



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2022 to 31 December 2022

2022
Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
08 Jan 2022 at 10:40 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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 ⁱ . The Caller declined to speak to WC staff.
11 Jan 2022 at 5:44 PM	Mogo Road, Wollar	Blast – Overpressure & Vibration	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about blast overpressure and vibration from WC. WC staff investigated the complaint and confirmed that no blast event occurred at WC on that day. The Caller declined to speak to WC staff.
11 Jan 2022 at 7:53 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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 Jan 2022 at 4:13 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck and mine 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 Feb 2022 at 10:11 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
14 Feb 2022 at 8:08 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC during the night. 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.
20 Feb 2022 at 9:09 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels

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				recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
20 Feb 2022 at 10:09 AM	Mogo Road, Wollar	Noise & Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC and a blast at WC the day before. WC staff investigated the complaint and determined that: (i) the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria; and (ii) the recorded overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were also compliant. The Caller declined to speak to WC staff.
21 Mar 2022 at 8:30 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC over the weekend. 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.
22 Mar 2022 at 4:04 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about airborne dust from WC 24 hours earlier. WC staff investigated the complaint and confirmed that the PM10 dust levels recorded in the community for the time reported were constant and well below the 24-hour PM10 dust limit of 50 ug/m3. The Caller could not be contacted about their complaint.
23 Mar 2022 at 10:42 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
28 Apr 2022 at 12:18 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast from WC. WC staff investigated the complaint and determined that there was no blasting carried out at WC. WC staff spoke to the Caller about their complaint.
28 Apr 2022 at 12:33 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast from WC. WC staff investigated the complaint and determined that there was no blasting carried out at

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				WC. The Caller declined to speak to WC staff.
28 Apr 2022 at 8:12 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
29 Apr 2022 at 10:09 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
30 Apr 2022 at 12:20 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC during the morning. 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.
07 May 2022 at 9:00 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
15 May 2022 at 10:41 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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 May 2022 at 8:07 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.

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16 May 2022 at 4:01 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about airborne dust from the Pit 6 area as the Caller was driving past WC. WC staff investigated the complaint and determined that a blast had occurred in Pit 6 at 3:51 PM. The Caller declined to speak to WC staff.
16 May 2022 at 4:04 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about airborne dust from the Pit 6 area as the Caller was driving past WC. WC staff investigated the complaint and determined that a blast had occurred in Pit 6 at 3:51 PM. WC staff spoke to the Caller about their complaint.
18 May 2022 at 8:20 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
19 May 2022 at 10:09 AM	Mogo Road, Wollar	Noise & Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC and dust 'yesterday morning' from WC. WC staff investigated the complaint and determined that: (i) the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria; and (ii) the PM10 dust levels recorded in the community for 'yesterday morning' well below the 24-hour PM10 dust limit of 50 ug/m3. The Caller declined to speak to WC staff.
24 May 2022 at 7:59 AM	Mogo Road, Wollar	Spontaneous Combustion	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about signs of spontaneous combustion from the Pit 3 area as the Caller was driving past WC. WC staff investigated the complaint and determined that minor spoil heating was being managed and operations were compliant. The Caller declined to speak to WC staff.
30 May 2022 at 9:21 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
30 May 2022 at 11:03 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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 Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
07 Jun 2022 at 12:02 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
23 Jun 2022 at 10:08 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
24 Jun 2022 at 4:10 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast at WC. WC staff investigated the complaint and determined that a blast occurred at WC at 3:35 PM. A blast also occurred at a neighbouring mine at 4:05 PM. The overpressure and vibration levels recorded at the WC EPL monitoring site at Wollar Village were compliant. The Caller declined to speak to WC staff.
29 Jun 2022 at 1:20 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
13 Sep 2022 at 6:06 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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 elevated due to nearby train movements and not mine noise. 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 2022 at 8:31 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
14 Oct 2022 at 8:42 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC from 8:42PM to 9:53PM. 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.
24 Oct 2022 at 10:49 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
27 Oct 2022 at 10:37 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
30 Oct 2022 at 23:08 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to say that "he hoped noise won't happen tonight." WC staff took no further action as the caller did not call again to complain about noise.
31 Oct 2022 at 6:06 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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 elevated due to train, bird, and cattle noise. The Caller declined to speak to WC staff.
31 Oct 2022 at 9:15 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to make a noise complaint. 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

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				Criteria. The Caller declined to speak to WC staff.
31 Oct 2022 at 9:57 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
31 Oct 2022 at 2:36 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast at WC. WC staff investigated the complaint and determined that a blast had occurred at WC and the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff were unsuccessful and contacting the Caller.
14 Nov 2022 at 2:51 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
14 Nov 2022 at 11:12 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
15 Nov 2022 at 8:07 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
15 Nov 2022 at 12:45 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC at 5 AM and 12 PM. 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 at the reported times. The Caller declined to speak to WC staff.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
16 Nov 2022 at 1:04 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about truck noise from WC 'throughout the night'. 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 the reported period. The Caller declined to speak to WC staff.
21 Nov 2022 at 1:50 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
22 Nov 2022 at 4:02 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast from WC. WC staff investigated the complaint and confirmed that no blast event occurred at WC on that day. WC staff spoke to the Caller about their complaint.
23 Nov 2022 at 1:57 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
23 Nov 2022 at 5:16 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
27 Nov 2022 at 10:30 AM	O'Brien's Crossing (Ringwood Rd.) Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
27 Nov 2022	Ringwood Road,	Noise	Telephone Complaints	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
at 11:03 PM	Wollar		Line	recorded by the real-time noise monitor at Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
07 Dec 2022 at 9:32 AM	Mogo Road, Wollar	Noise & Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC as well as dust from WC the day before. WC staff investigated the complaint and determined that: (i) the low frequency (LF) noise levels recorded by the real-time noise monitor at Mogo Road were below the Noise Criteria; and (ii) airborne dust was being managed appropriately the day before. The Caller declined to speak to WC staff.
07 Dec 2022 at 7:42 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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.
11 Dec 2022 at 9:51 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about ongoing 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.
18 Dec 2022 at 5:38 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about low frequency noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded at that time by the real-time noise monitor at Ringwood Road were elevated due to passing trains. The Caller declined to speak to WC staff.
21 Dec 2022 at 11:19 AM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust coming from a truck the day before. WC staff spoke to the Caller about their complaint and according to the Caller dust was visible when the truck tipped its load near Ulan-Wollar Road. Because of the delay in making the complaint WC staff could not verify what the Caller saw. The wind direction at the time the Caller observed the dust was towards WC and not offsite.
25 Dec 2022	Mogo Road, Wollar	Odour	Telephone Complaints	Caller contacted Wilpinjong Coal (WC) to complain about ongoing odour occurring at

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
at 9:27 PM			Line	8:50 PM. WC staff investigated the complaint and determined that: (i) WC was not operating on December 25; (ii) there was no odour on site that would account for the complaint; and (iii) the wind direction at 8:50 PM was from the East, which placed WC downwind from the Caller. The Caller declined to speak to WC staff.
30 Dec 2022 at 1:23 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about dust blowing across road. WC staff investigated the complaint and determined that operations were compliant for visual dust. The Caller declined to speak to WC staff.

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