WILPINJONG COAL PTY LTD

COMMUNITY COMPLAINTS REGISTER SUMMARY

from

1 January 2026 to 31 October 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
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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
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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
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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
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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
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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.
01 Sep 2026 At 8:53 PM	Mogo Road, Wollar	Noise & odour	Email	A resident emailed Wilpinjong Coal (**WC**) to raise concerns about noise and odour. WC investigated the complaint but was unable to substantiate the reported concerns. The NSW Environment Protection Authority (EPA), which also received a copy of the complaint, conducted its own review and obtained relevant monitoring records from WC. Following its investigation, the EPA took no further action. A response outlining the investigation outcome was emailed to the resident.

2026
Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
5 Sep 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.
5 Sep 2026 at 9:41 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (**WC**) to complain about truck 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.
06 Sep 2026 at 12:10 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.
19 Sep 2026 at 3:28 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (**WC**) to complain about being woken up. 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.
19 Sep 2026 at 8:46 AM	Mogo Road, Wollar	Noise	Email	Resident emailed Wilpinjong Coal (**WC**) to complain about loud 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 response outlining the investigation outcome was emailed to the resident.
27 Sep 2026 at 9:53 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (**WC**) to lodge a complaint regarding blasting. WC investigated the complaint and confirmed that no blasting activities had occurred on Sunday, 27 September 2026. Blasting is not permitted on Sundays. Caller declined to speak to WC staff.

2026
Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
6 Oct 2026 at 8:18 AM	Mogo Road, Wollar	Noise	Email	A resident emailed Wilpinjong Coal (**WC**) seeking further information regarding previous noise complaints. WC responded to the resident by email, providing additional details and clarification in relation to those complaints.
10 Oct 2026 at 9:53 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal (**WC**) to lodge a complaint but ended the call before sufficient details could be obtained and recorded. As it was assumed the complaint related to noise, WC investigated and confirmed that low frequency noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria.