agricultural classes
Jan-19	Kanandah Mudgee	Donation in support of opening a Coffee Shop
Feb-19	Westpac Rescue	Mudgee Golf Day
Feb-19	Mudgee Scout Group	Life Vest / PFD replacement
Feb-19	Gulgong Prince of Wales	Eisteddfod - Talent
Feb-19	Dunedoo Sports Club	Tunes of the Turf
Mar-19	Dunedoo Polocrosse Club Inc	2019 NSW Zone Polocrosse Championships
Mar-19	Mudgee Triathlon	Mudgee running festival
Mar-19	Mudgee Veteran Golfers	
Mar-19	Max Potential	2 x Coaches for the program
Apr-19	Mudgee Angus Breeders Association	Mudgee Annual Angus Breeders Sale
Apr-19	Art Unlimited - Dunedoo	Peabody Art Prize - Prohart
Apr-19	Gulgong Chamber of Commerce	Henry Lawson Heritage Festival
May-19	Gulgong Public School	Scare Crow Competition
May-19	Visit Mudgee Region	Diamond Sponsorship renewal
May-19	Westpac Rescue Helicopter	League & Legends Dinner
May-19	PCYC	Lock up the Boss (17 th)
Jul-19	Mudgee Triathlon	Coal Miners cup
Jul-19	Rylstone Kandos Show Society	Rylstone Rodeo Co – Silver Package
Jul-19	Mudgee Show Society	Roof replacement for Show Office
Oct-18	Cooyal Community Catering & Cooyal Bushfire Brigade	Purchase of a bain-marie
Aug-19	Mudgee Day View Club Singers	Replacement Keyboard/printer incidentals Grant
Aug-19	Rylstone Street Feast	Street Feast – Gold Sponsor
Aug-19	Central Tablelands Branch ASH	ASH Show -Naming Sponsor (527438)
Sep-19	Holtermann Museum	Solar Electricity
Sep-19	Gulgong Heath Council	Gulgong MPS Open
Sep-19	Gulgong Amateur Fishing Club	Fish stocking
Sep-19	St Matthews Catholic School	P&F Flavours of Mudgee Stall
Sep-19	Lions Club	Family day – Jumping castle Service
Sep-19	Gulgong Showground	Family day – Parking
Oct-19	Gulgong Show Society	2020 Gulgong annual show - wood chopping
Oct-19	Rotary Club of Mudgee Sunrise	Carols
Oct-19	Mudgee Riding for the Disabled	Shed at Mudgee Showground
Oct-19	Gulgong Folk Club	Gulgong Folk Festival
Oct-19	Rylstone Rodeo Co	Bullarama
Jun-18	University of Wollongong	Community Scholarship
May-18	The Rotary Club of Mudgee	Mathematical Minds Challenge
Nov-19	Rylstone Kandos Show Society	Rylstone Kandos Show
Nov-19	Rylstone Public School P&C	Term 4 Raffle donations
Nov-19	Cudgegong Cruisers	Hoist
Nov-19	Mudgee Bowling Club	Annual tournament
Nov-19	Cassilis Rodeo 2020	Chute Sponsorship
Nov-19	Mudgee Pre-school	
Nov-19	Lions Club	
Nov-19	Banardos	Xmas
Nov-19	Mudgee Disability Support Services	Christmas Party
Nov-19	Unearthed	
Nov-19	Combined churches	Xmas