



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2025 to 31 May 2025

2025 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
14 Jan 2025 at 9:09 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about an odour from WC 'most nights'. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. Around the time of the complaint the Caller was upwind of WC. The Caller declined to speak to WC staff.
20 Jan 2025 at 7:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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 ¹ . The Caller declined to speak to WC staff.
20 Jan 2025 at 9:27 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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.
21 Jan 2025 at 3:22 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) seven times (7), between 3:22 AM to 6:15 AM, to complain about mine 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.
21 Jan 2025 at 8:47 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) 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 compliant with the Noise Criteria. WC staff spoke to the Caller about their complaint.
24 Jan 2025 at 12:48 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
27 Jan 2025 at 9:01 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC), at 9:01 AM and 9:29 AM, to complain about mine 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.
30 Jan 2025 at 11:51 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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.
15 Feb 2025 at 5:55 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about airborne dust coming from WC. WC staff immediately investigated the complaint and determined that mining operations were compliant. The Caller declined to speak to WC staff.
23 Feb 2025 at 10:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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.
19 Mar 2025 at 9:35 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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.
19 Mar 2025 at 12:05 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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.
29 Mar 2025 at 5:56 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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.
05 Apr 2025 at 9:16 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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.
01 May 2025 at 9:38 AM	Ulan-Wollar Rd, Wollar	Dust	Telephone Complaints Line	Caller messaged Manager of Environment and Community at Wilpinjong Coal (WC) to complain about airborne dust coming from WC. WC staff immediately investigated the complaint and determined that mining operations were compliant. The Caller declined to speak to WC staff.
08 May 2025 at 9:27 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about a 'whooping 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.
25 May 2025 at 9:58 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about mine 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.
26 May 2025 at 9:56 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) 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.
26 May 2025 at 3:58 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) to complain about blast noise 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.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
27 May 2025 at 9:50 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) 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 spoke to the Caller about their complaint.
28 May 2025 at 2:34 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (WC) at 2:34 AM, 2:48 AM and 3:55 AM to complain about mine 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.

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