



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2018 to 31 December 2018

**2018
Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
11 Feb 2018 at 10:54 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC) from 4:30AM to 11AM. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant at that time period. WC staff spoke to the Caller by phone about their complaint.
13 Feb 2018 at 3:57 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC) around time of phone call. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant at that time. WC staff spoke to the Caller by phone about their complaint.
25 Feb 2018 at 10:42 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant before complaint received. Caller declined to speak to WC staff.
26 Feb 2018 at 12:45 PM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a blast from Wilpinjong Coal (WC). 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.
01 Mar 2018 at 10:29 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant before complaint received. WC staff spoke to the Caller by phone about their complaint.
16 Mar 2018 at 1:14 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they heard a loud blast from Wilpinjong Coal (WC). WC staff investigated the complaint and determined: (i) that a blast at WC occurred at 12:30PM; and (ii) that 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.
16 Mar 2018	Mogo Road, Wollar	Dust	Telephone Complaints	Caller reported seeing dust from Wilpinjong Coal (WC). WC staff investigated the complaint to ensure operations were compliant. WC staff spoke to the Caller by

**2018
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at 2:52 PM			Line	phone about their complaint.
18 Mar 2018 at 10:48 AM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust from Wilpinjong Coal (WC). WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint.
03 Apr 2018 at 10:34 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller complained about 'low frequency noise' from Wilpinjong Coal (WC). WC staff investigated the complaint and determined that the real-time low frequency (LF) noise levels recorded at Ringwood Road were compliant. The Caller declined to speak to WC staff.
05 Apr 2018 at 9:27 AM	Ringwood Road, Wollar	Visual Glare	Telephone Complaints Line	Caller complained about sunlight glare from 330Kv transmission tower recently installed. WC staff spoke to the Caller by phone about their complaint.
10 Apr 2018 at 10:43 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
11 Apr 2018 at 4:15 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
13 Apr 2018 at 3:51 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust from Wilpinjong Coal (WC). WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint.
17 Apr 2018 at 8:54 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust from Wilpinjong Coal (WC) at 8:45 AM. WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint.
25 Apr 2018 at 10:48 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant.

**2018
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				The Caller declined to speak to WC staff.
05 May 2018 at 11:38 AM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a blast from Wilpinjong Coal (WC). 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.
18 May 2018 at 10:13 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they felt the overpressure of a blast from Wilpinjong Coal (WC). 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.
19 May 2018 at 9:24 PM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint.
25 May 2018 at 9:21 PM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint.
28 May 2018 at 2:18 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust in Cumbo Valley. Wilpinjong Coal (WC) staff investigated the complaint to confirm operations were compliant. The Caller declined to speak to WC staff.
02 Jun 2018 at 3:00 PM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a 'big blast' from Wilpinjong Coal (WC). 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.
4 Jun 2018 at 3:00 PM	Barnett Street, Wollar Village	Odour	CCC Meeting	Representative reported at meeting that another resident had experienced unpleasant sensations from an odour they believed was from spontaneous combustion at

**2018
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				Wilpinjong Coal (WC). The Representative said the odour was present on Sunday morning, June 3. WC staff investigated the complaint. On Sunday morning an employee from Wilpinjong Coal was outside their residence at Wollar Village at 7AM for about 1 hour and didn't smell any odour. The Representative also said they were on hold for 'quarter of an hour" trying to contact the Wilpinjong Coal telephone complaints line. The Supplier of the telephone complaints line was contacted and records supplied by the Supplier showed the longest wait time at the time the Representative said he couldn't get through was 94 seconds.
07 Jun 2018 at 3:01 AM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint.
10 Jun 2018 at 2:58 AM	Cooyal Lane, Cooyal	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint.
10 Jun 2018 at 7:51 PM	Cooyal Lane, Cooyal	Noise	Wilpinjong mobile phone	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels were compliant. WC staff spoke to the Caller by phone about their complaint and also assisting the Caller with his concerns.
11 Jun 2018 at 9:52 AM	Barnett Street, Wollar Village	Odour	Telephone Complaints Line	Caller reported a 'bad smell' from Wilpinjong Coal (WC). WC staff attempted to contact Caller but Caller didn't return call. On that basis WC staff could not confirm any further details about the smell. A check of the mine site at that time found no odour issues.
12 Jun 2018 at 10:02 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
09 Jul 2018 at 11:31 AM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a 'loud blast' from Wilpinjong Coal (WC). WC staff investigated the complaint. The blast overpressure and vibration levels

**2018
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				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.
12 Jul 2018 at 9:46 AM	Barnett Street, Wollar Village	Odour	Telephone Complaints Line	Caller reported an 'overpowering smell' coming from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. A check of the mine site and Wollar Village at that time found no odour.
17 Jul 2018 at 9:32 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported they could hear equipment noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and found equipment already parked up to control noise levels. Stable atmospheric conditions present at that time. Further equipment parked up during morning to ensure noise levels at Wollar Village remained compliant.
24 Jul 2018 at 1:39 PM	Barnett Street, Wollar Village	Dust	Telephone Complaints Line	Caller reported 'dust' – presumably from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and drove to Wollar Village. No visible dust was observed in the skyline over the WC Mine or Wollar Village.
27 Jul 2018 at 10:32 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from Wilpinjong Coal (WC). WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint.
31 Jul 2018 at 9:07 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the real-time low frequency (LF) noise levels were compliant.
03 Aug 2018 at 9:00 AM	Barigan Street, Wollar Village	Odour	Wilpinjong office phone	Caller reported an odour on Wollar Road near Wilpinjong Coal on way to work. WC staff spoke to the Caller by phone and investigated their complaint. At time of investigation no odour detected at the location reported by Caller.
05 Aug 2018 at 9:47 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the real-time low

2018 Community Complaints Register Summary

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				frequency (LF) noise levels were compliant.
18 Aug 2018 at 9:45 AM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they could hear a 'loud blast' and feel the vibration from a blast from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. 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.
18 Aug 2018 at 3:39 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported that a blast at Wilpinjong Coal (WC) at 9:42 AM was very loud. The Caller declined to speak to WC staff. 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.
20 Aug 2018 at 11:43 AM	Barnett Street, Wollar Village	Blast	Telephone Complaints Line	Caller reported that a blast at Wilpinjong Coal (WC) on 18 August 2018 was loud. WC staff had already investigated the blast. 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.
26 Sep 2018 at 10:29 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
22 Oct 2018 at 10:45 AM	Cooyal Lane, Cooyal	Noise	Wilpinjong Coal mobile phone	Caller reported hearing noise from Wilpinjong Coal (WC) over the weekend. WC staff confirmed that the real-time low frequency (LF) noise levels were compliant over the reported time period.
25 Oct 2018 at 11:31 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing background noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
27 Oct 2018	Mogo Road, Wollar	Noise	Telephone Complaints	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the

**2018
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at 10:02 AM			Line	real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
01 Nov 2018 at 6:27 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC) during the night. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Ringwood Road were compliant. The Caller declined to speak to WC staff.
07 Nov 2018 at 8:47 AM	Cooyal Lane, Cooyal	Noise	Wilpinjong Coal mobile phone	Caller contacted Wilpinjong Coal (WC) with regards to noise monitoring conducted at the Caller's property. WC staff discussed the content of the noise monitoring report with the Caller. The Caller made a complaint about the content of the report.
07 Nov 2018 at 7:38 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing background noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
24 Nov 2018 at 11:35 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that a loud blast occurred at Wilpinjong Coal (WC). 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.
10 Dec 2018 at 10:00 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing ongoing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. The Caller declined to speak to WC staff.
12 Dec 2018 at 9:02 PM	Mogo Road, Wollar	Odour& Noise	Telephone Complaints Line	Caller reported an odour and noise coming from Wilpinjong Coal. WC staff spoke to the Caller by phone and investigated their complaint. At time of investigation no odour detected on site. WC staff also confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant.
16 Dec 2018 at 9:02 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller reported an odour coming from Wilpinjong Coal on Dec 12, 14, 15 and 16. WC staff spoke to the Caller by phone and investigated their complaint. At time of investigation no odour detected on site.

**2018
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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
19 Dec 2018 at 9:03 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that a loud blast occurred at Wilpinjong Coal (WC), which affected the Caller's property, specifically from vibration, odour and dust. 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.
20 Dec 2018 at 9:38 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing background mine noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
21 Dec 2018 at 7:21 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing background mine noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
26 Dec 2018 at 9:01 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller reported an odour coming from Wilpinjong Coal. WC staff spoke to the Caller by phone and investigated their complaint. At time of investigation no odour detected on site.