



**WILPINJONG COAL PTY LTD**

**COMMUNITY COMPLAINTS REGISTER  
SUMMARY**

**from**

**1 January 2021 to 31 October 2021**

**2021  
Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
03 Jan 2021 at 9:26 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC over the past week. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The wind direction for most of that period was from the East and so the Caller was upwind of WC. The Caller declined to speak to WC staff.
05 Jan 2021 at 9:09 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The wind direction at that time was from the North-West, which was not towards the Caller. The Caller declined to speak to WC staff.
06 Jan 2021 at 12:44 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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 <sup>1</sup> . The Caller declined to speak to WC staff.
09 Jan 2021 at 9:07 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The wind direction at that time was from the East and so the Caller was upwind of WC. The Caller declined to speak to WC staff.
16 Jan 2021 at 07:54 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about truck noise from WC during the night. 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 during that period. The Caller declined to speak to WC staff.
18 Jan 2021 at 12:48 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about truck noise from 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 at that time. The Caller declined to speak to WC staff.

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18 Jan 2021 at 02:13 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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 at that time. The Caller declined to speak to WC staff.
20 Jan 2021 at 12:18 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing a blast. WC staff investigated the complaint and confirmed that the blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant. The Caller declined to speak to WC staff.
23 Jan 2021 at 07:37 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust from Pit 8 at WC. WC staff investigated the complaint and confirmed actions were being taken to control dust. The Caller declined to speak to WC staff.
28 Jan 2021 at 03:53 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust from Pit 8 at WC. WC staff investigated the complaint and confirmed operations were being carried out to control dust in strong wind conditions. The Caller declined to speak to WC staff.
28 Jan 2021 at 9:54 PM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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 at that time. WC staff spoke to the Caller about their complaint.
01 Feb 2021 at 8:56 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC. WC staff investigated the complaint and were unable to identify any odour that would account for the Caller's complaint. The wind direction at that time was from the East and so the Caller was upwind of WC. The Caller declined to speak to WC staff.
05 Feb 2021 at 9:45 PM	Cooyal Lane, Cooyal	Noise	Mobile Phone	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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

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				Criteria. WC staff spoke to the Caller about their complaint.
12 Feb 2021 at 9:22 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels from mining operations were being managed below the Noise Criteria. WC staff attempted to speak to the Caller about their complaint, but the Caller declined.
21 Feb 2021 at 10:17 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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.
22 Feb 2021 at 1:20 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about machinery noise from 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.
22 Feb 2021 at 10:33 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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.
25 Feb 2021 at 9:30 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels from mining operations were being managed below the Noise Criteria. WC staff attempted to speak to the Caller about their complaint, but the Caller declined.
26 Feb 2021 at 4:51 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust coming from WC. WC staff investigated the complaint and confirmed that dust was being appropriately managed onsite. The Caller declined to speak to WC staff.
01 Mar 2021	Mogo Road, Wollar	Noise	Telephone Complaints	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff

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at 10:27 AM			Line	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.
01 Mar 2021 at 11:00 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
13 Mar 2021 at 12:50 PM	Barigan Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about truck and mine noise from 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.
18 Mar 2021 at 10:19 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
23 Mar 2021 at 4:24 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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.
10 Apr 2021 at 9:13 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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.
10 May 2021 at 2:58 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust from WC. WC staff investigated the complaint and confirmed that operations were being managed to control fugitive dust. The Caller declined to speak to WC staff.

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16 May 2021 at 10:20 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
16 May 2021 at 10:57 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
16 May 2021 at 11:05 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
17 May 2021 at 8:59 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff tried to contact the Caller as requested, but without success.
17 May 2021 at 09:34 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria. WC staff tried to contact the Caller as requested, but without success.
25 May 2021 at 11:20 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined 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 about their complaint.
26 May 2021	Mogo Road, Wollar	Noise	Telephone Complaints	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels

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at 09:41 PM			Line	recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
27 May 2021 at 09:10 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were well below the Noise Criteria. The Caller declined to speak to WC staff.
01 Jun 2021 at 10:42 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from 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 at that time. WC staff spoke to the Caller at Wollar Village.
03 Jun 2021 at 3:59 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a fire coming from WC. WC staff investigated the complaint and were unable to identify what the Caller had described. The Caller declined to speak to WC staff.
03 Jun 2021 at 4:14 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about smoke coming from WC. WC staff investigated the complaint to identify the smoke that was described by the Caller. WC staff spoke to the Caller about their complaint and what was found from the investigation.
13 Jun 2021 at 11:20 AM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC. WC staff investigated the complaint and were unable to identify the odour as described by the Caller. The Caller declined to speak to WC staff.
14 Jun 2021 at 1:33 PM	Barnett Street, Wollar Village	Unknown	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to make a complaint to WC. The Caller didn't detail the nature of their complaint. WC staff investigated by confirming operations were compliant. WC staff tried to contact the Caller as requested, but without success.
15 Jun 2021	Barnett Street, Wollar	Noise	Telephone Complaints	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff

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at 11:07 AM	Village		Line	investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were below the Noise Criteria. WC staff spoke to the Caller about their complaint.
16 Jun 2021 at 11:13 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC over the past four (4) days. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria during those days. The Caller declined to speak to WC staff.
18 Jun 2021 at 4:00 PM	Ringwood Road, Wollar	Blast Overpressure	- Mobile Phone	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about the blast overpressure from WC. WC staff investigated the complaint and confirmed that the blast overpressure was compliant for the blast event. WC staff spoke to the caller about their complaint.
18 Jun 2021 at 5:16 PM	Ringwood Road, Wollar	Blast Overpressure	- Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about the blast overpressure from WC. WC staff investigated the complaint and confirmed that the blast overpressure was compliant for the blast event. The Caller declined to speak to WC staff.
26 Jun 2021 at 6:43 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC during the morning and on the 16 <sup>th</sup> and 18 <sup>th</sup> June. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria during those times. The Caller declined to speak to WC staff.
04 Jul 2021 at 10:13 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined 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.
04 Jul 2021 at 10:41 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria.



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				The Caller declined to speak to WC staff.
15 Jul 2021 at 04:59 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined 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 Jul 2021 at 06:29 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined 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.
20 Jul 2021 at 5:40 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
31 Jul 2021 at 11:30 AM	Ringwood Road, Wollar	Blast Overpressure -	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about the blast overpressure from WC. WC staff investigated the complaint and confirmed that the blast overpressure was compliant for the scheduled blast. The Caller declined to speak to WC staff.
01 Aug 2021 at 6:14 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC over past 4 - 5 days ('period'). WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were generally below the Noise Criteria over that period. The Caller declined to speak to WC staff.
02 Aug 2021 at 7:40 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria despite stable atmospheric conditions. The Caller declined to speak to WC staff.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
02 Aug 2021 at 9:32 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about truck noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria despite stable atmospheric conditions. The Caller declined to speak to WC staff.
02 Aug 2021 at 11:18 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about truck noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria despite stable atmospheric conditions. The Caller declined to speak to WC staff.
02 Aug 2021 at 11:30 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about excessive noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria despite stable atmospheric conditions. WC staff spoke to the Caller about their complaint(s).
25 Aug 2021 at 9:37 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about truck noise from WC. WC staff investigated the complaint and determined 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.
31 Aug 2021 at 2:11 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust from trucks as the Caller drove past WC. WC staff investigated the complaint and confirmed that dust from the haul road was being managed and no additional action was required. WC staff spoke to Caller about their complaint.
11 Sep 2021 at 10:46 AM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust coming from WC. WC staff investigated the complaint and confirmed that dust was being appropriately managed onsite. The Caller declined to speak to WC staff.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
17 Sep 2021 at 8:15 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about truck noise from WC. WC staff investigated the complaint and determined 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.
06 Oct 2021 at 9:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined the Caller was down wind from WC and the wind speed was greater than 3 m/s. On this basis noise from WC was compliant with the Noise Criteria. The Caller declined to speak to WC staff.
23 Oct 2021 at 8:40 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about loud noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
24 Oct 2021 at 10:48 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
25 Oct 2021 at 1:53 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined 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.

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