



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2020 to 30 April 2020

2020
Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
06 Jan 2020 at 1:44 PM	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 investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were compliant.
06 Jan 2020 at 3:16 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing and feeling a 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.
08 Jan 2020 at 6:04 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from a vehicle at Wilpinjong Coal (WC). WC staff spoke to the Caller by phone and investigated the Caller's complaint by examining vehicle movements at the location and time reported by the Caller.
10 Jan 2020 at 11:32 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing truck noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were compliant.
20 Jan 2020 at 9:29 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller reported smelling a 'bad' smell that they believed originated from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint by inspecting the site but could not account for the reported smell.
21 Jan 2020 at 9:14 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller reported smelling an odour that they believed originated from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint by inspecting the site but could not account for the reported odour.
31 Jan 2020 at 9:37 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing truck noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road

**2020
Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				were compliant.
31 Jan 2020 at 9:52 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
01 Feb 2020 at 7:41 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the noise criteria (Noise Criteria ¹). WC staff spoke to the Caller by phone about their complaint.
15 Feb 2020 at 2:05 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
15 Feb 2020 at 7:55 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller again reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
18 Feb 2020 at 9:27 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
18 Feb 2020 at 11:27 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported they could still hear noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.

2020
Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
24 Feb 2020 at 6:04 AM	Unknown	Noise, dust, vibration, tree clearing	Telephone Complaints Line	Caller made a general complaint about noise, vibration, dust and tree clearing to Wilpinjong Coal (WC). WC staff attempted to contact the Caller to investigate their complaint. The Caller could not be contacted.
26 Feb 2020 at 7:33 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
02 Mar 2020 at 10:10 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
21 Mar 2020 at 10:01 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
22 Mar 2020 at 9:23 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
22 Mar 2020 at 11:25 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
24 Mar 2020 at 1:50 PM	Barigan Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitors at Wollar Village and Barigan Road (Wandoona) were below the

2020
Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
25 Mar 2020 at 9:56 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were below the Noise Criteria. The Caller declined to speak to WC staff.
30 Mar 2020 at 10:26 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
30 Mar 2020 at 1:43 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
30 Mar 2020 at 2:09 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller again reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
01 Apr 2020 at 3:14 PM	Cooks Gap	COVID-19 and DIDO Employees	Email	Email Sender asking Wilpinjong Coal (WC) to stop all DIDO employees working at WC. WC replied to the Sender explaining WC's COVID-19 response and management plan to protect the health of employees, their families and the wider community.
23 Apr 2020 at 9:08 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.

2020
Community Complaints Register Summary

ⁱ Noise Criteria refers to the noise criteria in Condition 3, Schedule 3 of Development Consent (SSD-6764).