



WILPINJONG COAL PTY LTD

**COMMUNITY COMPLAINTS REGISTER
SUMMARY**

from

1 January 2019 to 31 December 2019

**2019
Community Complaints Register Summary**

Date and Time	From	Concern Raised	Received	Investigation and Action Taken
14 Jan 2019 at 11:49 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud blast that occurred at Wilpinjong Coal (WC). 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. Caller declined to speak to WC staff.
14 Jan 2019 at 12:10 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud blast that occurred at Wilpinjong Coal (WC). 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. Caller declined to speak to WC staff.
24 Jan 2019 at 9:03 PM	Mogo Road, Wollar	Odour& Dust	Telephone Complaints Line	Caller reported in general terms odour and dust coming from Wilpinjong Coal (WC). WC staff investigated the complaint and found nothing to explain Caller's complaint. Caller declined to speak to WC staff.
31 Jan 2019 at 3:19 PM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported that they felt the vibration of a blast from Wilpinjong Coal (WC). 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 about their complaint.
09 Feb 2019 at 9:32 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the real-time low frequency (LF) noise levels were compliant.
23 Mar 2019 at 11:37 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the real-time low frequency (LF) noise levels were compliant.
10 May 2019 at 3:39 PM	Dry Creek Road, Totnes Valley	Blast	Telephone Complaints Line	Caller reported hearing a loud blast that occurred at Wilpinjong Coal (WC). 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

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				so compliant. WC staff spoke to the Caller by phone about their complaint.
10 Jul 2019 at 11:45 AM	Mogo Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud blast that occurred at Wilpinjong Coal (WC). 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 about their complaint.
16 Jul 2019 at 12:44 AM	Ringwood Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing mine noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the real-time low frequency (LF) noise levels were compliant.
16 Jul 2019 at 10:50 AM	Mogo Road, Wollar	Tree Clearing	Telephone Complaints Line	Caller reported their concern about tree clearing that had occurred as part of approved mining operations at Wilpinjong Coal (WC). WC staff spoke to the Caller by phone about their complaint.
28 Jul 2019 at 7:52 AM	Home Rule, NSW	Driver Behaviour	Telephone Complaints Line	Caller reported their concern about a group of vehicles that past the Caller on Ulan Road near Ulan Coal Mine. Caller believed the vehicles may have been going to Wilpinjong Coal (WC). WC staff spoke to the Caller by phone and investigated their complaint.
05 Aug 2019 at 11:33 AM	Ringwood Road, Wollar	Blast	Telephone Complaints Line	Caller reported hearing a loud blast from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. 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.
13 Sep 2019 at 4:36 PM	Mogo Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from Wilpinjong Coal (WC). WC staff spoke to the Caller by phone and investigated the Caller's complaint.
05 Oct 2019 at 8:37 PM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing equipment noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.

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21 Oct 2019 at 8:38 AM	Ridge Road, Cooks Gap	Odour	Telephone Complaints Line	Caller reported smelling a strong sulphur smell at property and was contacting all local mines to determine odour source. Wilpinjong Coal (WC) staff spoke to the Caller by phone about their enquiry and was able to confirm that the odour was not associated with WC operations.
26 Oct 2019 at 12:59 PM	Ringwood Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the Caller's complaint and determined that WC operations were compliant.
01 Nov 2019 at 12:28 PM	Moolarben Coal	Driver Behaviour	Telephone Complaints Line	Caller reported their concern about a vehicle being driven on Ulan Road who the Caller believed worked at Wilpinjong Coal (WC). WC staff spoke to the Caller as well as the driver of the reported vehicle.
10 Nov 2019 at 9:51 AM	Ringwood Road, Wollar	Dust	Telephone Complaints Line	Caller reported seeing dust coming from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the Caller's complaint and determined that WC operations were compliant.
20 Nov 2019 at 7:36 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing equipment noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant.
20 Nov 2019 at 10:23 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing equipment noise from Wilpinjong Coal (WC). WC staff confirmed that the real-time low frequency (LF) noise levels recorded at Mogo Road were compliant. WC staff spoke to the Caller by phone about their complaint.
21 Dec 2019 at 10:01 AM	Barnett Street, Wollar Village	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the low frequency (LF) noise levels recorded by the real-time noise monitor at Wollar Village were compliant.
28 Dec 2019 at 10:00 AM	Mogo Road, Wollar	Noise	Telephone Complaints Line	Caller reported hearing noise from Wilpinjong Coal (WC). The Caller declined to speak to WC staff. WC staff investigated the complaint and confirmed that the low

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