



**WILPINJONG COAL PTY LTD**

**COMMUNITY COMPLAINTS REGISTER  
SUMMARY**

**from**

**1 Jan 2019 to 31 May 2019**

**2019  
Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
14 Jan 2019 at 11:49 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud 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. Caller declined to speak to WC staff.
14 Jan 2019 at 12:10 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud 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. Caller declined to speak to WC staff.
24 Jan 2019 at 9:03 PM	Mogo Road, Wollar	Odour& Dust	Telephone Complaints Line	Caller reported in general terms odour and dust coming from Wilpinjong Coal ( <b>WC</b> ). WC staff investigated the complaint and found nothing to explain Caller's complaint. Caller declined to speak to WC staff.
31 Jan 2019 at 3:19 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they felt the vibration of 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.
09 Feb 2019 at 9:32 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise from Wilpinjong Coal ( <b>WC</b> ). 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.
23 Mar 2019 at 11:37 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise from Wilpinjong Coal ( <b>WC</b> ). 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.
10 May 2019 at 3:39 PM	Dry Creek Road, Totnes Valley	Blast	Telephone Complaints Line	Caller reported hearing a loud 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

**2019  
Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				so compliant. WC staff spoke to the Caller by phone about their complaint.