



**WILPINJONG COAL PTY LTD**

**COMMUNITY COMPLAINTS REGISTER  
SUMMARY**

**from**

**1 January 2020 to 30 September 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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**

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				were compliant.
31 Jan 2020 at 9:52 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>Noise Criteria</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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  
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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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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  
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				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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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 ( <b>WC</b> ). 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
06 May 2020 at 10:59 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ) all weekend. 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 the times detailed by the Caller. The Caller declined to speak to WC staff.
09 May 2020 at 3:21 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported 'hearing and feeling' a blast that occurred at Wilpinjong Coal ( <b>WC</b> ). 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.
09 May 2020 at 3:23 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported that a blast that occurred at Wilpinjong Coal ( <b>WC</b> ) was 'really loud'. 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. The Caller declined to speak to WC staff.
09 May 2020 at 4:48 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing 'truck noise' from Wilpinjong Coal ( <b>WC</b> ). 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.
19 May 2020 at 11:55 PM	Kains Flat	Noise	Telephone Complaints Line	Caller reported hearing mine noise from Wilpinjong Coal ( <b>WC</b> ) from 8 PM. 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.
20 May 2020 at 9:05 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were elevated due to stable atmospheric conditions (i.e. inversion) and that operations had and were being modified to control mine noise levels below the Noise Criteria. The Caller declined to speak to WC staff.

**2020  
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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
22 May 2020 at 8:50 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ) since 4 AM. 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 the times detailed by the Caller. The Caller declined to speak to WC staff.
22 May 2020 at 10:24 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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 above the Noise Criteria due to a strong westerly wind >3m/s, which was gusting up to >6m/s. WC staff spoke to the Caller by phone about their complaint.
16 Jun 2020 at 8:17 AM	Kains Flat	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the Wollar Village real-time noise monitor were below the Noise Criteria. WC staff spoke to the Caller by phone about their complaint.
16 Jun 2020 at 9:47 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported hearing truck noise from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the Wollar Village real-time noise monitor were below the Noise Criteria. The Caller declined to speak to WC staff.
20 Jun 2020 at 2:14 PM	Kains Flat	Blast	Telephone Complaints Line	Caller reported hearing a blast from Wilpinjong Coal ( <b>WC</b> ) at around 1:00 PM. WC staff investigated the complaint and confirmed there had been no blast at WC. WC staff spoke to the Caller by phone about their complaint.
24 Jun 2020 at 4:17 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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 Jun 2020	Mogo Road, Wollar	Noise	Telephone Complaints	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-

**2020  
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at 9:46 AM			Line	time noise monitor at Mogo Road were below the Noise Criteria. The Caller declined to speak to WC staff.
04 Jul 2020 at 11:40 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ) over past few days. 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 over that period. The Caller declined to speak to WC staff.
22 Jul 2020 at 3:34 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise and smelling odour from Wilpinjong Coal ( <b>WC</b> ) during the previous morning. 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 reported odour was not identified. The Caller declined to speak to WC staff.
02 Aug 2020 at 9:47 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise and sulphur odour from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the Wollar Village real-time noise monitor were below the Noise Criteria. The reported odour could not be explained. The Caller declined to speak to WC staff.
06 Aug 2020 at 11:14 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing a lot of noise from Wilpinjong Coal ( <b>WC</b> ) during the morning. 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 over that period. The Caller declined to speak to WC staff.
12 Sep 2020 at 5:40 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing a humming noise from Wilpinjong Coal ( <b>WC</b> ). 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 over that period. WC staff spoke to the Caller by phone about their complaint.
12 Sep 2020 at 3:39 PM	Wollar Road, Wollar	Road Closure	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about being held up on Wollar Road because of a road closure prior to a blast at WC. WC staff attempted to talk to the Caller by phone about their complaint, but the Caller did not respond.



**2020  
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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
16 Sep 2020 at 2:07 PM	Bylong Valley	Previous complaint and mining in general	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to further complain about being held up on Wollar Road on 12 Sept. 2020 and for not receiving any phone call from WC. WC staff spoke to the Caller by phone about their complaint and supplied the Caller with information to address both complaints.
21 Sept 2020 at 11:22 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about mine noise. 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 Ringwood Road were below the Noise Criteria. The Caller declined to speak to WC staff.
30 Sep 2020 at 9:33 AM	Kains Flat	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a loud noise. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the Wollar Village and Tichular Road real-time noise monitors were below the Noise Criteria. The Caller declined to speak to WC staff.

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