



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2023 to 31 January 2023

2023
Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
01 Jan 2023 at 9:09 PM	Mogo Road, Wollar	Smoke	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about smoke coming into his house. WC staff investigated the complaint and found no smoke source onsite. Also, wind direction recorded onsite was from the East and so WC downwind from the Caller. WC staff spoke to Caller about his complaint.
11 Jan 2023 at 12:28 PM	Mogo Road, Wollar	Noise and Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about noise from WC two days earlier and dust observed Jan 11. 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 for the time reported by the Caller; and (ii) that operations were compliant for visual dust. WC staff spoke to Caller about his complaint.
22 Jan 2023 at 9:11 PM	Mogo Road, Wollar	Smoke & odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about smoke and odour. WC staff investigated the complaint and found no smoke and odour source onsite. WC staff also determined that (i) the wind direction recorded onsite was from the East and so WC downwind from the Caller; and (ii) two (2) fires were logged on the NSW RFS "Fires near me" website that were located to the East (i.e., upwind) of the Caller. The Caller declined to speak to WC staff.
24 Jan 2023 at 8:54 PM	Mogo Road, Wollar	Smoke & Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about smoke and odour from WC. WC staff investigated the complaint and found no smoke or odour source on site that would account for the Caller's complaint. WC staff also determined that a very light westerly wind was recorded onsite and so the Caller was not directly upwind of WC. The Caller declined to speak to WC staff.
26 Jan 2023 at 2:55 PM	Mogo Road, Turill	Dust	Mobile	Caller contacted Wilpinjong Coal (WC) to complain about dust from WC. WC staff investigated the complaint and determined that operations were compliant for visual dust. WC staff attempted to speak to the Caller about their complaint.
30 Jan 2023 at 7:22 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about loud mine noise. 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.
30 Jan 2023 at 8:59 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about an odour from WC on the 22/1 (9:00 PM), 23/1 (8:50 PM) and 26/1 (8:50 PM). WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. WC staff also determined that the wind direction recorded onsite was mostly from the East at the reported times and so WC downwind from the Caller. The Caller was not contacted.