

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
12	26/02/2018	8.47am	Unknown	Purchase of Property/Mitigation Measures	Complaint received via Hotline. Complainant Discussed a range of topics including blasting and acquisition.
13	28/02/2018	6.52am	Unknown	Noise	Complaint received via the Hotline. Discussed noise coming from site at 7:30am. The Environmental Superintendent returned the call on 28/02/2018. No answer.
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14	26/03/2018	4.58pm	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, clunking trucks, dozers tracking, horns. The External Relations Manager phoned the complainant at 5.35pm to provide an update on operations. The complainant thanked her for the call.
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15	2/04/2018	8.41am	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, dozers, horns and trucks. The External Relations Manager phoned the complainant at 12.31pm to provide an update on operations. The complainant thanked her for the call.
16	4/04/2018	8.42am	Kayuga Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, horns and trucks. The External Relations Manager phoned the complainant at 11.12am to provide an update on operations.

17	5/04/2018	8.05am	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, horns, and why two way radios are not used? The External Relations Manager phoned the complainant at 10.45am to provide an update on operations. The complainant thanked her for the call.
18	8/04/2018	8.10am	289	Noise	Complaint received via the Hotline. Discussed machinery noise, trucks and excavator operating. No contact details were provided by the caller.
19	8/04/2018	3.15pm	ANON	Dust	Direct call to Brisbane Head Office of MACH Energy. Complainant discussed dust on Wybong Road. No contact details were left by the caller.
20	9/04/2018	6.26pm	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, horns and motor noise. The External Relations Manager phoned the complainant at 9.10am on the 10/04/2018 to provide an update on operations. The complainant thanked her for the call.
21	10/04/2018	12.50pm	ANON	Community Disruption	Complaint received via the Hotline. Discussed mine vehicles using Wybong Road to access site. No contact details were provided.
22	13/04/2018	6.14pm	112	Noise	Complaint received via the Hotline. Discussed continuous engine noise. The External Relations Manager phoned the complainant at 6.45pm to provide an update on operations. The complainant thanked her for the call.
23	16/04/2018	6.17pm	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, dozers tracking, shovels and motor noise. The External Relations Manager phoned the complainant at 7.10pm to provide an update on operations. The complainant thanked her for the call.

24	19/04/2018	9.14am	Roxburgh Road	Community Disruption	Complaint received via email. Discussed mine vehicles using Roxburgh Road to access site and not driving to conditions. The External Relations Manager replied to the email providing an update on Site Access Management Plan. Consent Conditions state only Kayuga Bridge cannot be used to access site.
25	19/04/2018	4.55pm	ANON	Dust	Complaint received by Department of Planning. Discussed excessive dust coming from site. No contact details provided.
26	19/04/2018	6.14pm	Racecourse Road	Dust	Complaint received via Hotline. Discussed dust coming from site as being out of control. The complainant stated this was going on all day and night. As requested, the External Relations Manager emailed details to the complainant regarding dust monitoring. Also explaining that Mount Pleasant only operated between 7am-7pm.
27	25/04/2018	8.13am	112	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, squeaking, double beeps on machinery and crunching sounds. The External Relations Manager phoned the complainant at 12.03pm to provide an update on operations. The complainant thanked her for the call. Mining operations reviewed at time of the complaint. Real time monitors reviewed and within compliance. No noise alarms were received at the time of the complaint.
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28	5/05/2018	9.23am	Tarakan Avenue	Dust/Blasting	Complaint received via email. Discussed dust coming from site and impacts on their property from blasting. The External Relations Manager made several unsuccessful attempts to contact the complainant.
29	8/05/2018	8.00am	112	Noise	Complaint received via Hotline. Discussed machinery noise coming from site. The External Relations Manager phoned the complainant at 11.05am to provide an update on operations. The complainant thanked her for the call. Mining operations reviewed at the time the complaint was received. Real Time noise monitors reviewed and within compliance.
Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
30	13/06/2018	9.18am	Kayuga Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, continual grinding. The External Relations Manager phoned the complainant at 11.15am to provide an update on operations.
31	13/06/2018	6.36pm	Kayuga Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, continual grinding. The External Relations Manager phoned the complainant at 6.55pm to provide an update on operations.
32	13/06/2018	6.45pm	Kayuga Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, continual grinding sound. The External Relations Manager phoned the complainant at 6.55pm to provide an update on operations.

33	15/06/2018	9.23am	MSC	Dust	Complaint received via the Hotline. Complainant rang Muswellbrook Shire Council to complain about dust from Mount Pleasant. No call back details were provided by Muswellbrook Shire Council. Operational noise management controls were reviewed by the mining contractor. No dust alarms were received at the time of the complaint.
34	19/06/2018	12.36pm	Kayuga Road	Blasting	Complaint received by email to Land & Property Superintendent. Discussed blast that shook the house and rattled the windows. The External Relations Manager emailed the complainant at 0730 on 20th June 2018 to provide an update on operations. The Mount Pleasant Operation did not conduct a blast on the 19th June 2018.
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35	1/07/2018	9.55am	289	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site. The External Relations Manager phoned the complainant at 11.00am to provide an update on operations.
36	1/07/2018	10.07am	Hill Street	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site. The External Relations Manager phoned the complainant at 11.20am to provide an update on operations.
37	2/07/2018	4.12pm	289	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, truck operating. The External Relations Manager phoned the complainant at 4.48pm to provide an update on operations. Operational noise management controls reviewed by mining contractors. Real time noise monitors reviewed and within compliance. No noise alarms were received at the time of the complaint.

38	5/07/2018	9.24am	Wybong Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, specifically in the fines emplacement facility construction area. Beeping noise and dozers tracking. The External Relations Manager phoned the complainant at 10.04am to provide an update on operations. The complainant thanked her for the extensive follow up and prompt reply. Principal Contractor committed to immediate repairs to reversing beepers.
39	17/07/2018	8.39am	Cook Street	Dust	Complaint received via the Hotline. Discussed dust blowing into town from site. The External Relations Manager phoned the complainant at 9.34am to provide an update on operations. Operations dust management controls were reviewed by the mining contractor. Real time dust monitoring monitors were reviewed and within compliance.
40	17/07/2018	3.46pm	Bronte Street	Dust	Complaint received via the Hotline. Discussed dust coming from site, driving from the light industrial area to town and the dust is disgusting. The External Relations Manager phoned the complainant at 4.30pm to provide an update on operations. Operations dust management controls were reviewed by the mining contractor. Real time dust monitoring monitors were reviewed and within compliance.

41	17/07/2018	4.27pm	Castlerock Road	Safety	Complaint received via the Hotline. Discussed large amount of kangaroos on Castlerock Road since the commencement of work at Mount Pleasant. The External Relations Manager phoned the complainant at 4.45pm to arrange a meeting. The Mount Pleasant Operation abides by the law when it comes to culling kangaroos. Tags are obtained from Office Environment & Heritage prior to culling and limits are set.
42	20/07/2018	9.09am	Wybong Rd	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site, the blast was disgusting. The External Relations Manager phoned the complainant to provide an update. Drill and blast activities at Mount Pleasant Operation are actively managed to minimise any impacts on local residents and the broader community. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
43	20/07/2018	9.20am	Queen Street	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site, it shook my house, it was excessive. The External Relations Manager phoned the complainant to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.

44	20/07/2018	9.26am	Aberdeen Street	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site, cracks now in house that were not there before Mount Pleasant started operating. The External Relations Manager phoned the complainant to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
45	20/07/2018	9.51am	Liz Lawman	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site, felt the house shake, I thought it was an earthquake, this is the first time I have felt a blast. The External Relations Manager phoned the complainant to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
46	20/07/2018	1.46pm	Strathmore Road	Dust	Complaint received directly to External Relations Manager's mobile phone from Muswellbrook Shire Council. The Complainant discussed dust coming from site. The External Relations Manager phoned the complainant at 2.30pm to provide an update on operations. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.

47	20/07/2018	2.09pm	Sheppard Avenue	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site. The External Relations Manager phoned the complainant to provide an update, unable to speak directly and left a message. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
48	20/07/2018	2.11pm	Dorothy Robinson	Blasting	Complaint received directly to External Relations Manager mobile phone. Discussed impact from blasting on site. The External Relations Manager phoned the complainant to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
49	20/07/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site, significant amount of dust, a big cloud, dust also visible when work is done during the night, they could see the dust because of all the lights from trucks. No contact details provided. Mount Pleasant Operations work day shift only. No activity after 7pm and prior to 7am. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.

50	20/07/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site in town, heaps of trucks generating clouds of dust. No contact details provided. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.
51	20/07/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site as they were driving along Wybong Road. No contact details provided. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.
52	20/07/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site, it was a very windy day, dust coming from all mines. No contact details provided. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.

53	20/07/2018	N/A	EPA	Blasting	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed impact from blasting on site, felt the vibration, saw the dust from the blast. No contact details provided. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.
54	23/07/2018	1.24pm	289	Blasting	Complaint received via Hotline. Discussed impact from blasting on site and damage to his property. The External Relations Manager phoned the complainant at 2.55pm to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
55	25/07/2018	9.56am	Wybong Road	Dust	Complaint received directly to External Relations Manager's mobile phone. Discussed dust coming from site, specifically the fines emplacement facility. The External Relations Manager phoned the complainant at 10.25am to provide an update.
56	30/07/2018	3.15pm	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site. No contact details provided. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Equipment shutdown to minimise impact of dust. Mining operations occur between 7.00am and 7.00pm. No earthworks are currently undertaken on nightshift. Response to EPA.

57	30/07/2018	3.49pm	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site. No contact details provided. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Equipment shutdown to minimise impact of dust. Mining operations occur between 7.00am and 7.00pm. No earthworks are currently undertaken on nightshift. Response to EPA.
58	31/07/2018	N/A	EPA	Noise	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed noise coming from site. No contact details provided. Operational noise management controls reviewed by the mining contractor. Mining operations occur between 7:00am and 7:00pm and no night works are undertaken. The Evening period is defined within the EPL 20850 as the period of from 6:00pm to 10:00pm. As a result mining operations are only undertaken for one hour during this evening period. Noise attenuation is installed on equipment, quackers used in place of reverse beepers and silent horns used. Real time noise monitors reviewed and within compliance. No noise alarms were received at the time of complaint. Response to the EPA.
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59	3/08/2018	10.44am	Racecourse Road	Noise	Complaint received via the Hotline. Discussed her day being disturbed by mine noise and this should not happen. Dozers tracking, trucks dumping. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance.
60	3/08/2018	5.23pm	289	Noise	Complaint received via the Hotline. Discussed noise coming from site. Dozers tracking, trucks dumping. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 5.55pm to provide an update on operations.
61	4/08/2018	11.33am	289	Noise	Complaint received via the Hotline. Discussed noise coming from site. Dozers tracking, trucks dumping. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 12.30pm to provide an update on operations.

62	5/08/2018	10.11am	289	Noise	Complaint received via the Hotline. Discussed noise coming from site. Dozers tracking, trucks dumping. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 1.00pm to provide an update on operations.
63	5/08/2018	6.20pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site, the dust from the three mines is out of control. The External Relations Manager phoned the complainant at 6.55pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.
64	8/08/2018	8.29am	289	Noise	Complaint received by text message to the External Relations Manager. Mine operation noise, trucks. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 10.15am to provide an update on operations.

65	13/08/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site, the prevailing winds at this time of year are strong and blow dust over the town. Today is particularly windy. No contact details provided. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. Reponse to EPA.
66	14/08/2018	7.54am	112	Noise	Complaint received by text message to the External Relations Manager. Mine operation noise, trucks. Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 9.30am to provide an update on operations.
67	17/08/2018	11.14am	McCullys Gap	Blast	Complaint received via the Hotline. Discussed blast that had rattled his windows. Operational blast management controls reviewed by mining contractor. All blast compliance monitors within compliance limits. The External Relations Manager phoned the complainant at 12.35pm to provide an update on operations.

68	17/08/2018	3.35pm	Skellatar Stock Route	Dust	Complaint received via the Hotline. Discussed dust covering his home. The External Relations Manager phoned the complainant at 4.20pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.
69	18/08/2018	3.55pm	Wybong Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The External Relations Manager phoned the complainant at 4.20pm to provide an update on operations. Operational dust management controls reviewed and within compliance. Operations altered at 10.00am and all mining activities were ceased at 11.00am due to visual dust triggers. Four water carts were in operations. No dust alarms were received at the time of the complaint.
70	19/08/2018	2.23pm	Unknown	Dust	Complaint received via the Hotline. Discussed dust coming from site. No contact details provided. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.
71	23/08/2018	5.28pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site, it is unbearable. The External Relations Manager phoned the complainant at 5.45pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.

71	31/08/2018	4.11pm	Racecourse Road	Noise/Dust	Complaint received via the Hotline. Discussed operational noise and dust coming from site. The dust is impacting his business and family. The noise is unbearable. The External Relations Manager phoned the complainant at 4.30pm to provide an update on operations. Operational dust and noise management controls reviewed by the mining contractor. No dust or noise alarms were received at the time of the complaint. Real time dust and noise monitors reviewed and within compliance.
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72	15/09/2018	12.49pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The External Relations Manager phoned the complainant at 1.35pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.
73	18/09/2018	11.57am	Racecourse Road	Dust/Noise	Complaint received via the Hotline. Discussed operational noise and dust coming from site. The dust is covering us and all I can hear is dozer noise, continual noise all morning. The External Relations Manager phoned the complainant at 12.30pm to provide an update on operations. Operational dust and noise management controls reviewed by the mining contractor. No dust or noise alarms were received at the time of the complaint. Real time dust and noise monitors reviewed and within compliance.

74	19/09/2018	4.37pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The dust was really bad over the past two days and it is taking a toll on his family. The External Relations Manager phoned the complainant at 4.10pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. Mining operations ceased between 9.00am and 3.00pm with four water carts operating during this time.
75	19/09/2018	5.36pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The dust was thick over their home and it was particularly bad from 1pm. The External Relations Manager phoned the complainant at 5.55pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. Mining operations ceased between 9.00am and 3.00pm with four water carts operating during this time.

76	20/09/2018	3.15pm	Racecourse Road	Blasting	Complaint received via the Hotline. Discussed "orange dust everywhere, we are trying to make a living, it is very difficult at the moment, when I ring Bengalla about dust they say it is Mount Pleasant, how can we fix it?" The External Relations Manager phoned the complainant at 4.45pm to provide an update on operations. At the time of the blast the meteorological conditions taken at the A-PF4 metrological station were a 1 hourly rolling wind speed average of 5.4m/s and a 1 hourly rolling wind direction of 122°SE. As a result the blast plume remained on site travelling towards the north western boundary (away from Muswellbrook and Racecourse Road). No dust or noise alarms were received at the time of the complaint. Real time dust and noise monitors reviewed and within compliance.
77	20/09/2018	4.07pm	Roxburgh Road	Blasting	Complaint received via the Hotline. Discussed "orange dust coming over his house, you only care about town but not anyone else." The External Relations Manager phoned the complainant at 5.05pm to provide an update on operations. At the time of the blast the meteorological conditions taken at the A-PF4 metrological station were a 1 hourly rolling wind speed average of 5.4m/s and a 1 hourly rolling wind direction of 122°SE. As a result the blast plume remained on site travelling towards the north western boundary (away from Muswellbrook and Racecourse Road). No dust or noise alarms were received at the time of the complaint. Real time dust and noise monitors reviewed and within compliance.

78	24/09/2018	6.41pm	Octagonal Way	Lighting	Complaint received via the Hotline. Discussed a lighting plant shining right into his home. The operation was reviewed at the time the complaint was received and a lighting plant in Pit D was found to be pointing east towards Muswellbrook. The lighting plants was turned off at the end of the shift (7pm) and relocated on day-shift 25th September. The External Relations Manager phoned the complainant at 7.10pm to provide an update on operations
79	28/09/2018	8.19am	Racecourse Road	Noise	Complaint received via the Hotline. Discussed mine noise being "very loud." Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. The External Relations Manager phoned the complainant at 10.10am to provide an update on operations
80	29/09/2018	11.55am	Wybong Road	Dust	Complaint received via the Hotline. Discussed dust coming from site, "I work in the mining industry and I know what is acceptable and the dust coming from Mount Pleasant is not acceptable." The External Relations Manager phoned the complainant at 12.35pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance.

81	29/09/2018	12.52pm	Wybong Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The External Relations Manager phoned the complainant at 1.50pm to provide an update on operations. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. The forecast indicated a low risk for sensitive receivers in Collins Lane, Rosebrook, Rosebrook and Racecourse Road. There was a low indication that dust from the operation would impact air quality at the Upper Hunter Air Quality Monitoring Network Muswellbrook NW Unit. Response provided to EPA.
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82	27/10/2018	N/A	EPA	Dust/Blasting	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed excessive dust coming from site and that an orange coloured dust plume travelled approximately 1km past the mines boundary towards the northern part of Muswellbrook. No contact details provided. No dust alarms were received at the time of the complaint. No blasting was undertaken on the 27th October 2018. The forecast indicated a low risk for sensitive receivers in Collins Lane, Rosebrook, Rosebrook and Racecourse Road. There was a low indication that dust from the operation would impact air quality at the Upper Hunter Air Quality Monitoring Network Muswellbrook NW Unit. As the EPA is aware, mining operations at MPO occur between 7:00am to 7:00pm. No earthworks are currently undertaken on night shift. On the 27th of October 2018, mining equipment was located in Pit A and Pit D.
83	31/10/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed a lot of dust coming from site. Caller could see trucks were running creating huge amounts of dust and the water trucks were watering the drill area and not where the trucks were moving." No dust alarms were received at the time of the complaint. Response provided to EPA.
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84	2/11/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from Mount Pleasant and Bengalla over Wybong Rd, water trucks are not sufficient to control the dust levels. Caller could see trucks were running creating huge amounts of dust and the water trucks were watering the drill area and not where the trucks were moving." The forecast indicated a low risk for sensitive receivers in Collins Lane, Rosebrook, Rosebrook and Racecourse Road. There was a low indication that dusk from the operation would impact air quality at the Upper Hunter Air Quality Monitoring Network Muswellbrook NW Unit. No contact details provided. No dust alarms were received at the time of the complaint. Response provided to the EPA.
85	6/11/2018	5.31pm	Queen Street	Dust	Complaint received by the Hotline. Discussed dust blowing over his house for the past two days. The External Relations Manager informed the complainant that mining operations ceased at 2.30pm on the 6th November. No dust alarms were received at the time of the complaint. All dust generating activities were suspended at 2:30 pm due to Adverse Weather conditions (EPL condition O3.4). Adverse PM10 concentrations' means a rolling 24-hour average PM10 concentration of equal to or greater than 44 micrograms per cubic metre measured at the Muswellbrook NW Upper Hunter Air Quality Monitoring Network monitor and average wind direction between 270 degrees and 360. Resulting in 13hrs of Dust delays during the day.

86	15/11/2018	3.46pm	Queen Street	Dust	Complaint received by the Hotline. Discussed dust coming from D Pit blowing over his house. At the time of complaint the A-PF4 meteorological station recorded a strong SE wind of 134 degrees south east with 10 minute wind speed of 13.4m/s. Mining Operations were suspended at 16:30 due to increasing wind speed. Watercarts continued to operate to water disturbed area for the rest of the shift. No dust alarms were received and all dust monitors were within compliance limits.
87	15/11/2018	4.57pm	Queen Street	Dust	Complaint received by the Hotline. Complainant ended the call before the External Relations Manager could speak. The External Relations Manager called the complainant, however, the call was not answered. At the time of complaint the A-PF4 meteorological station recorded a strong SE wind of 132 degrees south east with 10 minute wind speed of 10.5m/s. Mining Operations were suspended at 16:30 due to increasing wind speed. Watercarts continued to operate to water disturbed area for the rest of the shift. No dust alarms were received and all dust monitors were within compliance limits.

88	15/11/2018	4.43pm	Kayuga Road	Dust	Complaint received by email to the Land & Property Superintendent. He forwarded the complaint to the External Relations Manager. Discussed dust from Mount Pleasant covering their home. At the time of complaint the A-PF4 meteorological station recorded a strong SE wind of 132 degrees south east with 10 minute wind speed of 10.5m/s. Mining Operations were suspended at 16:30 due to increasing wind speed. Watercarts continued to operate to water disturbed area for the rest of the shift. No dust alarms were received and all dust monitors were within compliance limits.
89	21/11/2018	8.09am	Racecourse Road	Noise	Complaint received via the Hotline. Discussed "excessive noise coming from Mount Pleasant, it is so loud I can feel it." Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. Mining operations are regularly monitored and mining activities are regularly altered to minimise the impacts from noise. Ensuring noise attenuation is installed on equipment, ensuring quackers used in place of reverse beepers and silent horns used in place and using less exposed dumps, using rubber tracked dozers. At the time of the complaint, 8:09 am no mining operations were being undertaken in Pit A and Pit D. The operations was still recovering from wet weather overnight with mining operations commencing at 08:12 am. The External Relations Manager phoned the complainant at 9.35am to provide an update on operations.

90	21/11/2018	4.09pm	Racecourse Road	Dust/Blasting	<p>Complaint received via the Hotline and answered by the External Relations Manager. Discussed dust coming from site. "This is not good enough, we shouldn't have to put up with dust covering our house and the racecourse, I have video and photos and I am going to share with everyone." Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. Blast _A3.005_006 was initiated in PIT A at 16:05. Wind was from the NW at 4.6m/s. This firing time was selected to coincide with reduced wind speed to minimise community impacts. The blast dust was observed to head in a SE direction (towards Racecourse rd) with the majority of the dust dissipating above the Pit A dump and minimal dust observed to leave the DA Boundary. A detailed review of blast footage confirmed that no fume was present in the post blast emissions.</p>
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91	21/11/2018	4.21pm	Racecourse Road	Dust	<p>Complaint received direct to the External Relations Manager mobile phone. The Complainant discussed fume leaving site, "I can taste it, see it, smell it, I am not a fool and I am sick and tired of you taking me for a fool." The Complainant was advised by the External Relations Manager that she would end the call if he did not calm down and continue the call in a more respectful manner. The Complainant continued with the and the call was ended by the External Relations Manager. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. Blast _A3.005_006 was initiated in PIT A at 16:05. Wind was from the NW at 4.6m/s. This firing time was selected to coincide with reduced wind speed to minimise community impacts. The blast dust was observed to head in a SE direction (towards Racecourse Rd) with the majority of the dust dissipating above the Pit A dump and minimal dust observed to leave the DA Boundary. A detailed review of blast footage confirmed that no fume was present in the post blast emissions.</p>
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92	25/11/2018	11.14am	Wybong Rd	Dust	Complaint received by phone to the Land & Property Superintendent. He forwarded the complaint to the External Relations Manager. "The dust from Mount Pleasant is blowing straight over her place, the wind direction is from the west and the water cart coverage was inadequate and we should do something about it immediately." At the time of complaint the A-PF4 meteorological station recorded a strong NW wind (260 degrees) with 10 minute wind speed of 6 m/s. The wind speed peaked at approximately 10 m/s during the shift. No dust alarms were received, and all dust monitors were within compliance limits. All watercarts were operating throughout the shift and operations were suspended for approximately 16 hrs due to high wind gusts and visible dust.
93	29/11/2018	1.22pm	Racecourse Rd	Blasting	Complaint received via the Hotline. Discussed "see attached result chemical plume arising from Mount Pleasant coal mine, after planned 12:00pm explosive shot. Shot was planned to be fired at 12:00pm and I was notified by MACH energy via text message of planned shot. I would like this investigated and a email reply as to the findings." At the time of firing the 10-minute average wind speed and wind direction taken at the meteorological station A-PF4 was 2.9m/s and 103° SE respectively. As a result, blast emissions and fume did not leave the consent boundary and dissipated over Pit D.
Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response

94	2/12/2018	4.38pm	Queen Street	Dust	<p>Complaint received by the Hotline. Discussed "dust is covering my property and the children are unable to go outside." At the time of the complaint the A-PF4 meteorological station recorded a strong NW wind (266 degrees) with 10 minute wind speed of 10.5 m/s and temperature of 34.2 degrees. The wind speed peaked at approximately 15 m/s during the shift at 2:50 pm. Numerous dust alarms were received throughout the day. All watercarts were operating throughout the shift and operations were suspended for approximately 30 hrs due to high wind gusts, hot temperatures and visible dust.</p>
95	5/12/2018	4.53pm	N/A	Dust	<p>Complaint received by the Hotline. Discussed "dust generation." The External Relations Manager made a number of attempts to contact the Complainant however, calls were unsuccessful. At the time of the complaint the A-PF4 meteorological station recorded a strong SE wind of 125 degrees with a 10-minute average wind speed of 7.1m/s. No dust alarms were received on the 5th of December and all dust levels were with compliance limits of 50 µg/m³ and 44 µg/m³. Mining operations were regularly inspected throughout the shift with mining activities altered to minimise the generation and movement of dust, these management measures included:</p> <ul style="list-style-type: none"> • prioritising five water carts to frequently trafficked roads and working areas and; • making operational changes to dust generating activities (suspending topsoiling operations).

96	25/12/2018	11.50am	121	Noise	<p>Complaint received via the Hotline. Discussed noise coming the Mount Pleasant Operation. "There is too much truck noise, why are you working at Christmas, don't you have a day off." The External Relations Manager responded to the caller and attempted to explain, but before she could continue the Complainant went on to say "that's because you are owned by Muslim's and they don't care about Christmas. You lot are ruining Christmas and taking down Australia and it's traditions. I am not happy, I whinging." The Complainant then ended the call. At the time the complaint was received, mining operations in Pit D were reviewed. At the time of the complaint there were two D11 dozers undertaking topsoil stripping activities on the southern side of SD3. On receiving the complaint this activity was ceased at approximately 12:30pm. The met conditions at the time of the complaint consisted of a north westerly wind with a 10 average wind direction of 276° and wind speed of 0.3 m/s. No noise alarms were received.</p>
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97	25/12/2018	12.30pm	79	Noise	Complaint received direct to External Relations Managers mobile phone. Discussed "can you please arrange to have the noise emitting from Mount Pleasant shut down today, it is Christmas Day." At the time the complaint was received, mining operations in Pit D and Pit A were reviewed. At the time of the complaint there were two D11 dozers undertaking topsoil stripping activities on the southern side of SD3 in Pit D and one drill was in operation in Pit A. On receiving the complaint dozer activity was ceased. The met conditions at the time of the complaint consisted of a south westerly wind with a 10 average wind direction of 204° and wind speed of 0.5 m/s. No noise alarms were received.
98	29/12/2018	5.17am	Racecourse Road	Noise	Complaint received to the Hotline. Discussed a bad humming noise. The caller did not request a call back and any further action to be taken. Investigations into the complaint found that the noise was similar to an operating coal handling preparation plant. Mount Pleasant Operation does not have a coal handling preparation plant in operation at this point in time.