



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2017 to 30 November 2017

**2017
Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
13 Jan 2016 at 8:25 AM	Wollar Village (no fixed address)	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Wollar Village were compliant at that time. WC staff spoke to the Caller by phone.
14 Jan 2017 at 9:44 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from WC. WC staff spoke to the Caller by phone. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
18 Jan 2017 at 11:34 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing 'excessive' noise from WC. WC staff spoke to the Caller by phone. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
19 Jan 2017 at 9:11 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing 'excessive' noise from WC. WC staff spoke to the Caller by phone. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
19 Jan 2017 at 4:19 PM	Mogo Road, Wollar	Noise & Blast	Telephone Complaints Line	Caller reported hearing noise and a blast from WC. WC staff spoke to the Caller by phone. WC staff investigated call and determined: (i) that the low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant; and (ii) the blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so also compliant.
19 Jan 2017 at 6:41 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from WC. WC staff spoke to the Caller by phone. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
20 Jan 2017 at 10:40 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from WC. WC staff spoke to the Caller by phone. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
25 Jan 2017	Mogo Road, Wollar	Noise	Telephone Complaints	Caller reported hearing noise from WC. WC staff spoke to the Caller by phone. WC

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at 3:34 PM			Line	staff investigated call and determined that low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
28 Jan 2017 at 9:21 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from WC. Caller declined to speak to WC staff. WC staff investigated call and determined that the low frequency (LF) noise levels recorded at Wollar Village were compliant at that time.
01 Feb 2017 at 10:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from WC. Caller declined to speak to WC staff. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Araluen Road (closest noise monitor to Caller) were compliant.
17 Feb 2017 at 12:00 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing vehicle noises from WC. WC staff spoke to the Caller by phone. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Mogo Road noise monitor were compliant.
9 Mar 2017 at 10:51 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported WC was very noisy. Caller declined to speak to WC staff. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Mogo Road noise monitor were compliant.
11 Mar 2017 at 7:31 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported disturbed sleep because of noise from WC. Caller declined to speak to WC staff. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Mogo Road noise monitor were compliant.
12 Mar 2017 at 10:48 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from WC. Caller declined to speak to WC staff. WC staff investigated call and determined that the low frequency (LF) noise levels recorded at Wollar Village noise monitor were compliant and train noise was audible in live audio from noise monitor at time of complaint.
25 Mar 2017 at 10:17 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from WC. Caller declined to speak to WC staff. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Mogo Road were compliant.

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25 Mar 2017 at 2:30 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller reported noise from WC too loud. Caller declined to speak to WC staff. WC staff investigated call and determined that the low frequency (LF) noise levels recorded at Wollar Village noise monitor were compliant and other noise sources (i.e. vehicles, lawn mower and trains) were audible in live audio from noise monitor at time of complaint.
25 Mar 2017 at 2:55 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing truck noise from WC. WC staff spoke to the Caller by phone and investigated the complaint. WC staff determined that low frequency (LF) noise levels recorded at Mogo Road noise monitor were compliant.
25 Mar 2017 at 3:04 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller reported WC had a blast. WC staff spoke to the Caller by phone and investigated the complaint.. WC staff determined that both the overpressure and vibration results recorded at Wollar Village blast monitor were compliant for the blast the Caller reported.
25 Mar 2017 at 3:38 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported a noise issue. Caller declined to speak to WC staff. WC staff investigated call and determined that low frequency (LF) noise levels recorded at Mogo Road noise monitor were compliant.
24 May 2017 at 9:43 AM	Barnett Street, Wollar	Noise & Odour	Telephone Complaints Line	Caller reported noise and odour issues. Caller declined to speak to WC staff. WC staff investigated call and determined: (i) no likely cause of the reported odour; and (ii) that low frequency (LF) noise levels recorded at Wollar Village were compliant at time of call.
10 Jun 2017 at 3:29 PM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that she could hear a blast. 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.
16 Jun 2017 at 11:46 AM	Winchester Crescent, Cooks Gap	Blast	Office Phone	Caller reported the blast was louder than normal. 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

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				spoke to the Caller by phone.
16 Jul 2017 at 9:22 AM	Wollar (not a resident)	Dust & Noise	Office Phone	Caller made call about his concern that dust and noise, in general, would increase following approval of the mine extension. WC staff spoke to the caller and discussed his concerns.
17 Jul 2017 at 9:58 AM	Barnett Street, Wollar	Noise	Telephone Complaints Line	Caller reported he could hear noise from dozer tracks. Caller declined to speak to WC staff. WC staff investigated call and determined that operations had been modified ~30 minutes before Caller reported noise. Operations were modified because the low frequency (LF) noise levels recorded at Wollar Village were elevated due to cool stable atmospheric conditions.
17 Sep 2017 at 12:05 PM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a blast from WC. WC staff spoke to the Caller by phone and investigated the complaint. WC staff determined that WC not permitted to blast on a Sunday and no blast occurred at WC on that day.
07 Oct 2017 at 10:31 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported that they could hear noise from WC. Caller declined to speak to WC staff. WC staff investigated call and determined that: (i) low frequency (LF) noise levels recorded at Mogo Road noise monitor were compliant; and (ii) wind blowing from ENE direction (i.e. toward WC and away from Caller) and gusting up to 4.0 m/s.
13 Oct 2017 at 10:52 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted WC to lodge a noise complaint. Caller declined to speak to WC staff. WC staff investigated call and determined that the low frequency (LF) noise levels recorded at Ringwood Road noise monitor were compliant.
17 Oct 2017 at 2:30 PM	Winchester Crescent, Cooks Gap	Blast	Telephone Complaints Line	Caller reported that they could hear a blast from WC and that the blast went off 10 minutes later than the advised time. WC staff investigated the complaint and confirmed: (i) the blast overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant; and (ii) the blast occurred within 5 minutes of the scheduled blast time. WC staff spoke to the Caller by phone.

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04 Nov 2017 at 8:16 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller contacted WC to lodge a noise complaint. Caller declined to speak to WC staff. WC staff investigated call and determined that the low frequency (LF) noise levels recorded at Ringwood Road noise monitor were compliant.
04 Nov 2017 at 10:48 PM	Mogo Road, Wollar	Noise and Blast	Telephone Complaints Line	Caller reported that they could hear noise from WC as well as a blast around 12:30PM. WC staff spoke to the Caller by phone and investigated the complaint. With regards to noise WC staff determined that the low frequency (LF) noise levels recorded at Mogo Road noise monitor were compliant. And with regards to the blast WC staff confirmed that the overpressure and vibration levels measured at the Environment Protection Licence (EPL) monitoring site were below EPL limits and so compliant.