



**WILPINJONG COAL PTY LTD**

**COMMUNITY COMPLAINTS REGISTER  
SUMMARY**

**from**

**1 January 2023 to 31 October 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 <sup>1</sup> 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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.
4 Feb 2023 at 3:11 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust coming from a truck near Ulan-Wollar Road. WC staff investigated the complaint and determined that operations were compliant for visual dust. WC staff spoke to the Caller about their complaint.
7 Feb 2023 at 11:54 AM	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 that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff spoke to the Caller about their complaint.
9 Feb 2023 at 8:50 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a spontaneous combustion odour coming from WC. 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 complaint time and so WC downwind from the Caller. WC staff spoke to the Caller about their complaint.
10 Feb 2023 at 8:47 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about experiencing a spontaneous combustion odour coming from WC. 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 North-West at the complaint time and so WC downwind from the Caller. The Caller declined to speak to WC staff.

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12 Feb 2023 at 10:01 AM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast at WC on 11 Feb 2023 at 3:30 PM. WC staff investigated the complaint and determined that a blast had occurred at WC and that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff spoke to the Caller about their complaint.
12 Mar 2023 at 9:28 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about 'faint' noise from WC over the weekend. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria at the times mentioned by the Caller. The Caller declined to speak to WC staff.
18 Mar 2023 at 12:18 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about 'ongoing loud noise' from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria at the times mentioned by the Caller. The Caller declined to speak to WC staff.
24 Mar 2023 at 1:01 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
24 Mar 2023 at 4:56 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
28 Mar 2023 at 5:52 PM	Mogo 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

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				recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
28 Mar 2023 at 10:27 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
28 Mar 2023 at 11:01 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
28 Mar 2023 at 11:17 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 determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
28 Mar 2023 at 11:46 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
07 Apr 2023 at 1:10 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
07 Apr 2023 at 8:05 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.

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08 Apr 2023 at 8:26 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
09 Apr 2023 at 5:51 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
10 Apr 2023 at 9:48 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about general noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
11 Apr 2023 at 12:45 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
12 Apr 2023 at 1:41 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about hearing a blast from WC. WC staff investigated the complaint and determined that a blast had occurred at WC and that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff spoke to the Caller about their complaint.
1 May 2023 at 9:43 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.

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2 May 2023 at 7:11 PM	Mogo 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
3 May 2023 at 11:22 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. WC staff attempted to speak to the Caller about their complaint.
8 May 2023 at 2:16 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a 'smell along the fence line'. The Caller declined to speak to WC staff, so WC staff were unable to obtain further details. The complaint was investigated based on the limited detail provided and a reason for the complaint not found.
20 May 2023 at 9:52 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC during the night and morning. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
31 May 2023 at 2:25 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
04 Jun 2023 at 12:12 PM	Ringwood Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust coming from Pit 6 area. WC staff immediately investigated the complaint and determined that operations occurring in the Pit 6 area were compliant. The Caller declined to speak to WC staff.
12 Jun 2023 at 3:37 PM	Ulan Road, Cooks Gap	Driver Behaviour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about poor driver behaviour. WC staff spoke to the Caller about their complaint and obtained further details. The Caller believed the driver of the vehicle was a mine worker. WC staff investigated the

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				complaint and from the details provided by the Caller determined that the driver was unlikely to have come from Wilpinjong Coal.
29 Jun 2023 at 10:15 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about loud noise coming from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were affected by wind and passing trains but nonetheless compliant with the Noise Criteria. The Caller declined to speak to WC staff.
30 Jun 2023 at 9:14 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about low frequency noise coming from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were affected by approaching and passing trains but nonetheless compliant with the Noise Criteria. The Caller declined to speak to WC staff.
01 Jul 2023 at 12:34 PM	Mogo Road, Wollar	Unconfirmed	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to say: "from script. As per your instructions". WC staff investigated the message and confirmed operations were compliant. The Caller declined to speak to WC staff.
18 Jul 2023 at 10:43 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about loud machinery noise coming from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were affected by approaching and passing trains but nonetheless compliant with the Noise Criteria. The Caller declined to speak to WC staff.
07 Aug 2023 at 10:02 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about mine noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were influenced by a passing train but nonetheless compliant with the Noise Criteria. WC staff spoke to the Caller about their complaint.



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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
10 Aug 2023 at 9:18 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
10 Aug 2023 at 10:18 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
11 Aug 2023 at 6:38 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
12 Aug 2023 at 2:32 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust from WC. WC staff immediately investigated the complaint and determined that mining operations were compliant. The Caller declined to speak to WC staff.
13 Aug 2023 at 7:58 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
13 Aug 2023 at 9:24 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
13 Aug 2023 at 10:50 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

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				recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
14 Aug 2023 at 12:14 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC all weekend and in the morning. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
20 Aug 2023 at 8:03 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC all night. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
26 Sep 2023 at 9:58 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about mine noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were slightly influenced by a nearby idling train and passing jet aircraft, but nonetheless compliant with the Noise Criteria. The Caller declined to speak to WC staff.
10 Oct 2023 at 3:47 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast from WC. WC staff investigated the complaint and determined that a blast had occurred at WC and that the overpressure and vibration levels recorded at the EPL monitoring site at Wollar Village were compliant. WC staff spoke to the Caller about their complaint.
12 Oct 2023 at 6:44 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust from WC. WC staff immediately investigated the complaint and determined that mining operations were compliant. WC staff spoke to the Caller about their complaint.
19 Oct 2023 at 8:25 AM	Mogo Road, Wollar	Unconfirmed	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to say: "will ring EPA". The Caller declined to speak to WC staff. WC staff investigated the message and confirmed mine operations were compliant.

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23 Oct 2023 at 3:43 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 Mogo Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
31 Oct 2023 at 1:50 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust from Pit 8 area at WC. WC staff immediately investigated the complaint and determined that mining operations were compliant. WC staff spoke to the Caller about their complaint.

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