



**WILPINJONG COAL PTY LTD**

**COMMUNITY COMPLAINTS REGISTER  
SUMMARY**

**from**

**1 January 2018 to 31 March 2018**

**2018  
Community Complaints Register Summary**

| Date and Time              | From                              | Concern Raised | Received                     | Investigation and Action Taken   |
|----------------------------|-----------------------------------|----------------|------------------------------|--|
| 11 Feb 2018<br>at 10:54 AM | Mogo Road, Wollar                 | Noise          | Telephone Complaints<br>Line | Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ) 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<br>at 3:57 AM  | Mogo Road, Wollar                 | Noise          | Telephone Complaints<br>Line | Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ) 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<br>at 10:42 PM | Mogo Road, Wollar                 | Noise          | Telephone Complaints<br>Line | Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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<br>at 12:45 PM | Winchester Crescent,<br>Cooks Gap | Blast          | Telephone Complaints<br>Line | Caller reported that they could hear a blast from 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.  |
| 01 Mar 2018<br>at 10:29 PM | Mogo Road, Wollar                 | Noise          | Telephone Complaints<br>Line | Caller reported hearing noise from Wilpinjong Coal ( <b>WC</b> ). 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<br>at 1:14 PM  | Ringwood Road,<br>Wollar          | Blast          | Telephone Complaints<br>Line | Caller reported that they heard a loud blast from Wilpinjong Coal ( <b>WC</b> ). 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 ( <b>WC</b> ). WC staff investigated the complaint to ensure operations were compliant. WC staff spoke to the Caller by   |

**2018  
Community Complaints Register Summary**

| Date and Time              | From              | Concern Raised | Received                     | Investigation and Action Taken   |
|----------------------------|-------------------|----------------|------------------------------|--|
| at 2:52 PM                 |                   |                | Line                         | phone about their complaint.   |
| 18 Mar 2018<br>at 10:48 AM | Mogo Road, Wollar | Dust           | Telephone Complaints<br>Line | Caller reported seeing dust from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint to confirm operations were compliant. WC staff spoke to the Caller by phone about their complaint. |