



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2022 to 28 February 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 05:44 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 07:53 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 04:13 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 08:08 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 09:09 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

**2022
Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				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 for the blast on 19 Feb 2022 were also compliant. 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).