



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2014 to 31 December 2014

2014 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
09 Jan 2014 at 10:30 PM	Ulan-Wollar Road	Visual Dust	Community Hotline	Caller reported an onsite dust emission. Report investigated, but dust emission not confirmed. Wilpinjong Coal (WC) staff phoned the Caller.
15 Jan 2014 at 8:30 AM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. Mine noise not obvious in live audio stream from Wollar. Noise from train may have preceded the complaint. WC staff phoned the Caller.
16 Jan 2014 at 8:35 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. Mine noise not obvious in the live audio stream from Araluen Road. WC staff phoned the Caller.
18 Jan 2014 at 8:01 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. Mine noise not obvious in the live audio stream from Araluen Road. WC staff phoned the Caller.
18 Jan 2014 at 9:21 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. Mine noise not obvious in the live audio stream from Araluen Road. WC staff phoned the Caller.
20 Jan 2014 at 5:20 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. Mine noise not obvious in the live audio stream from Araluen Road. WC staff phoned the Caller.
23 Jan 2014 at 2:13 PM	Araluen Road, Wollar	Blast Overpressure & Dust	Community Hotline	Caller reported hearing blast and seeing dust blowing towards them. Overpressure and vibration levels measured during the blast were below EPL limits. Wind at time of blast was blowing over Mine site and not towards Caller. WC staff phoned the Caller.
25 Jan 2014 at 9:36 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. Mine noise not obvious in live audio stream from Araluen Road. WC staff phoned the Caller.

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29 Jan 2014 at 11:38 AM	Winchester Road, Cooks Gap	Blast Overpressure	Community Hotline	Caller reported hearing blast. Overpressure and vibration levels measured during the blast were below EPL limits. Wind at time of blast was blowing from the SW and not towards the Caller. WC staff phoned the Caller.
29 Jan 2014 at 11:44 AM	Ridge Road, Cooks Gap	Blast Overpressure & Dust	Community Hotline	Caller reported hearing blast and seeing dust cloud. Overpressure and vibration levels measured during the blast were below EPL limits. Wind at time of blast was blowing from the SW and not towards the Caller. WC staff phoned the Caller.
31 Jan 2014 at 11:12 AM	Unknown Road, Mudgee	Driver Behaviour	Email	Sender reported an issue with a driver who appeared to be an employee of WC. The driver not able to be identified. WC staff phoned the sender of the email.
03 Feb 2014 at 12:48 PM	Mogo Road, Wollar	Blast Overpressure & Vibration	Community Hotline	Caller reported hearing and feeling blast. Overpressure and vibration levels measured at Wollar during the blast were below EPL limits. WC staff phoned the Caller.
05 Feb 2014 at 7:07 PM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. Mine noise not obvious in live audio from the Araluen Road real-time noise monitor. WC staff phoned the Caller and arranged to carry out noise monitoring at the Caller's property.
09 Feb 2014 at 8:37 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time appeared compliant. Noise from train seemed to influence noise levels. Train noise detected in the live audio stream from the Wollar real-time noise monitor. WC staff phoned the Caller.
14 Feb 2014 at 3:15 PM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. WC staff phoned the Caller.
14 Feb 2014 at 3:19 PM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported seeing smoke and smelling burning coal odour. WC staff couldn't confirm smoke or odour. WC staff phoned the Caller.
16 Feb 2014	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were

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at 7:15 AM				compliant. Mine noise not obvious in the live audio from the Wollar real-time noise monitor. WC staff phoned the Caller.
16 Feb 2014 at 10:01 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels recorded at that time were compliant. Mine noise not obvious in the live audio from the Araluen Road real-time noise monitor. WC staff phoned the Caller.
16 Feb 2014 at 5:00 PM	Barigan Street, Wollar	Odour & Dust	Community Hotline	Caller reported coal dust in washing basket and smelling burning coal odour. WC staff couldn't confirm dust or odour. During that day 26.8 mm of rain recorded on site. WC staff phoned the Caller.
18 Feb 2014 at 7:50 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels at that time were compliant. Mine noise not obvious in the live audio from the Araluen Road real-time noise monitor. Equipment stood down as a precaution. WC staff phoned the Caller.
18 Feb 2014 at 10:57 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Mine noise detected in the live audio from the Araluen Road real-time noise monitor. But real-time noise levels recorded at that time were compliant. WC staff phoned the Caller.
18 Feb 2014 at 7:31 PM	Ridge Road, Cooks Gap	Odour	Community Hotline	Caller reported smelling burning coal odour. WC staff couldn't confirm odour. WC staff phoned the Caller.
19 Feb 2014 at 4:00 PM	Barigan Road, Wollar	Blast Overpressure	Office Phone	Caller reported hearing earlier blast. Overpressure and vibration levels measured at Wollar during the blast were below EPL limits. WC staff phoned the Caller.
19 Feb 2014 at 5:53 PM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling burning coal odour. WC staff investigated, but didn't detect any odour at Wollar. WC staff phoned the Caller.
20 Feb 2014 at 7:02 AM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported burning coal odour. WC staff investigated, but didn't detect any odour at Wollar. WC staff phoned the Caller.
20 Feb 2014 at 8:33 AM	Wollar Road, Wollar	Odour & Noise	Community Hotline	Caller reported smelling burning coal odour and hearing mine noise at certain times. WC staff couldn't confirm any odour. Real-time noise levels at times reported were

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				compliant. WC staff phoned the Caller.
21 Feb 2014 at 7:49 AM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling burning coal odour, which they believed was from the Mine. WC staff investigated, but didn't detect any odour at Wollar. WC staff phoned the Caller.
21 Feb 2014 at 11:29 AM	Ringwood Road, Wollar	Blast Overpressure	Community Hotline	Caller reported hearing earlier blast. Overpressure and vibration levels measured at Wollar during the blast were below EPL limits. At time of blast wind was blowing away from Caller. WC staff phoned the Caller.
26 Feb 2014 at 8:15 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels appeared compliant. Mine noise detected in the live audio from the Wollar real-time noise monitor. Weather conditions were very still and there was cloud cover. Equipment stood down to ensure compliance. WC staff phoned the Caller.
26 Feb 2014 at 5:05 PM	Barigan Street, Wollar	Noise	Community Hotline	Caller phoned about earlier noise complaint that morning. WC staff phoned the Caller. Caller not contacted and didn't return call.
03 Mar 2014 at 5:09 PM	Barigan Street, Wollar	Livestock of Lessee	Community Hotline	Caller phoned about Lessee's sheep in Wollar Cemetery. Boundary fence repaired. WC staff phoned the Caller.
03 Mar 2014 at 6:15 PM	Barigan Street, Wollar	Driver Behaviour	Community Hotline	Caller phoned about speeding vehicles through Wollar. WC staff phoned the Caller. Caller advised that speeding drivers are a Police matter and that WC would continue to remind employees and contractors to obey road rules. As such, matter raised with employees and contractors during 'tool box' meetings.
12 Mar 2014 at 8:17 AM	Barigan Street, Wollar	Noise & Odour	Community Hotline	Caller reported smelling burning coal odour and hearing mine noise. WC staff visited Wollar and confirmed mine noise just audible at times, but no odour present. Real-time noise levels at that time were compliant. WC staff phoned the Caller.
14 Mar 2014 at 11:59 PM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels at that time were compliant. WC staff didn't phone the Caller at Caller's request.

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15 Mar 2014 at 9:05 AM	Barigan Street, Wollar	Noise,	Community Hotline	Caller reported hearing mine noise. Real-time noise levels appeared compliant at that time. WC staff phoned the caller.
15 Mar 2014 at 9:58 PM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels appeared compliant at that time. Mine noise not detected in the live audio from the Wollar real-time noise monitor. Weather conditions may have amplified noise. There was no wind, cloud cover and an inversion had formed. On this basis, equipment stood down to ensure compliance. WC staff phoned the Caller.
16 Mar 2014 at 12:11 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels appeared compliant at that time. Mine noise not detected in the live audio from the Wollar real-time noise monitor. Weather conditions may have amplified noise. There was no wind, cloud cover and an inversion had formed. On this basis, equipment stood down to ensure compliance. WC staff phoned the Caller.
16 Mar 2014 at 8:02 AM	Barigan Street, Wollar	Noise, Odour & Driver Behaviour	Community Hotline	Caller reported hearing mine noise during night, smelling odour and observing speeding drivers. Real-time noise levels appeared compliant. During the night weather conditions may have amplified noise. There was no wind, cloud cover and an inversion had formed. On this basis, equipment stood down to ensure compliance. WC staff couldn't confirm odour. Caller advised that speeding drivers are a Police matter and that WC would continue to remind employees and contractors to obey road rules.
17 Mar 2014 at 5:15 PM	Wollar Road, Wollar	Noise & Heavy Vehicle Traffic	Community Hotline	Caller reported hearing mine noise at certain times and seeing heavy vehicle using Wollar Road. Real-time noise levels were compliant at the times reported. WC staff also confirmed no heavy vehicle from the Mine was on Wollar Road at the time reported.
22 Mar 2014 at 8:15 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Real-time noise levels at that time were compliant. WC staff phoned the Caller.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
23 Mar 2014 at 6:14 PM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling burning coal odour. WC staff investigated, but couldn't confirm the odour. WC staff phoned the Caller.
09 Apr 2014 at 8:12 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Araluen Road assessed and found compliant at that time. WC staff phoned the Caller.
10 April 2014 at 2:30 PM	Barigan Road, Wollar	Blast Overpressure	Email	Resident request details on earlier blast. Overpressure and vibration levels measured at Wollar for that blast were below EPL limits. Blast monitoring details emailed to resident.
20 April 2014 at 12:41 PM	Barigan Street, Wollar	Building Rubbish	Community Hotline	Caller reported building rubbish ('material') placed on Council Oval. WC staff investigated and material removed.
22 April 2014 at 7:58 AM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling burning coal odour. WC staff investigated, but didn't detect any odour at Wollar. WC staff phoned the Caller.
22 April 2014 at 8:57 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Araluen Road assessed and found compliant at that time. WC staff phoned the Caller.
22 April 2014 at 9:50 AM	Barnett Street, Wollar	Noise	Office Phone	Caller reported hearing Mine noise. Low frequency noise levels at Wollar assessed and found compliant at that time. WC staff phoned the Caller.
23 April 2014 at 8:52 AM	Moorlarben Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wandoona assessed and found compliant at that time. WC staff phoned the Caller.
24 April 2014 at 8:10 AM	Barnett Street, Wollar	Noise	Office Phone	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village assessed. Mine operations modified to control noise. WC staff phoned the Caller.
25 April 2014 at 7:22 PM	Moorlarben Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wandoona assessed and found compliant at that time. WC staff phoned the Caller.
29 April 2014 at 8:30 AM	Barnett Street, Wollar	Noise	Office Phone	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village assessed and found compliant at that time. WC staff phoned the Caller.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
30 April 2014 at 1:54 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Araluen Road assessed and found compliant at that time. WC staff phoned the Caller.
02 May 2014 at 9:34 AM	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village assessed and found compliant at that time. WC staff phoned the Caller.
05 May 2014 at 3:54 PM	Winchester Crescent, Cooks Gap	Blast Overpressure	Community Hotline	Caller reported hearing earlier blast. Overpressure and vibration levels measured at Wollar during the blast were below EPL limits. At time of blast there was cloud cover and SW wind blowing away from Cooks Gap. WC staff phoned the Caller.
07 May 2014 at 3:05 PM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Araluen Road assessed and found compliant at that time. Unattended noise monitor placed at Mogo Road to assess noise levels in area. Recorded noise levels and audio were analysed and determined to be compliant. Caller declined to speak to anyone.
10 May 2014 at 9:04 AM	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village assessed and found compliant at that time. WC staff phoned the Caller.
12 May 2014 at 11:28 AM	Winchester Crescent, Cooks Gap	Blast Overpressure	Community Hotline	Caller reported hearing earlier blast. Overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. At the time of blast there was an easterly wind blowing towards Cooks Gap. WC staff phoned the Caller.
13 May 2014 at 5:54 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village and Araluen Road assessed and found compliant at that time. During that morning stable atmospheric (temperature inversion) conditions were also present. WC staff phoned the Caller.
15 May 2014 at 7:55 AM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling burning coal odour. WC staff investigated, but didn't detect any odour. A very light N/NW (<1m/s) was blowing. Gas monitoring at Wollar Village didn't detect any odorous (sulphur) gases. WC staff phoned the Caller.
18 May 2014	Barnett Street, Wollar	Noise and Odour	Community Hotline	Caller reported hearing Mine noise and smelling an odour. Low frequency noise

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
at 9:26 AM				levels at Wollar Village assessed and found compliant at that time. WC staff investigated odour but didn't detect anything at Wollar Village. Gas monitoring at Wollar Village didn't detect any odorous (sulphur) gases. WC staff phoned the Caller.
18 May 2014 at 9:31 AM	Barigan Street, Wollar	Noise and Odour	Community Hotline	Caller reported hearing Mine noise and smelling an odour. Low frequency noise levels at Wollar Village assessed and found compliant at that time. WC staff investigated odour but didn't detect anything at Wollar Village. Gas monitoring at Wollar Village didn't detect any odorous (sulphur) gases. WC staff phoned the Caller.
20 May 2014 at 3:15 PM	Araluen Road, Wollar	Dust	Community Hotline	Caller reported seeing dust from blast. Blast observed and emission from blast confined to site. Caller declined to speak to anyone.
22 May 2014 at 3:20 PM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Araluen Road assessed and found compliant at that time. Temporary unattended noise monitor placed at Mogo Road to assess noise levels in area. Noise levels recorded during the monitoring period were analysed and found compliant. Caller declined to speak to anyone.
24 May 2014 at 9:57 PM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village assessed and found compliant at that time. Stable atmospheric (temperature inversion) conditions were present. Operations modified later that night due to inversion. Caller declined to speak to anyone.
25 May 2014 at 7:52 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing mine noise. Low frequency noise levels at Wollar Village appeared compliant at that time. During the morning stable atmospheric (temperature inversion) conditions were present. Equipment stood down to ensure compliance. WC staff phoned the Caller.
27 May 2014 at 6:30 AM	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village assessed and found compliant at that time. During the morning stable atmospheric (temperature inversion) conditions were present. Equipment stood down later that morning to ensure compliance. WC staff phoned the Caller.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
3 June 2014 at 8:10 AM	Barigan Street, Wollar	Livestock	Community Hotline	Caller reported seeing cattle on Wollar Road. Matter investigated. Found cattle had escaped through cut fence. Cattle returned to property. WC staff tried to phone the Caller.
4 June 2014 at 3:05 PM	Winchester Crescent, Cooks Gap	Blast Overpressure & Vibration	Community Hotline	Caller reported hearing and feeling earlier blast. Blast monitors near the Caller did not register blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
4 June 2014 at 3:21 PM	Ulan Road, Cooks Gap	Blast Overpressure & Vibration	Community Hotline	Caller reported hearing and feeling earlier blast. Blast monitors near the caller did not register blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
10 June 2014 at 9:23 AM	Barnett Street, Wollar	Odour	Office Phone	Caller reported smelling burning coal odour at Wollar Village. WC staff investigated, but didn't detect any onsite odour. Gas monitoring at Wollar Village didn't detect any odorous (sulphur) gases. WC staff phoned the Caller.
20 June 2014 at 11:38 AM	Araluen Road, Wollar	Noise and Blast Overpressure	Community Hotline	Caller reported hearing noise from earlier blast as well as 'machine' noise. WC staff reviewed blast and noise monitoring results for that time and judged both compliant. WC staff phoned the Caller.
21 June 2014 at 7:52 AM	Barigan Street, Wollar	Noise, Odour & Blast Vibration	Community Hotline	Caller reported: (i) smelling burning coal odour, (ii) hearing mine noise, and (iii) noticing damage to house from earlier blasts. WC staff investigated all issues raised by Caller. No odour detected at Wollar Village. Noise and blast vibration levels found compliant at relevant times. WC staff phoned the Caller.
21 June 2014 at 10:04 AM	Barnett Street, Wollar	Odour	Community Hotline	Caller reported smelling a burning coal odour. WC staff investigated, but didn't detect any odour at Wollar Village. Gas monitoring at Wollar Village didn't detect any odorous (sulphur) gases at that time. WC staff phoned the Caller.
23 June 2014 at 10:04 AM	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village assessed and found compliant at that time. Stable atmospheric (temperature inversion) conditions present during most of the night-time and early morning.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				Operations modified before and after the call because of the inversion. Caller declined to speak to anyone about noise.
23 June 2014 at 7:52 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village appeared compliant at that time. Mine operations still modified to ensure compliance with noise limits. WC staff phoned the Caller.
27 June 2014 at 7:52 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels at Wollar Village assessed and found compliant at that time. Stable atmospheric (temperature inversion) conditions present. WC staff phoned the Caller.
2 July 2014 at 3:15 PM	Barnett Street, Wollar	Odour	Community Hotline	Caller reported smelling strong odour from burning coal. WC staff investigated and couldn't smell any burning coal odour at Wollar Village, but could smell smoke from 'rubbish' being burnt on Caller's property. WC staff phoned the Caller.
7 July 2014 at 7:55 PM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels recorded at Wollar Village and Wandooona assessed and found compliant before and at the time of the call. WC staff phoned the Caller.
14 July 2014 at 3:48 PM	Winchester Crescent, Cooks Gap	Blast Overpressure	Community Hotline	Caller reported hearing earlier blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
17 July 2014 at 5:47 PM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing 'machine' noise during day and last night. Low frequency noise levels assessed at Araluen Road and found compliant at times reported by Caller. WC staff phoned the Caller.
19 July 2014 at 11:30 AM	Winchester Crescent, Cooks Gap	Blast Overpressure	Community Hotline	Caller reported hearing earlier blast. Blast monitor near the Caller did not register blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
22 July 2014 at 3:47 PM	Winchester Crescent, Cooks Gap	Blast Overpressure	Community Hotline	Caller reported hearing earlier blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
24 July 2014 at 11:41 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing 'machine' noise during day and night before. Low frequency noise levels recorded at Araluen Road assessed and appeared compliant. Mine operations modified to ensure compliance with noise limits. WC staff phoned the Caller.
29 July 2014 at 10:10 PM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels recorded at Wollar Village assessed and found compliant at that time. Stable atmospheric (temperature inversion) conditions were present. Mine operations modified as a result of the call. Caller declined to speak to anyone about the noise.
30 July 2014 at 4:01 PM	Barigan Street, Wollar	Blast Overpressure	Community Hotline	Caller reported hearing earlier blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
30 July 2014 at 10:10 PM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels recorded at Wollar Village assessed and found compliant at that time. Stable atmospheric (temperature inversion) conditions were present. Caller declined to speak to anyone about the noise.
31 July 2014 at 9:00 PM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels recorded at Wollar Village assessed and found compliant at that time. Stable atmospheric (temperature inversion) conditions were present. WC staff phoned the Caller.
6 Aug 2014 at 8:04 AM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling a sulphur odour. WC staff investigated, but didn't detect any odour at Wollar Village. A very light E/S wind (<1m/s) was blowing away from Wollar. Gas monitoring at Wollar Village didn't detect any odorous (sulphur) gases. WC staff phoned the Caller.
6 Aug 2014 at 10:32 PM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency noise levels recorded at Wollar Village assessed and found compliant at that time. WC staff phoned the Caller.
9 Aug 2014	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency noise levels recorded at

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at 9:25 AM				Araluen Road assessed and appeared compliant. Mine operations were nonetheless modified to ensure compliance with noise limits. WC staff phoned the Caller.
9 Aug 2014 at 10:12 PM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency noise levels recorded at Wollar Village assessed and found compliant at that time. Stable atmospheric (temperature inversion) conditions were present. WC staff tried to phone the Caller, but Caller did not answer or reply.
10 Aug 2014 at 9:15 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency noise levels recorded at Wollar Village assessed and found compliant at that time. WC staff tried to phone the Caller, but Caller did not answer or reply.
11 Aug 2014 at 3:36 PM	Winchester Crescent, Cooks Gap	Blast Overpressure	Community Hotline	Caller reported hearing earlier blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
15 Aug 2014 at 3:02 PM	Barigan Road, Wollar	Blast Overpressure	Community Hotline	Caller reported hearing a blast. WC staff phoned the Caller and confirmed that no blast was schedule for, or had occurred during, that day.
26 Aug 2014 at 8.14 AM	Moolarben Road, Wollar	Blast Vibration	Community Hotline	Caller reported that he felt the vibration of an earlier blast. The overpressure and vibration levels measured at Wollar Village, Moolarben Dam, Ridge Road, and Ulan Public School during the blast were below EPL limits. WC staff phoned the Caller.
28 Aug 2014 at 8.45 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency noise levels recorded at Araluen Road assessed and found compliant at that time. Stable atmospheric (temperature inversion) conditions were present. A light S/SE/E wind (<1m/s) was blowing away from Mogo Road. WC staff phoned the Caller.
29 Aug 2014 at 8:06 AM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling a burning coal odour. WC staff investigated, but didn't detect any odour at Wollar Village. Gas monitoring at Wollar Village didn't detect any odorous (sulphur) gases. WC staff phoned the Caller.
04 Sep 2014	Barigan Street, Wollar	Dust	Wollar General Store	Complainant spoke to WC staff about dust on his kitchen table. WC staff investigated

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at 2:30 PM				and confirmed that measured dust levels at Wollar had not increased.
04 Sep 2014 at 5:36 PM	Ulan-Wollar Road, Wilpinjong	Odour	Community Hotline	Caller reported smelling a strong H ₂ S or burning coal odour while driving past the Mine. WC staff investigated, but didn't detect any H ₂ S or burning coal odour. WC staff could smell a faint odour from the organic growth medium (OGM) being applied to nearby rehab area. WC staff spoke to the Caller.
08 Sep 2014 at 3:09 AM	Moorlarben Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Caller had earlier agreed for WC to place a temporary noise monitor on their property to assess noise. Low frequency noise levels before 3 AM appeared compliant. Caller declined to speak to anyone.
09 Sep 2014 at 4:00 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency noise levels recorded at Wollar Village assessed and found compliant at that time. Stable atmospheric conditions (i.e. temperature inversion and no wind) were present. Caller declined to speak to anyone.
9 Sep 2014 at 8:46 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency noise levels recorded at Araluen Road assessed and appeared compliant. WC staff phoned the Caller.
11 Sep 2014 at 12:40 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency (LF) noise levels recorded at Araluen Road by an unattended noise monitor assessed and found compliant at that time. Stable atmospheric conditions (i.e. temperature inversion and no wind) were present. On 12 Sep 2014 attended noise monitoring conducted at Mogo Road – between the Caller's property and the Mine. The measured LF noise levels were low and compliant. WC staff phoned the Caller.
11 Sep 2014 at 8:26 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency (LF) noise levels recorded at Araluen Road by an unattended noise monitor assessed and found compliant at that time. Stable atmospheric conditions (i.e. temperature inversion and no wind) were present. On 12 Sep 2014 attended noise monitoring conducted at Mogo Road – between the Caller's property and the Mine. The measured LF noise levels were low and compliant. WC staff phoned the Caller.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
14 Sep 2014 at 10:50 AM	Ridge Road, Cooks Gap	Odour	Community Hotline	Caller reported smelling a burning coal odour. WC staff investigated, but didn't detect any onsite odour. WC staff phoned the Caller.
22 Sep 2014 at 9:16 PM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency noise levels recorded at Wollar Village and Wandooma assessed and found compliant before and at the time of the call. WC staff phoned the Caller.
08 Oct 2014 at 4:37 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Train noise found to have influenced LF noise levels. Stable atmospheric conditions (i.e. temperature inversion and weak wind conditions) were present. WC staff tried to phone the Caller to discuss the above findings.
20 Oct 2014 at 5:33 PM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. A strong easterly wind (>4.5m/s) was also recorded at time of call. The wind was blowing away from the Caller and so would not have caused 'noise enhancing conditions'. Caller may have heard rail noise downwind of the Sandy-Hollow Rail Line. WC staff phoned the Caller.
22 Oct 2014 at 9:00 AM	Cooks Gap	Vehicle Traffic	Community Hotline	Caller concerned about mine related traffic. WC staff phoned the Caller to discuss the Caller's concerns.
01 Nov 2014 at 4:55 PM	Barigan Street, Wollar	Dust	Community Hotline	Caller reported seeing dust at Mine from Ulan-Wollar Road. Report investigated and operations modified. WC staff phoned the Caller.
04 Nov 2014 at 11:26 AM	Barnett Street, Wollar	Odour	Community Hotline	Caller reported a burning smell, which they believed was from Keylah Dump. No work on Keylah Dump had yet started. WC staff investigated and couldn't smell any burning 'coal' odour at Wollar Village. WC staff phoned the Caller to report the above details.
09 Nov 2014 at 8:39 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Train noise found to have

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				influenced LF noise levels. Stable atmospheric conditions (i.e. temperature inversion and weak wind conditions) were present before call. As a precaution, WC staff modified operations. Caller declined to speak to anyone.
10 Nov 2014 at 7:47 AM	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. ARTC work occurring near to Wollar Village, which would have influenced LF noise levels. An easterly wind (2.5 – 3.0m/s) recorded at time of call, which is towards the Mine and away from Wollar. As a precaution, WC staff modified operations. WC staff phoned the Caller.
10 Nov 2014 at 8:12 AM	Araluen Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Real-time low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. ARTC work occurring near to Araluen Road, which would have influenced LF noise levels. An easterly wind (2.5 – 3.0m/s) recorded at time of call, which is towards the Mine and away from Araluen Road. As a precaution, WC staff modified operations. WC staff phoned the Caller.
10 Nov 2014 at 8:15 PM	Barigan Street, Wollar	Dust	Community Hotline	Caller reported seeing a 'dusty' horizon. WC staff investigated call. PM10 dust levels measured at Wollar Village were compliant. Wind was blowing from the North, which is towards the Mine and away from Mogo Road. RFS reported bushfire at Mogo Road, which likely caused a smoke haze in the area. WC staff phoned the Caller.
14 Nov 2014 at 2:17 PM	Barigan Street, Wollar	Blast (Property Damage)	Community Hotline	Caller reported a crack in exterior wall of his property ('house'). WC staff phoned the Caller as well as inspected the cracked wall. WC engaged a suitably qualified person to inspect Caller's house. Report pending.
20 Nov 2014 at 4:14 PM	O'Briens Crossing, Wollar	Dust, Odour, Noise & Blast	Community Hotline	Caller reported: seeing a black cloud, smelling an odour, hearing mine noise and hearing and feeling an earlier blast. WC staff investigated the call. The recorded PM10 dust levels, low frequency (LF) noise levels, overpressure and vibration levels at times reported by Caller were compliant. WC staff phoned the Caller.
25 Nov 2014 at 7:47 AM	Barnett Street, Wollar	Odour	Community Hotline	Caller reported smelling an odour, which they believed was coming from the Keylah Dump. WC staff investigated the call and visited Wollar Village. They didn't smell any

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				burning coal odour. WC staff phoned the Caller.
29 Nov 2014 at 6:39 AM	Ridge Road, Cooks Gap	Odour	Community Hotline	Caller reported a very faint burning coal odour. WC staff investigated call. No removal work occurring on Keylah Dump before or at that time. A dozer sent to Keylah dump to track roll area to compact it.
30 Nov 2014 at 9:07 AM	Barigan Street, Wollar	Dust	Community Hotline	Caller reported seeing dust from Keylah Dump as well as smelling an odour at Wollar Village earlier that morning. The Caller also raised issue with: his rainwater quality; increased coal dust and inspection of his house for blasting impacts. Work on Keylah Dump was in line with management plan and so compliant. WC responded to the Caller's issues in writing.
30 Nov 2014 at 4:02 PM	Barigan Street, Wollar	Dust	Community Hotline	Caller reported seeing dust from Mine and in general area. WC staff investigated the call. Only one digger circuit operating at that time. Other circuits parked up. WC staff phoned the Caller to report that dust likely to be regional than from Mine.
01 Dec 2014 at 9:39 PM	Winchester Crescent, Cooks Gap	Odour	Community Hotline	Caller reported a faint odour, which they believed was from WC. WC staff investigated the reported odour and spoke to the Caller. WC staff provided the Caller with copies of: (i) a community fact sheet on spontaneous combustion and (ii) the latest ambient air monitoring report.
02 Dec 2014 at 6:14 AM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling an odour, which they believed was coming from Keylah Dump. WC staff investigated the call and visited Wollar Village. They didn't smell any burning coal odour. WC staff phoned the Caller.
06 Dec 2014 at 7:54 AM	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff phoned the Caller.
07 Dec 2014 at 7:54 AM	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff phoned the Caller.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
11 Dec 2014 at 8:36 AM	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff reviewed the real-time low frequency (LF) noise levels recorded at Wollar Village. Train noise found to have influenced LF noise levels. As a precaution, WC staff modified operations. WC staff phoned the Caller.
19 Dec 2014 at 7:30 AM	Barigan Street, Wollar	Odour & Blasting	Community Hotline	Caller reported smelling an odour, which they believed was coming from Keylah Dump, and to also report hearing an earlier blast. In terms of the odour, no work on Keylah Dump was occurring or had occurred for a few days. A DP&E Compliance Officer (Officer) had inspected Keylah Dump the day before (December 18). The Officer didn't raise any issue about odour. With regards to the blast noise the overpressure measured at Wollar Village from the relevant blast was below EPL limits. WC staff phoned the Caller.
29 Dec 2014 at 7:04 AM	Ridge Road, Cooks Gap	Odour	Community Hotline	Caller reported a very faint burning coal odour, which they believed was coming from Keylah Dump. No work on Keylah Dump occurred on that day. WC staff couldn't confirm the reported odour. WC staff phoned the Caller.