



**WILPINJONG COAL PTY LTD**

**COMMUNITY COMPLAINTS REGISTER  
SUMMARY**

**from**

**1 January 2024 to 30 June 2024**

## 2024 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
04 Jan 2024 at 8:56 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. The Caller located upwind of WC and declined to speak to WC staff.
05 Jan 2024 at 8:52 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. The Caller located upwind of WC and declined to speak to WC staff.
07 Jan 2024 at 12:46 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about low frequency 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 <sup>i</sup> . The Caller declined to speak to WC staff.
07 Jan 2024 at 5:53 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about low frequency 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.
07 Jan 2024 at 6:28 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
07 Jan 2024 at 8:59 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. The Caller located upwind of WC and declined to speak to WC staff.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
08 Jan 2024 at 11:51 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
08 Jan 2024 at 8:56 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about an odour coming from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. The Caller located downwind of WC and declined to speak to WC staff.
21 Jan 2024 at 8:25 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
22 Jan 2024 at 11:38 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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 influenced by a strong NE wind (>3m/s). The Caller located upwind of WC and declined to speak to WC staff.
22 Jan 2024 at 4:20 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a 'long and prolonged sound of an explosion' from WC. WC staff spoke to the Caller about their complaint and advised the Caller that a blast had not occurred at WC.
22 Jan 2024 at 7:08 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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 influenced by a strong NE wind (>3m/s). The Caller located upwind of WC and declined to speak to WC staff.
22 Jan 2024 at 8:03 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to make a 'general noise complaint' about WC. WC staff investigated the complaint and determined that the low frequency (LF) noise

## 2024 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				levels recorded by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
23 Jan 2024 at 7:15 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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 influenced by a strong NE wind (>3m/s). The Caller located upwind of WC and declined to speak to WC staff.
24 Jan 2024 at 1:48 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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 influenced by E-NE winds. The Caller located upwind of WC and declined to speak to WC staff.
24 Jan 2024 at 3:13 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast 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. The Caller declined to speak to WC staff.
25 Jan 2024 at 9:04 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about 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. The Caller declined to speak to WC staff.
27 Jan 2024 at 12:53 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
27 Jan 2024 at 11:05 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
04 Feb 2024 at 8:43 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
06 Feb 2024 at 7:30 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to make a 'general noise complaint' about 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. The Caller declined to speak to WC staff.
08 Feb 2024 at 7:22 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
08 Feb 2024 at 12:05 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal (WC) to complain about a blast 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
09 Feb 2024 at 1:46 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
09 Feb 2024 at 4:32 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
09 Feb 2024 at 8:12 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
09 Feb 2024 at 8:14 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
09 Feb 2024 at 9:00 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
09 Feb 2024 at 9:03 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) 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.
28 Feb 2024 at 1:14 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a 'diesel' engine 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.
04 Mar 2024 at 6:15 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about dust coming from WC. WC staff immediately investigated the complaint and determined that mining operations were compliant. WC staff spoke to the Caller about their complaint.
17 Apr 2024 at 12:40 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing 'mine' noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise

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Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				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 Apr 2024 at 6:02 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing a 'diesel' engine 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.
24 Apr 2024 at 9:41 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing '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 May 2024 at 9:37 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC. WC staff investigated the complaint and determined that: (i) the low frequency (LF) noise levels recorded by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria; and (ii) the recorded noise levels and audio were influenced by an approaching train. WC staff spoke to the Caller about their complaint.
27 May 2024 at 10:08 PM	Mogo Road, Wollar	Odour	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a strong smell 13 km from WC. WC staff investigated the complaint and found no odour source on site that would account for the Caller's complaint. The Caller declined to speak to WC staff.
07 Jun 2024 at 4:02 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a blast 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
10 Jun 2024 at 10:07 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing 'mine' noise from WC over the past 24 hours. 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.

## 2024 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
12 Jun 2024 at 3:00 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about a loud blast 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
19 Jun 2024 at 9:51 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller contacted Wilpinjong Coal ( <b>WC</b> ) to complain about hearing 'diesel engine and jackhammer' 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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<sup>i</sup> Noise Criteria refers to the noise criteria in Condition 3, Schedule 3 of Development Consent (SSD-6764).