



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2015 to 31 December 2015

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
06 Jan 2015 at 8:32 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. Wilpinjong Coal (WC) staff confirmed that the real-time low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. (Araluen Road is the closest real-time noise monitor to Caller.) Caller declined to speak to WC staff.
17 Jan 2015 at 8:33 AM	Barnett Street, Wollar Village	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.
25 Jan 2015 at 3:44 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing low frequency (LF) mine noise. WC staff investigated call. At time reported by Caller there was high humidity and no wind. A large storm had occurred around midnight. Mining equipment parked up because of storm. The climatic conditions likely resulted in less noise attenuation and so noise (from mine and/or train) being heard further away. WC staff phoned the Caller.
25 Jan 2015 at 9:32 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing low frequency (LF) mine noise. WC staff investigated call. At time reported by Caller there was high humidity and no wind. A large storm had occurred around midnight. Mining equipment parked up because of storm. The climatic conditions likely resulted in less noise attenuation and so noise (from mine and/or train) being heard further away. WC staff phoned the Caller.
28 Jan 2015 at 7:31 AM	Barigan Street, Wollar	Other	Community Hotline	Caller reported long grass in front of properties owned by Peabody Energy. Work carried out on these properties as well as in Wollar Village. WC staff phoned the Caller.
29 Jan 2015 at 7:58 AM	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling a burning coal odour. WC staff investigated the call and visited Wollar Village. They didn't smell any burning coal odour at Wollar Village. WC staff phoned the Caller.
03 Feb 2015 at 10:46 PM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. (Araluen Road is the closest real-time noise monitor to Caller.) Caller declined to

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				Speak to WC staff.
06 Feb 2015 at 3:15 PM	Barnett Street, Wollar Village	Blast	Community Hotline	Caller reported hearing and feeling a blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
08 Feb 2015 at 8:18 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Stable atmospheric conditions (i.e. a temperature inversion and no wind) were present before the call. To ensure compliance WC staff modified operations. WC staff phoned the Caller.
09 Feb 2015 at 3:30 PM	Winchester Crescent, Cooks Gap	Blast	Community Hotline	Caller reported hearing a blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
14 Feb 2015 At 5:37 PM	Pitts Lane, Mudgee	Other	Community Hotline	Caller reported reckless driving by mine employee. WC staff investigated and identified driver as a WC contractor. Disciplinary action taken against driver by their employer. WC staff phoned the Caller.
15 Feb 2015 at 8:26 AM	Barigan Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution, WC staff modified operations. WC staff tried to contact the Caller.
15 Feb 2015 at 8:45 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution, WC staff modified operations. WC staff determined that mowing in Wollar Village contributed to LF noise levels. WC staff phoned the Caller.
15 Feb 2015 at 2:04 PM	Barigan 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 tried to contact the Caller.
15 Feb 2015 at 7:20 PM	Ridge Road, Cooks Gap	Odour	Community Hotline	Caller reported smelling a faint burning coal odour. WC staff investigated the call but didn't smell the odour at Cooks Gap. WC staff phoned the Caller.
26 Feb 2015	Ringwood Road,	Blast	Community Hotline	Caller reported hearing a blast. The overpressure and vibration levels measured at

2015 Community Complaints Register Summary

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at 15:51 PM	Wollar			Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
28 Feb 2015 at 8:38 PM	Ridge Road, Cooks Gap	Odour	Community Hotline	Caller reported smelling a faint burning coal odour. WC staff investigated the call but didn't smell any odour at Wollar Village or at the Mine site boundary. As a precaution operations modified on site. WC staff phoned the Caller.
01 Mar 2015 at 12:01 PM	Barigan Street, Wollar Village	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 spoke to the Caller.
02 Mar 2015 at 12:33 PM	Mogo Road, Wollar	Blast	Community Hotline	Caller reported hearing a blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. Caller declined to speak to WC staff.
15 Mar 2015 at 8:27 AM	Barigan Street, Wollar Village	Noise, Odour & Dust	Community Hotline	Caller reported hearing Mine noise, seeing dust and smelling burning coal odour. WC staff investigated noise, odour and dust at Wollar Village and confirmed there were no compliance issues. WC staff spoke to the Caller.
18 Mar 2015 at 2:49 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. Stable atmospheric conditions (i.e. a temperature inversion and no wind) were present at time of call. WC staff spoke to the Caller.
18 Mar 2015 at 7:12 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff confirmed that wind (>3m/s) and local traffic were influencing low frequency (LF) noise at Wollar Village. WC staff spoke to the Caller.
18 Mar 2015 at 10:12 AM	Barnett Street, Wollar Village	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 spoke to the Caller.
20 Mar 2015	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Araluen Road were compliant at that time.

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
at 12:42 AM				Stable atmospheric conditions (i.e. a temperature inversion and no wind) were present at time of call. WC staff spoke to the Caller.
20 Mar 2015 at 9:08 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Train noise detected in the live audio from the Wollar Village noise monitor. As a precaution, WC staff modified operations. WC staff spoke to the Caller.
23 Mar 2015 at 1:04 PM	Mogo Road, Wollar	Other	Community Hotline	Caller reported feral animals on neighbouring WC land. Animals removed. WC staff spoke to the Caller.
27 Mar 2015 at 8:34 AM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a burning coal odour. WC staff investigated the call but didn't smell the reported odour at Wollar Village. WC staff spoke to the Caller.
31 Mar 2015 at 9:25 AM	Barnett Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a burning coal odour. WC staff investigated the call but didn't smell the reported odour at Wollar Village. WC staff spoke to the Caller.
06 Apr 2015 at 4:23 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Caller declined to speak to WC staff.
06 Apr 2015 at 7:35 AM	Barnett Street, Wollar Village	Noise and Odour	Community Hotline	Caller reported hearing Mine noise and smelling odour the previous day. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution, WC staff modified operations at 8AM. WC staff spoke to the Caller.
07 Apr 2015 at 7:55 AM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a burning coal odour. WC staff investigated the call but didn't smell the reported odour at Wollar Village. WC staff spoke to the Caller.
08 Apr 2015 at 11:36 PM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a burning coal odour. WC staff weren't able to confirm that there was an odour at Wollar Village. WC staff spoke to the Caller the next day.
09 Apr 2015	Barigan Street, Wollar	Odour	Community Hotline	Caller phoned about earlier complaint. WC staff spoke to the Caller about their earlier

2015 Community Complaints Register Summary

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at 6:24 AM	Village			complaint.
09 Apr 2015 at 6:25 AM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling an odour from burning coal and dust. WC staff investigated the call but didn't smell the reported odour at Wollar Village. WC staff spoke to the Caller.
09 Apr 2015 at 9:27 PM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller.
12 Apr 2015 at 8:37 AM	Barigan Street, Wollar Village	Odour & Noise	Community Hotline	Caller reported smelling an odour and hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff weren't able to confirm that there was an odour at Wollar Village. WC staff spoke to the Caller.
15 Apr 2015 at 8:20 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution, WC staff modified operations. Caller declined to speak to WC staff.
16 Apr 2015 at 4:33 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Caller declined to speak to WC staff.
17 Apr 2015 at 7:24 PM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Attended noise monitoring occurred near to the Caller on April 18 at 12:35AM. No mining noise was audible. WC staff spoke to the Caller.
18 Apr 2015 at 5:26 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Attended noise monitoring also occurred at Wollar on April 17 at around midnight. No mining noise was audible. WC staff spoke to the Caller.
19 Apr 2015	Barigan Street, Wollar	Odour	Community Hotline	Caller reported smelling an odour from burning coal. WC staff investigated the call

2015 Community Complaints Register Summary

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at 7:08 AM	Village			but didn't smell the reported odour at Wollar Village. WC staff spoke to the Caller.
19 Apr 2015 at 8:10 AM	Barnett Street, Wollar Village	Odour	Community Hotline	Caller reported smelling an odour from burning coal. WC staff investigated the call but didn't smell the reported odour at Wollar Village. WC staff spoke to the Caller.
20 Apr 2015 at 8:14 AM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise at 4AM on the morning of April 18. Attended noise monitoring occurred near to the Caller on April 18 at 12:35AM. No mining noise was audible. WC staff spoke to the Caller.
20 Apr 2015 at 9:30 PM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller.
24 Apr 2015 at 8:13 AM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a very strong odour from burning coal. WC staff investigated the call but didn't smell the reported odour at Wollar Village. WC staff spoke to the Caller.
24 Apr 2015 at 8:49 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud mining noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller.
24 Apr 2015 at 10:33 PM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud mining noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller.
24 Apr 2015 at 10:40 PM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing mining noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller.
27 April 2015 at 12:29 PM	Winchester Crescent, Cooks Gap	Blast	Community Hotline	Caller reported hearing a blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.
27 April 2015 at 1:20 PM	Mogo Road, Wollar	Blast	Community Hotline	Caller reported hearing a blast. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff phoned the Caller.

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
28 Apr 2015 at 5:28 PM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing mining noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller.
04 May 2015 at 6:43 PM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing mining noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller.
05 May 2015 at 7:49 AM	Barnett Street, Wollar Village	Noise & Odour	Community Hotline	Caller reported smelling a strong odour and hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution, WC staff modified operations. WC staff also investigated the odour, but were not able to confirm the reported odour. WC staff spoke to the Caller.
05 May 2015 at 8:05 AM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a very strong odour. WC staff investigated the call but didn't detect the reported odour at Wollar Village. WC staff spoke to the Caller.
05 May 2015 at 8:31 PM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing mining noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Caller declined to speak to WC staff.
06 May 2015 at 8:53 AM	Barigan Street, Wollar Village	Dust	Community Hotline	Caller reported seeing dust haze in valley. Dust seen by Caller caused by national dust storm that blew in from the south. WC staff spoke to the Caller.
06 May 2015 at 12:41 PM	Barigan Street, Wollar Village	Earlier Dust Complaint	Community Hotline	Caller concerned about details provided to them on earlier dust complaint. WC staff spoke to the Caller.
06 May 2015 at 11:34 PM	Ringwood Road, Wollar	Odour	Community Hotline	Caller reported smelling a strong burning coal odour at Mine entrance. WC staff investigated the call and spoke to the Caller about the mine operations occurring at that time.
07 May 2015 at 7:59 AM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a very strong burning coal odour. WC staff investigated the call but didn't detect the reported odour at Wollar Village. WC staff spoke to the Caller.

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
09 May 2015 at 9:10 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing mining noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Caller declined to speak to WC staff.
10 May 2015 at 8:20 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. As a precaution, WC staff modified operations. Caller declined to speak to WC staff.
10 May 2015 at 9:41 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing mining noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution, WC staff modified operations. WC staff spoke to the Caller.
11 May 2015 at 12:45 PM	Mogo Road, Wollar	Blast	Community Hotline	Caller reported hearing a distinct blast sound. The overpressure and vibration levels measured at Wollar Village during the blast were below EPL limits. WC staff spoke to the Caller and provided the Caller with details on the blast.
13 May 2015 at 1:42 PM	Barigan Street, Wollar Village	Dust	Community Hotline	Caller reported seeing dust in area. PM10 dust levels measured at Wollar Village were very low. WC staff inspected mine operations area and found no dust issues. Caller declined to speak to WC staff.
14 May 2015 at 12:33 PM	Winchester Crescent, Cooks Gap	Blast	Community Hotline	Caller reported hearing a blast. The overpressure and vibration levels measured at Wollar Village during a blast at WC were below EPL limits. WC staff phoned the Caller.
15 May 2015 at 8:07 AM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a very strong burning coal odour. WC staff investigated the call but didn't detect the reported odour at Wollar Village. WC staff spoke to the Caller.
15 May 2015 at 10:07 AM	Barigan Street, Wollar Village	Earlier Odour Complaint	Community Hotline	Caller concerned about an earlier odour complaint lodged by partner. WC staff spoke to the Caller about the action WC took with regards to the earlier complaint.
17 May 2015 at 3:36 PM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing vehicle noise from mine. The real-time low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Mogo Road) were

2015 Community Complaints Register Summary

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				compliant at that time. Caller declined to speak to WC staff.
22 May 2015 at 12:56 PM	Winchester Crescent, Cooks Gap	Blast	Community Hotline	Caller reported hearing a blast. The overpressure and vibration levels measured at Wollar Village during a blast at WC were below EPL limits. WC staff phoned the Caller.
28 May 2015 at 9:41 PM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff phoned the Caller.
31 May 2015 at 9:06 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Stable atmospheric conditions present before the call. Train noise detected in live audio from Wollar Village noise monitor at time of call. Caller declined to speak to WC staff.
03 Jun 2015 at 4:40 PM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling an odour. Caller declined to speak to WC staff. WC staff investigated the call but didn't detect any odour onsite or at Wollar Village.
04 Jun 2015 at 9:47 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
06 Jun 2015 at 9:27 PM	Big River Camp Ground, Wollar	Noise	Community Hotline	Caller reported hearing truck noise. The real-time low frequency (LF) noise levels recorded at Wollar Village, which is closer to Mine than the Camp Ground, were compliant at that time. WC staff spoke to the Caller by phone.
07 Jun 2015 at 9:11 AM	Barnett Street, Wollar Village	Noise & Odour	Community Hotline	Caller reported smelling a strong odour and hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff also investigated the call, but was not able to confirm the reported odour at Wollar Village. WC staff spoke to the Caller by phone.
07 Jun 2015 at 9:29 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Stable atmospheric conditions present before the call. Train noise detected in live audio from Wollar

2015 Community Complaints Register Summary

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				Village noise monitor. As a precaution, WC staff modified operations around 10AM. WC staff spoke to the Caller by phone.
07 Jun 2015 at 10:17 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller again reported loud Mine noise at 9:30AM not at time of call. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Stable atmospheric conditions present before the call. Train noise detected in live audio from Wollar Village noise monitor. WC staff had already modified operations around 10AM. WC staff spoke to the Caller by phone.
07 Jun 2015 at 10:25 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing noise from Mine while working outside. The real-time low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Mogo Road) were compliant at that time. Stable atmospheric conditions present at time of call. As a precaution, WC staff modified operations around 10AM. WC staff spoke to the Caller by phone.
08 Jun 2015 at 2:32 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at the times specified by the Caller. WC staff spoke to the Caller by phone.
10 Jun 2015 at 8:50 AM	Barigan Street, Wollar Village	Driver Behaviour	Community Hotline	Caller reported Mine vehicles speeding through Wollar Village. (Council closed western end of the Ulan-Wollar Road around this date. Mine traffic forced to use Wollar Road, which runs through Wollar Village, to access Mine.) The Caller didn't identify any specific vehicle. WC spoke to all employees and contractors reminding them to obey road rules when driving on any public road. WC staff spoke to the Caller by phone.
10 Jun 2015 at 1:00 PM	Barigan Street, Wollar Village	Driver Behaviour	Email	A person reported Mine vehicles speeding through Wollar Village. (Council closed western end of the Ulan-Wollar Road around this date. Mine traffic forced to use Wollar Road, which runs through Wollar Village, to access Mine.) The email didn't identify any specific vehicle. WC spoke to all employees and contractors reminding them to obey road rules when driving on any public road. WC staff spoke to the

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				person by phone.
12 Jun 2015 at 8:24 AM	Stoney Creek, Mudgee	Driver Behaviour	Community Hotline	Caller reported B double truck on Wollar Road around school bus time. (Council closed western end of the Ulan-Wollar Road around this date. Mine traffic forced to use Wollar Road to access Mine.) WC staff identified truck and spoke to transport company about travelling to and from Mine during school bus times. WC staff spoke to the Caller by phone.
12 Jun 2015 at 9:53 PM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise at that time and also over weekend. The real-time low frequency (LF) noise levels recorded at Wollar Village (closest noise monitor to Ringwood Road) were compliant at that time. No Mine noise was audible in the live audio from the noise monitor. WC staff spoke to the Caller by phone.
16 Jun 2015 at 9:04 AM	Barigan Street, Wollar Village	Driver Behaviour	Community Hotline	Caller reported and identified a truck the Caller believed was speeding through Wollar Village. WC staff spoke to the truck driver about obeying road laws. WC staff also spoke to the Caller by phone.
22 Jun 2015 at 8:46 AM	Barigan Street, Wollar Village	Odour	Community Hotline	Caller reported smelling an unpleasant odour. WC staff investigated the call but didn't detect the reported odour at Wollar Village. WC staff spoke to the Caller by phone.
22 Jun 2015 at 8:55 AM	Barnett Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a burning coal smell. WC staff investigated the call but didn't detect the reported odour at Wollar Village. WC staff spoke to the Caller by phone.
22 Jun 2015 at 11:24 AM	Ringwood Road, Wollar	Blast	Community Hotline	Caller reported hearing an earlier blast. The overpressure and vibration levels measured at Wollar Village during the blast at WC were below EPL limits. WC staff spoke to the Caller by phone.
23 Jun 2015 at 9:07 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. The real-time low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Local vehicle traffic through Wollar Village had an effect on LF noise levels. Ulan-Wollar Road still closed at this time. Stable atmospheric conditions also present at time of call. As a precaution, WC staff modified operations. WC staff spoke to the Caller by phone.

2015 Community Complaints Register Summary

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24 Jun 2015 at 10:16 AM	Barigan Road, Wollar	Noise	Community Hotline	Caller reported hearing truck noise during the night. The real-time low frequency (LF) noise levels recorded at Wandoona and Wollar Village were compliant and showed no LF noise level peak at the time reported by Caller. WC staff spoke to the Caller by phone.
28 Jun 2015 at 7:19 AM	Barnett Street, Wollar Village	Odour	Community Hotline	Caller reported smelling a bad smell. WC staff investigated the call but didn't detect the reported odour on site. Caller declined to speak to WC staff.
28 Jun 2015 at 9:22 AM	Barnett Street, Wollar Village	Odour & Noise	Community Hotline	Caller reported smelling a bad smell and hearing noise. Caller declined to speak to WC staff. WC staff investigated the call but didn't detect the reported odour on site. The real-time low frequency (LF) noise levels recorded at Wollar Village were also compliant at that time.
29 Jun 2015 at 1:16 PM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Mogo Road) were compliant at that time. No Mine noise was audible in the live audio from the noise monitor. Caller declined to speak to WC staff.
03 Jul 2015 at 12:00AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. The real-time low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Mogo Road) appeared compliant at that time. Calm and stable atmospheric conditions existed at time of call (i.e. low temperature and moderate inversion (>30C/100m)). Caller declined to speak to WC staff.
05 Jul 2015 at 7:29 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. Caller declined to speak to WC staff. WC staff investigated the call and determined that low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Later that morning WC staff did modified operations to manage noise levels in Wollar.
05 Jul 2015 at 7:29 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise; similar to what another Caller had reported earlier. Caller also declined to speak to WC staff. WC staff had already modified operations to manage noise levels in Wollar. The low frequency (LF) noise levels

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				recorded at Wollar Village appeared compliant at time of call.
13 Jul 2015 at 8:30 AM	Barnett Street, Wollar Village	Blast	Community Hotline	Caller reported feeling a blast that occurred three days ago. WC staff investigated the call. The overpressure and vibration levels measured at Wollar Village during the blast at WC were below EPL limits. WC staff spoke to the Caller by phone.
13 Jul 2015 at 8:30 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing very loud Mine noise two days ago. WC staff investigated the call and determined that storm activity, rain and strong wind (>3m/s) existed before and at the time reported by the Caller. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at the time reported by the Caller. WC staff spoke to the Caller by phone.
13 Jul 2015 at 11:47 AM	Barigan Street, Wollar Village	Driver Behaviour	Community Hotline	Caller reported and identified a truck the Caller believed was speeding through Wollar Village. WC staff spoke to a truck company about the call. Caller declined to speak to WC staff.
30 Jul 2015 at 7:11 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. Caller declined to speak to WC staff. WC staff investigated the call and determined that the real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Calm and stable atmospheric conditions also existed at time of call (i.e. low temperature and moderate inversion (>3oC/100m)).
01 Aug 2015 at 8:27 PM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. Calm and stable atmospheric conditions existed at that time (i.e. cool temperature and moderate inversion (>3oC/100m)). The low frequency (LF) noise levels recorded at Wollar Village appeared compliant for the reported time. As a precaution WC staff modified operations to manage noise levels in Wollar. Caller declined to speak to WC staff.
01 Aug 2015 at 8:53 PM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller again reported hearing Mine noise (refer above). WC staff investigated the call. Calm and stable atmospheric conditions existed at that time (i.e. cool temperature and moderate inversion (>3oC/100m)). The low frequency (LF) noise levels recorded at Wollar Village were compliant for the reported time. WC staff had already modified

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				operations to manage noise levels in Wollar. Caller declined to speak to WC staff.
11 Aug 2015 at 5:16 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing loud Mine noise from 4:30AM. WC staff investigated the call. Night-shift had ended around 3:15AM and so only a small amount of equipment operating during the time period reported by Caller. The low frequency (LF) noise levels recorded at Wollar Village were compliant. WC staff spoke to the Caller by phone.
14 Aug 2015 at 12:59 PM	Winchester Crescent, Cooks Gap	Blast	Community Hotline	Caller reported hearing a blast. The blast overpressure and vibration levels measured at Wollar Village Public School were below EPL limits. WC staff spoke to the Caller by phone.
16 Aug 2015 at 3:18 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing loud Mine noise from 12:30AM. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant for the reported time period. Calm and stable atmospheric conditions existed at that time (i.e. cool temperature and moderate inversion (>30C/100m)). WC staff spoke to the Caller by phone.
23 Aug 2015 at 8:33 PM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise from 4:30PM. WC staff investigated the call. Only a small amount of equipment operating after 4:30PM due to rain and imminent shift change. The low frequency (LF) noise levels recorded at Wollar Village were compliant for the time period reported by Caller. WC staff spoke to the Caller by phone.
25 Aug 2015 at 2:57 PM	Barnett Street, Wollar Village	Noise	Office Phone	Caller reported hearing Mine noise on two occasions. WC staff investigated the call. On both occasions the low frequency (LF) noise levels recorded at Wollar Village were compliant at times reported by Caller. WC staff spoke to the Caller by phone.
26 Aug 2015 at 3:30 PM	Winchester Crescent, Cooks Gap	Blast	Community Hotline	Caller reported hearing a blast. The blast overpressure and vibration levels measured at Wollar Village Public School were below EPL limits. WC staff spoke to the Caller by phone.
27 Aug 2015	Barnett Street, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
at 7:25 AM	Village			(LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution WC staff modified operations to assess noise levels in Wollar. All equipment re-started shortly after. Caller declined to speak to WC staff.
01 Sep 2015 at 8:07 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
12 Sep 2015 at 8:37 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant for the time period reported by Caller. Calm and stable atmospheric conditions existed at that time (i.e. cool temperature and moderate inversion (>30C/100m)). As a precaution WC staff modified operations to manage noise levels in Wollar. WC staff spoke to the Caller by phone.
13 Sep 2015 at 10:29 PM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Calm and stable atmospheric conditions existed (i.e. cool temperature and inversion (>30C/100m)). Caller declined to speak to WC staff.
14 Sep 2015 at 8:38 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
15 Sep 2015 at 7:52 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant before call. As a precaution WC staff modified operations to manage noise levels in Wollar. WC staff spoke to the Caller by phone.
23 Sep 2015 at 4.15 PM	Mudgee	Driver Behaviour	Administration Phone	Caller left message reporting the behaviour of a vehicle driver who may have been a WC employee/contractor. WC staff investigated the call and did not find the vehicle onsite. WC staff attempted to contact the Caller.

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
01 Oct 2015 at 8:48 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
11 Oct 2015 at 8:02 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Caller declined to speak to WC staff.
12 Oct 2015 at 7:38 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution WC staff modified operations to manage noise levels in Wollar. WC staff spoke to the Caller by phone.
14 Oct 2015 at 10:25 PM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
26 Oct 2015 at 8:29 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Rainfall recorded prior to complaint. As a precaution WC staff modified operations to manage noise levels in Wollar. Caller declined to speak to WC staff.
31 Oct 2015 at 7:47 PM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Caller declined to speak to WC staff.
01 Nov 2015 at 7:28 AM	Barigan Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Caller declined to speak to WC staff.

2015 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
01 Nov 2015 at 8:29 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
06 Nov 2015 at 8:03 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Calm and stable atmospheric conditions existed (i.e. fog). As a precaution, WC staff modified operations to manage noise levels in Wollar. Caller declined to speak to WC staff.
09 Nov 2015 at 7:21 AM	Ringwood Road, Wollar	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. Easterly wind blowing at 2-4m/s from 7AM and so not likely to have enhanced mine noise at Wollar Village. WC staff spoke to the Caller by phone.
13 Nov 2015 at 7:40 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. As a precaution, WC staff modified operations to manage noise levels in Wollar. WC staff spoke to the Caller by phone.
18 Nov 2015 at 8:25 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village were elevated. Lawn mower noise heard in live audio from the Wollar Village noise monitor. Once lawn mower noise stopped LF noise levels were below Project Approval Limit. Caller declined to speak to WC staff.
18 Nov 2015 at 10:44 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Calm and stable atmospheric conditions existed (i.e. inversion). Caller declined to speak to WC staff.

2015
Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
21 Nov 2015 at 8:48 AM	Mogo Road, Wollar	Noise	Community Hotline	Caller reported hearing very loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Araluen Road were compliant at that time. A moderate easterly wind was blowing and so not likely to have enhanced mine noise at Mogo Road. WC staff spoke to the Caller by phone.
11 Dec 2015 at 1:03 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Calm and stable atmospheric conditions existed (i.e. an inversion). As a precaution, WC staff modified operations to manage noise levels in Wollar. Caller declined to speak to WC staff.
14 Dec 2015 at 7:20 AM	Barnett Street, Wollar Village	Noise	Community Hotline	Caller reported hearing loud Mine noise. WC staff investigated the call. The low frequency (LF) noise levels recorded at Wollar Village appeared compliant at that time. Train noise detected in live audio from Wollar Village noise monitor. As a precaution, WC staff modified operations to manage noise levels in Wollar. WC staff spoke to the Caller by phone.