



**WILPINJONG COAL PTY LTD**

**COMMUNITY COMPLAINTS REGISTER  
SUMMARY**

**from**

**1 January 2020 to 31 January 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**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				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.