



**WILPINJONG COAL PTY LTD**

**COMMUNITY COMPLAINTS REGISTER  
SUMMARY**

**from**

**1 January 2025 to 30 November 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 <sup>1</sup> . 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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.

## 2025 Community Complaints Register Summary

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 ( <b>WC</b> ), 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) to complain about mine noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise levels

## 2025 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <b>WC</b> ) 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 ( <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.
26 May 2025 at 3:58 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) 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.

## 2025 Community Complaints Register Summary

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 ( <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. 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 ( <b>WC</b> ) 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.
09 Jul 2025 at 12:10 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Jul 2025 at 9:16 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC during the night. 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.
11 Jul 2025 at 3:28 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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.
11 Jul 2025 at 9:57 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 9:57 PM, 10:05 PM and 10:14 PM to complain about equipment 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.

**2025**  
**Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
12 Jul 2025 at 9:19 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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.
14 Jul 2025 at 7:25 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 7:25 AM and 11:18 AM 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.
15 Jul 2025 at 10:17 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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.
17 Jul 2025 at 11:41 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) 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.
24 Jul 2025 at 9:49 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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 Jul 2025 at 9:49 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'diesel' 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.

## 2025 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
28 Jul 2025 at 9:50 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'diesel' 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.
05 Aug 2025 at 10:26 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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.
17 Aug 2025 at 9:49 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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.
23 Aug 2025 at 9:04 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC during the nighttime. 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 Aug 2025 at 2:15 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 2:15 AM and 2:31 AM to complain about dozer and drilling 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 Aug 2025 at 3:21 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about a 'loud rumble' 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.

## 2025 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
03 Sep 2025 at 9:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about a 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 Sep 2025 at 10:06 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about a 'loud' 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.
09 Sep 2025 at 10:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about a 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.
14 Sep 2025 at 8:44 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about a 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.
16 Sep 2025 at 9:14 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about a 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.
17 Sep 2025 at 8:58 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'background' 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.



## 2025 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
19 Sep 2025 at 8:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 8:18 AM, 8:39 AM and 9:30 AM to complain about background 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 during that period. The Caller declined to speak to WC staff.
20 Sep 2025 at 5:21 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'loud' 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 Sep 2025 at 12:33 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'dozer and drill' 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 Sep 2025 at 7:59 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 7:59 AM, 8:22 AM and 8:47 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 during that period. The Caller declined to speak to WC staff.
29 Sep 2025 at 3:01 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 3:01 AM and 3:30 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 during that period. The Caller declined to speak to WC staff.
5 Oct 2025 at 9:19 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'background' noise from WC. WC staff investigated the complaint and determined that the low frequency (LF) noise

## 2025 Community Complaints Register Summary

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.
6 Oct 2025 at 9:16 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 9:16 PM and 10:37 PM 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 during that period. The Caller declined to speak to WC staff.
7 Oct 2025 at 12:36 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 12:36 AM, 2:00 AM, 2:15 AM, 2:36 AM, 3:39 AM, 6:49 AM, 8:00 AM, and 8:29 AM to complain about 'diesel and drill' 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 during that period. The Caller declined to speak to WC staff.
7 Oct 2025 at 8:02 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 8:02 PM, 9:09 PM, 10:17 PM, 10:56 PM, and 11:13 PM to complain about 'whining and drill' 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 during that period. The Caller declined to speak to WC staff.
7 Oct 2025 at 10:56 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'loud' 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.
9 Oct 2025 at 6:09 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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.

## 2025 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
13 Oct 2025 at 2:28 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'loud machinery' 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.
13 Oct 2025 at 6:55 AM	Saddlers Creek Road, Ulan	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'loud roaring' noise from WC. WC staff investigated the complaint considering the location of the Caller and the location of Ulan and Moolarben mines and determined that the low frequency (LF) noise levels at the real-time noise monitoring sites were compliant with the Noise Criteria. The Caller declined to speak to WC staff.
18 Oct 2025 at 2:18 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 2:18 AM and 3:20 AM to complain about 'diesel engine and load dropping' 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 during that period. The Caller declined to speak to WC staff.
23 Oct 2025 at 3:20 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 3:20 AM, 5:04 AM and 7:44 AM to complain about 'background' 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 during that period. The Caller declined to speak to WC staff.
25 Oct 2025 at 7:58 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 7:58 AM, 8:17 AM and 9:12 AM to complain about 'background and dozer' 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 during that period. The Caller declined to speak to WC staff.
11 Nov 2025 at 2:02 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC and to ask for the 'noise to be lowered'. WC staff investigated the complaint and determined that

## 2025 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				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.
12 Nov 2025 at 7:30 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) at 7:30 AM, 8:04 AM and 8:25 AM 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 during that period. The Caller declined to speak to WC staff.
17 Nov 2025 at 9:34 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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. WC staff spoke to the Caller about their complaint.
18 Nov 2025 at 8:01 AM	Mogo Road, Wollar	Noise and Odour	Email	Mogo Road resident emailed Wilpinjong Coal ( <b>WC</b> ) to complain about noise and odour 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. Also, no odour source found on site that would account for the resident's complaint. WC staff replied to the resident's email.
21 Nov 2025 at 12:14 PM	Ringwood Road, Wollar	Blast, overpressure	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about noise from a WC blast. WC staff investigated the complaint and determined that the overpressure and vibration levels recorded at the EPL blast monitoring location at Wollar Village were compliant. The Caller declined to speak to WC staff.
21 Nov 2025 at 12:14 PM	Ringwood Road, Wollar	Blast, overpressure	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about a 'very loud blast' from WC. WC staff investigated the complaint and determined that the overpressure and vibration levels recorded at the EPL blast monitoring location at Wollar Village were compliant. WC staff spoke to the Caller about their complaint.
24 Nov 2025 at 8:35 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'background noise' from WC 'yesterday and today'. WC staff investigated the complaint and determined that the low

## 2025 Community Complaints Register Summary

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
				frequency (LF) noise levels recorded by the Mogo Road real-time noise monitor were compliant with the Noise Criteria during that period. The Caller declined to speak to WC staff.
24 Nov 2025 at 10:54 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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.
25 Nov 2025 at 10:03 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC and to request a text message with details of the operating pits. 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. A text message was sent to the Caller as requested.
26 Nov 2025 at 4:24 PM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller messaged 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.
30 Nov 2025 at 7:54 AM	Mogo Road, Wollar	Noise	Email	Mogo Road resident emailed Wilpinjong Coal ( <b>WC</b> ) to complain about noise from WC during the morning. 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 replied to the resident's email.
30 Nov 2025 at 8:34 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller messaged Wilpinjong Coal ( <b>WC</b> ) to complain about 'background noise' from WC during the morning. 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 during that period. The Caller declined to speak to WC staff.

## **2025 Community Complaints Register Summary**

---

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