# WILPINJONG COAL PTY LTD

# COMMUNITY COMPLAINTS REGISTER SUMMARY

**from**

**1 January 2026 to 31 August 2026**

# 2026
# Community Complaints Register Summary

| Date and Time | From | Concern Raised | Received | Investigation and Action Taken |
|---|---|---|---|---|
| 03 Jan 2026 at 8:59 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 03 Jan 2026 at 9:01 PM | Mogo Road, Wollar | Odour | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about an odour. WC staff investigated the complaint and found no odour source on site that would account for the resident's complaint. The Caller declined to speak to WC staff. |
| 07 Jan 2026 at 9:08 PM | Mogo Road, Wollar | Odour | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about an odour. WC staff investigated the complaint and found no odour source on site that would account for the resident's complaint. The Caller declined to speak to WC staff. |
| 08 Jan 2026 at 9:47 AM | Mogo Road, Wollar | Odour | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about an odour. WC staff investigated the complaint and found no odour source on site that would account for the resident's complaint. The Caller declined to speak to WC staff. |
| 21 Jan 2026 at 10:32 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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 Jan 2026 at 6:08 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise around 10 PM last night. WC staff investigated the complaint and determined that the low frequency 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 Jan 2026 at 9:42 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |

# 2026
# Community Complaints Register Summary

| Date and Time | From | Concern Raised | Received | Investigation and Action Taken |
|---|---|---|---|---|
| 26 Jan 2026 at 9:48 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise and to obtain information about equipment operating locations. WC staff investigated the complaint and determined that the low frequency 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, but information requested by the Caller was provided. |
| 27 Jan 2026 at 3:03 PM | Ringwood Road, Wollar | Blast, overpressure | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about blast noise. 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. |
| 31 Jan 2026 at 9:44 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 6 Feb 2026 at 9:32 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 18 Feb 2026 at 9:47 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 18 Feb 2026 at 10:07 PM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |

# 2026
# Community Complaints Register Summary

| Date and Time | From | Concern Raised | Received | Investigation and Action Taken |
|---|---|---|---|---|
| 19 Feb 2026 at 9:22 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 13 Mar 2026 at 8:17 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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 Mar 2026 at 8:51 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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 Mar 2026 at 9:01 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 31 Mar 2026 at 8:45 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 6 Apr 2026 at 1:30 PM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |

# 2026
# Community Complaints Register Summary

| Date and Time | From | Concern Raised | Received | Investigation and Action Taken |
|---|---|---|---|---|
| 6 Apr 2026 at 2:11 PM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about hearing noise all night. WC staff investigated the complaint and determined that the low frequency 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. |
| 6 Apr 2026 at 9:26 PM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about hearing noise during the day. WC staff investigated the complaint and determined that the low frequency 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 Apr 2026 at 8:51 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about hearing mine noise during the morning. WC staff investigated the complaint and determined that the low frequency 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 Apr 2026 at 9:07 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 15 Apr 2026 at 9:11 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 19 Apr 2026 at 7:59 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about hearing truck noise during the morning. WC staff investigated the complaint and determined that the low frequency 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. |

# 2026
# Community Complaints Register Summary

| Date and Time | From | Concern Raised | Received | Investigation and Action Taken |
|---|---|---|---|---|
| 27 Apr 2026 at 9:31 PM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency noise levels recorded by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria. WC staff spoke to the caller the following day as requested to discuss their complaint. |
| 7 May 2026 at 8:14 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about machinery noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 8 May 2026 at 9:08 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about hearing mine noise during the night. WC staff investigated the complaint and determined that the low frequency 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 May 2026 at 7:58 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about hearing mine noise during the night. WC staff investigated the complaint and determined that the low frequency 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 May 2026 at 10:09 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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 Jun 2026 at 3:41 PM | Ringwood Road, Wollar | Blast, overpressure | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about a loud blast. 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. |

# 2026
# Community Complaints Register Summary

| Date and Time | From | Concern Raised | Received | Investigation and Action Taken |
|---|---|---|---|---|
| 13 Jun 2026 at 11:01 AM | O'Briens Crossing, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 14 Jun 2026 at 10:47 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about loud noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 14 Jun 2026 at 11:08 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 16 Jun 2026 at 10:03 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to make a noise complaint. WC staff investigated the complaint and determined that the low frequency 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. |
| 17 Jun 2026 at 10:27 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency 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 Jun 2026 at 5:11 PM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about dust from Pit 8. WC staff investigated the complaint and determined that dust emissions from Pit 8 operations were being effectively managed and remained compliant with applicable requirements. WC staff attempted to speak to the Caller about their complaint. |

# 2026
# Community Complaints Register Summary

| Date and Time | From | Concern Raised | Received | Investigation and Action Taken |
|---|---|---|---|---|
| 02 Jul 2026 at 3:19 PM | Wollar Village Community Hall | Blast, overpressure & vibration | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about a loud blast. 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. |
| 04 Jul 2026 at 2:15 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency 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 Jul 2026 at 9:27 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about mining noise during the night. WC staff investigated the complaint and determined that the low frequency 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 Jul 2026 at 11:19 AM | Mogo Road, Wollar | Blast, overpressure & vibration | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to enquire if WC had a blast. 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. |
| 24 Jul 2026 at 3:52 AM & 5:21 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency 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. |
| 05 Aug 2026 at 3:39 AM & 5:01 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency 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. |

# 2026
# Community Complaints Register Summary

| Date and Time | From | Concern Raised | Received | Investigation and Action Taken |
|---|---|---|---|---|
| 07 Aug 2026 at 6:31 AM | Mogo Road, Wollar | Noise | Email | Resident emailed Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. A reply email was sent to the Resident. |
| 7 Aug 2026 at 9:27 AM | Ringwood Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to make a noise complaint. WC staff investigated the complaint and determined that the low frequency noise levels recorded by the Ringwood Road real-time noise monitor were compliant with the Noise Criteria. Caller declined to speak to WC staff. |
| 22 Aug 2026 at 8:50 AM | Mogo Road, Wollar | Noise | Email | Resident emailed Wilpinjong Coal (**WC**) to complain about mining noise. WC staff investigated the complaint and determined that the low frequency noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. A reply email was sent to the Resident. |
| 27 Aug 2026 at 9:00 AM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about low frequency noise. WC staff investigated the complaint and determined that the low frequency 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 Aug 2026 at 9:28 PM | Mogo Road, Wollar | Noise | Telephone Complaints Line | Caller messaged Wilpinjong Coal (**WC**) to complain about loud noise. WC staff investigated the complaint and determined that the low frequency noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria. Caller declined to speak to WC staff. |