

Complaint Number	Date/Time Received	Nature of Complaint	Response
644	21/01/2024 12:10am	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. At the time of the complaint the shift OCE inspected the operation to determine the light source. The active outer dumps were dumping towards the west and the OCE inspected all lighting plants and confirmed them be facing in pit and both orange lights. All other lights were confirmed to be low and in pit. Upon the OCEs inspection no lights were visible on the skyline. On the 22nd of January at 9.10pm a further investigation was conducted on and off site to determine the source of the light. Upon completion of investigation complainant confirmed that light source was no longer impacting them.
645	21/01/2024 8:00am	Odour	Complaint received via the EPA. Complainant discussed smoke generated from a spontaneous combustion from the Mount Pleasant Operation. On Sunday the 21st of January between the hours of 7am and 8am observations were reported to have been made on Wybong Road, and were concerning the generation of odours. When the complaint was received the environment team investigated the management of spontaneous combustion. At the time of the complaint Dust TARPs identifying the presence and management of spontaneous combustion had been completed. The daily plan actions have been recorded to show the management of spontaneous combustion throughout the pit.
Complaint Number	Date/Time Received	Nature of Complaint	Response
646	16/02/2024, 12.53pm	Blast Vibration	Complaint received via the Community Hotline. Complainant discussed blast vibration from the Mount Pleasant Operation. Pattern 14.6.PF2C was initiated in South Pit on the 16th of February at 12.42pm. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 175 degrees SE with a 1 hourly rolling wind speed of 3.6 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.49 mm/s and 97.9 DBL for vibration and overpressure. All vibration and overpressure monitors were within the compliance limits of 10 mm/s and 120 DBL.
647	19/02/2024, 8.19pm	Lighting	Complaint received via the Community Hotline. Complainant discussed lighting from the Mount Pleasant Operation. When the complaint was received an investigation was carried out in which pit cameras and operations were reviewed on the night of the complaint. All lights viewed were found to be facing in pit.
Complaint Number	Date/Time Received	Nature of Complaint	Response
648	18/03/2024 3.10:00 PM	Air Quality	Complaint received via the EPA. Complainant discussed dust generation from blasting activities that occurred on the 14th of March at approximately 1pm. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 288 degrees NW with a 1 hourly rolling wind speed of 2.5 m/s. The compliance monitor B-VO2 (the most representative of private residences) recorded 0.67mm/s and 95.4 DBL for vibration and overpressure. All vibration and overpressure monitors were within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0. Post blast emissions travelled in an easterly direction with blast dust observed to disperse within the DA and EPL boundary.
649	16/03/2024 6.30 AM	Lighting	Complaint received directly to the External Relations Manager. Complainant discussed Lights from Mount Pleasant. At the time of the complaint the shift OCE was unable to determine the light source due shift change. The OCE conducted an investigation the night of the 16th of March at North Pit (the most representative area of the complainants location). The OCE found all lights to be facing into the pit and one environmental light on the central 220 dump facing towards the North Pit
650	28/03/2024 2.36pm	Odour	Complaint received via the EPA. Complainant discussed spontaneous combustion from the Mount Pleasant Operation. On 19th March observations were reported to have been made on Wybong Road, and were concerning the generation of odours. When the complaint was received the environment team investigated the management of spontaneous combustion. At the time of the complaint Dust TARPs identifying the presence and management of spontaneous combustion had been completed. The daily plan actions have been recorded to show the management of spontaneous combustion throughout the pit.
Complaint Number	Date/Time Received	Nature of Complaint	Response
651	7/04/2024 7.00 PM	Noise	Complaint received from EPA. Complainant discussed noise from Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint (10.20pm) the shift OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. The OCE requested excavator operator to ensure the bucket is lowered into trucks and silent horns were being used. Meteorological conditions recorded at the A-PF2 monitor were valid with a recorded wind direction of 343° and a wind speed of 1.6 m/s recorded.

652	7/04/2024 10.22 PM	Noise	Complaint received directly to the External Relations Manager. Complainant discussed noise from Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the shift OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. The OCE requested excavator operator to ensure the bucket is lowered into trucks and silent horns were being used. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
653	8/04/2024 10.30 PM	Noise	Complaint received from EPA. Complainant discussed noise from Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the shift OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. The OCE had instructed operators to use silent horns and ensure buckets are lowered into trucks. Prior to the complaint no noise alarms were received from the noise monitors.
654	8/04/2024 11.27 PM	Noise	Complaint received directly to the External Relations Manager. Complainant discussed noise from Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. The shift OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. At the time of the complaint the OCE had instructed operators to use silent horns and ensure buckets are lowered into trucks Prior to the complaint no noise alarms were received from NB04 which is the best representative of complainant location.
655	10/04/2024 1.00 PM	Blast	Complaint received via the EPA from an anonymous caller. Complainant discussed fumes and dust. When the complaint was received the Thiess Environmental Officer reviewed the event which occurred on the 10th of April 2024. Pattern 21.4.WN2C was initiated in South Pit at 13.04pm. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 181 degrees S with a 1 hourly rolling wind speed of 2.3 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.75 mm/s and 92.9 DBL for vibration and overpressure All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. All post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
Complaint Number	Date/Time Received	Nature of Complaint	Response
656	12/05/2024 12:44PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
657	18/05/2024 11:30AM	Odour	Complaint received via the EPA. The anonymous complainant discussed spontaneous combustion from the Mount Pleasant Operation. The OCE conducted an inspection at time of the notification and noted that a small amount of heated material was in Central pit, however, no offensive odour was detected. When the EPA complaint was received the Thiess Environmental Officer reviewed pit cameras at the time of the event. The North pit camera, which is the closest camera to Dorset Road no heated areas were visible. At the time of the complaint, air quality results showed that the one-hourly average PM10 recorded at the Muswellbrook NW monitor was 8.7µg/m3 with a wind direction of 356°. Air quality results from the A-PF2 monitor recorded a one-hourly average PM10 of 11.0 µg/m3 and a wind direction of 349° and a 24hr rolling PM10 average of 24 µg/m3 and a wind direction of 178°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
658	28/05/2024 1:55PM	Blast	Complaint received via the Community Hotline. Complainant discussed blast fume from the Mount Pleasant Operation. The complainant resides approximately 3 km to the Northeast of Mount Pleasant Operation. At the time of the blast the fume rating post blast at the 500m personnel blast exclusion zone was zero and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
Complaint Number	Date/Time Received	Nature of Complaint	Response
659	8/06/2024 10:42PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.

660	12/06/2024 12:18AM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
661	13/06/2024 3:06PM	Blast	Complaint received via the Community Hotline. Complainant discussed blast fume from the Mount Pleasant Operation. The complainant resides approximately 3 km to the Northeast of Mount Pleasant Operation. At the time of the blast the fume rating post blast at the 500m personnel blast exclusion zone was zero and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
662	16/06/2024 3:24AM	Lighting	Complaint received directly to the External Relations Manager. Complainant discussed lights from Mount Pleasant Operation. At the time of the complaint the OCE inspected the operation to determine the light source. To mitigate any impacts from lighting the OCE shut down northern lights for the remainder of the shift.
663	16/06/2024 6:44PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
664	16/06/2024 11:31PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
665	17/06/2024 11:22AM	Blast	Complaint received via the EPA. Complainant discussed blasting activities at Mount Pleasant Operation. The EPA requested information regarding the blast that occurred on the 13th of June. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 212 degrees SW with a 1 hourly rolling wind speed of 0.6 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.61 mm/s and 103.1 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0 and post blast emissions were seen to disperse within the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
667	17/06/2024 11:22AM	Blast	Complaint received via the EPA. Complainant discussed blasting activities at Mount Pleasant Operation. The EPA requested information regarding a blast that occurred on the 13th of June. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 212 degrees SW with a 1 hourly rolling wind speed of 0.6 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.61 mm/s and 103.1 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0 and post blast emissions were seen to disperse within the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
668	17/06/2024 11:27PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.
669	20/06/2024 10:12AM	Blast	Complaint received via the Community Hotline. Complainant discussed blast fume from the Mount Pleasant Operation. The complainant resides approximately 3 km to the Northeast of Mount Pleasant Operation. At the time of the blast the fume rating post blast at the 500m personnel blast exclusion zone was zero and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
670	21/06/2024 10:59PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location.

671	26/06/2024 3:07PM	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. At the time of the complaint the shift OCE had identified an area of heated material. At the time of the complaint air quality results the one-hourly average PM10 recorded at the Muswellbrook NW monitor was 19µg/m3 with a wind direction of 260°. Air quality results from the A-PF4 monitor recorded a one-hourly average PM10 of 8.0 µg/m3 and a wind direction of 51° and a 24hr rolling PM10 average of 18µg/m3 and a wind direction of 51°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
672	26/06/2024 3:07PM	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. At the time of the complaint the shift OCE had identified an area of heated material. At the time of the complaint air quality results the one-hourly average PM10 recorded at the Muswellbrook NW monitor was 19µg/m3 with a wind direction of 260°. Air quality results from the A-PF4 monitor recorded a one-hourly average PM10 of 8.0 µg/m3 and a wind direction of 51° and a 24hr rolling PM10 average of 18µg/m3 and a wind direction of 51°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
673	26/06/2024 3:19PM	Blast	Complaint received via the EPA. The complainant stated a blast occurred around 10am on 20 June 2024. At the time of the blast the fume rating post blast at the 500m personnel blast exclusion zone was zero and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
674	27/06/2024 9:25PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. The OCE positioned themselves on the North LV road which is the pit extent closest to the complainant. The OCE provided a noise recording which observed minimal mining noise. Prior to the complaint no noise alarms or exceedances were received from any of the nearby noise monitors and NB04, which is the best representative of complainant location also had no alarms or exceedances. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 58° and a wind speed of 1.8 m/s recorded.
675	28/06/2024 3:37PM	Blast	Complaint received via the EPA. Complainant discussed a blast that occurred on the 28th of May, "The community reporter stated they observed: An orange plume from Mount Pleasant mine after a blast at approximately 1:45 pm on 28 May 2024" When the complaint was received the Environmental Officer reviewed events on the day of the 28th of May. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 201 degrees SW with a 1 hourly rolling wind speed of 1.2 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.42 mm/s and 93.8 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0 and post blast emissions were seen to disperse at the 500m personnel blast exclusion zone. No post blast emissions left the EPL or DA boundary.
Complaint Number	Date/Time Received	Nature of Complaint	Response
676	9/07/2024 9:35AM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. No excessive noise was found and all proactive noise management controls in place as per the Noise management Plan. Prior to the complaint no noise alarms were received from any of the nearby noise monitors and NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF4 were non licensed due to high winds with a recorded wind direction of 328° and a wind speed of 3.3 m/s recorded.
677	10/07/2024 7:40AM	Odour	Complaint received via the EPA. Complainant discussed odour from the Mount Pleasant Operation. At the time of the complaint the shift OCE had identified an area of heated material. On the day of the complaint the highest air quality results for the one-hourly average PM10 recorded at the Muswellbrook NW monitor were 23.1µg/m3 with a wind direction of 203°. The highest air quality results from the A-PF4 24hr rolling PM10 average was 16 µg/m3. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
678	13/07/2024 10:33PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. No excessive noise was found and all proactive noise management controls in place as per the Noise management Plan. Prior to the complaint no noise alarms were received from any of the nearby noise monitors and NB04, which is the best representative of complainant location.

679	17/07/2024 9:57PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. No excessive noise was found and all proactive noise management controls in place as per the Noise Management Plan. Prior to the complaint no noise alarms were received from any of the nearby noise monitors and NB04, which is the best representative of complainant location.
680	19/07/2024 9:52AM	Blast Vibration	Complaint received via the EPA. Complainant discussed vibrations felt at their property on the morning of 12 July 2024. Patterns 13.6.VA1E_S2 & 22.4.WN2C_Redrill were initiated together in South Pit at 9.08am. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 27 degrees NE with a 1 hourly rolling wind speed of 1.4 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.68 mm/s and 101.9 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL.
681	23/07/2024 8:18PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location.
682	25/07/2024 9:19PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. They found all monitors to be within compliance limits. Prior to the complaint no noise alarms or exceedances were received from any of the nearby noise monitors or at NB04, which is the best representative of complainant location.
683	28/07/2024 8:43PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. The OCE reported minimal mining noise and all levels to be within compliance at the time of the complaint. Prior to the complaint no noise alarms or exceedances were received from any of the nearby noise monitors or at NB04, which is the best representative of complainant location.
684	29/07/2024 10:59PM	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the OCE conducted an inspection of the operation to determine the noise source. Prior to the complaint no noise alarms or exceedances were received from any of the nearby noise monitors or at NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF4 were valid with a wind direction of 195° and a wind speed of 1.1m/s recorded.
Complaint Number	Date/Time Received	Nature of Complaint	Response
685	28/08/2024 5:07PM	Air Quality	Complaint received via the EPA. Complainant saw excessive dust, including large dust swirls, coming from the Mount Pleasant Operation at approximately 11:30am, from an elevated location at the eastern side of Muswellbrook. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 24 g/m3 and a wind direction of 310. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 10.6 g/m3. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 12 g/m3 and a wind direction of 307. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
686	28/08/2024 5:07PM	Air Quality	Complaint received via the EPA. Complainant observed from 9am dust from Mount Pleasant Operation, plumes have merged into a haze. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 11 g/m3 and a wind direction of 349. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 9.4 g/m3. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 11 g/m3 and a wind direction of 341. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
Complaint Number	Date/Time Received	Nature of Complaint	Response

687	6/09/2024 9.23AM	Air Quality	Complaint received via DPHI. Complainant observed dust from the Mount Pleasant Operation impacting Dorset Road, Kayuga. At the time of the complaint truck and shovel mining operations, including water carts were underway. Dust mitigation strategies, as outlined in the Blast Management Plan and the Air Quality and Greenhouse Gas Management Plan, were in place, with additional measures implemented at the time of the blast. The blast took place at approximately 9:20 AM, and Wybong Road was closed during this period.
688	17/09/2024 3.31PM	Air Quality	Complaint received via the EPA. Complainant reported air/dust pollution in the Muswellbrook area. The complainant was travelling on Wybong Road and noted a thick haze of dust and filth in the air between the two coal mines, visibility was poor. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 16.0 µg/m3 and a wind direction of 41.8°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 16.5 µg/m3. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 10µg/m3 and a wind direction of 348°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. Prior to the complaint all watercarts were operational with two large watercarts managing the South Pit area.
689	17/09/2024 8PM-10PM	Noise	Complaint received via the EPA. The EPA conducted attended noise monitoring at various locations around Mount Pleasant Operation. The EPA used the attended noise monitoring points as defined on EPL20850. Noise monitoring at EPA Point 7 (Wiltons Lane Kayuga) during the evening period indicated elevated noise levels approaching or above the LAeq(15 minute) criteria. At the time of attended noise monitoring, there was a noise alarm triggered at NB05 at 20:00. All other monitors were operating as normal with no alarms were triggered. In response, the shift OCE completed an inspection of the North East corner of the pit near Kayuga Rd and a Noise TARP was completed at 20:20. Changes to mining operations were made and noise impacts were monitored for the remainder of the shift. No further alarms were received. At the time of alarm, the Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 14° and a wind speed of 1.7 m/s recorded.
690	19/09/2024 5pm	Air Quality	Complaint received via the EPA. Complainant reported excessive dust from the Mount Pleasant Operation. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 33.3 µg/m3 and a wind direction of 306°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 21.6 µg/m3. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 8µg/m3 and a wind direction of 328°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. Prior to the complaint all watercarts were operational.
691	19/09/2024 11.26pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise, low rumbling, machinery noise and banging. Prior to the complaint at 10:50pm the OCE noted noise levels elevating at NB05 in the north and inspected the North-east of the operation to determine the noise source. The OCE implemented all necessary operational changes. At the time of the complaint the OCE conducted another inspection and made operational changes. The OCE continued to inspect work areas throughout that night and continued to alter operations to mitigate the impact of noise. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were also reviewed. Leading up to and at the time of the complaint wind and a train was audible. Following the review of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed, and no audible mine noise was observed. Meteorological conditions recorded at the A-PF4 were non-licensed due to high winds with a wind direction of 311° and a wind speed of 3.1 m/s.
692	20/09/2024 11.17am	Air Quality	Complaint received via the Community Hotline. Complainant discussed that following a blast at Mount Pleasant Operation dust went all over his property in Queen Street, Muswellbrook. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 295 degrees with a 1 hourly rolling wind speed of 5.1 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.28 mm/s and 104.6 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 2A and post blast emissions were seen to disperse within the site boundary. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 9.3 µg/m3 and a wind direction of 297°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 23.8 µg/m3. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 5.1 µg/m3 and a wind direction of 295°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.

693	22/09/2024 10.05pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Stating there was loud banging and rumbling. At the time of the complaint the OCE conducted an inspection and made operational changes. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were also reviewed. Leading up to and at the time of the complaint distant mining noise, wind and a train were audible. Following the reviewal of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed, and distant mine noise was observed. Meteorological conditions recorded at the A-PF4 were valid a wind direction of 321° and a wind speed of 3.0 m/s.
694	22/09/2024 10.40pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Stating the noise sounds like a dump truck unloading at his bedroom window every 30 mins, the noise of the constant trucks moving about is making it impossible to sleep. At 10.10pm the OCE conducted an inspection and made operational changes. Prior to the complaint no exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were also reviewed. Leading up to and at the time of the complaint distant mining noise, wind and a train were audible. Following the reviewal of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed and mine noise was observed.
696	24/09/2024 1.40am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Stating that loud banging noises coming from site were a lot like thunder, usally a constant rumble comes from there but different tonight, sharp banging and becoming unbearable. At the time of the complaint the OCE conducted inspection and positioned themselves on the North LV road which is the pit extent closest to the complainant. The OCE did not observe any thunder like noise and all noise monitors were compliant. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were also reviewed. Leading up to and at the time of the complaint wind, birds, traffic and a train were audible. Following the reviewal of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed, and wind was observed and distant mine noise. Meteorological conditions recorded at the A-PF4 were non-licensed due to high winds with a wind direction of 311° and a wind speed of 3.5 m/s.
Complaint Number	Date/Time Received	Nature of Complaint	Response
697	6/10/2024 10.54pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. At the time of the complaint the OCE positioned themselves in the north east corner of the pit adjacent to Kayuga Road, after their observations the OCE made operational changes. At the time of the complaint the OCE noted that all noise was within consent conditions however conducted another inspection. The OCE continued to make operational changes by relocating the dozer and truck fleet from the northern 240 dump. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were also reviewed. Leading up to and at the time of the complaint wind, fauna, and a train were audible. Following the reviewal of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed, and wind, insect and distant mine noise was observed. Meteorological conditions recorded at the A-PF4 monitor were non-licensed due to high winds with a wind direction of 302° and a wind speed of 3.5 m/s.
698	22/10/2024 10.26pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. At the time of the complaint the OCE positioned themselves on the northeast corner of the LV road which is the pit extent closest to the complainant. The OCE shared a 1 minute audio clip and noted that they could hear highway noise and could both see and hear offsite heavy machinery to the northeast of the operation. Prior to the complaint no exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is the closest monitor to the complainant were reviewed leading up to and at the time of the complaint. Traffic, birds and wind were audible. NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed and an offsite reverse beeper was audible. Meteorological conditions recorded at the A-PF2 were valid with a wind direction of 45° and a wind speed of 1.9 m/s.

699	27/10/2024 10.13pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. At the time the complaint was received the OCE positioned themselves on the northeast corner of the LV road which is the pit extent closest to the complainant. The OCE shared an audio clip and noted that they could hear highway noise and agricultural work. Prior to the complaint no exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were reviewed. Leading up to and at the time of the complaint a tractor can be heard carrying out agricultural work as well as traffic, insects and a plane. Following the review of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed and insects and distant noise was observed. Meteorological conditions recorded at the A-PF4 monitor were non-licensed due to high winds with a wind direction of 313° and a wind speed of 2.6 m/s.
700	30/10/2024 10.40pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. The OCE conducted an inspection at this time, they positioned themselves on the northeast corner of the LV road and provided a audio clip at this time, the predominant audible noise was insects with minimal mining noise heard. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were also reviewed. Leading up to and at the time of the complaint distant work noise, wind and a train were audible. Following the review of NB06, NB05 sound files were also reviewed to determine potential source of the noise. The same time period was reviewed and insects and wind were predominately heard with low audible mining noise observed. Meteorological conditions recorded at the A-PF4 were valid a wind direction of 285° and a wind speed of 2.8 m/s.
701	31/10/2024 10.40am	Air Quality	Complaint received via the EPA. Complainant discussed excessive dust, assumed from a mine blast. At the time of blasting, the A-PF2 meteorological station recorded a 1 hour rolling wind direction of 239° with a 1 hour rolling wind speed of 4.1m/s. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. There was no fume and the dust produced dispersed within the site boundary. This was confirmed by a review of the drone footage and pit cameras. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a 24hr average PM10 of 21.3 µg/m3 and a wind direction of 268°. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 22 µg/m3 and a wind direction of 275°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
Complaint Number	Date/Time Received	Nature of Complaint	Response
	Nov-24		There were no community complaints received in November 2024
Complaint Number	Date/Time Received	Nature of Complaint	Response
702	13/12/2024 1.30pm	Air Quality	Complaint received via the EPA. Complainant discussed excessive dust coming from the Mount Pleasant Operation. At the time of blasting, the A-PF2 meteorological station recorded a 1 hour rolling wind direction of 302° with a 1 hour rolling wind speed of 2.6m/s. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. There was no fume and the dust produced dispersed within the site boundary. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded PM10 of 16.9 µg/m3 and a wind direction of 275°. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 14 µg/m3 and a wind direction of 228°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
703	13/12/2024 7.00am	Air Quality	Complaint received via the EPA. Complainant discussed excessive dust coming from the Mount Pleasant Operation. At 8am on the 13th of December the air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 31.5 µg/m3 and a wind direction of 29°. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 31µg/m3 and a wind direction of 31°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. Prior to the complaint all watercarts were operational throughout the shift. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift.

704	13/12/2024 8.00pm	Air Quality	Complaint received via the EPA. Complainant discussed excessive dust coming from the Mount Pleasant Operation. At 8pm on the 13th of December the air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 53.2 µg/m3 and a wind direction of 275°. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 28µg/m3 and a wind direction of 275°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift.
705	28/12/2024 12.14am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. In response to the complaint the OCE noted that all noise monitors were within limits and conducted an inspection at North corner of the pit. The inspection observed "no loud rumbling or dozer tracks observed as per complaint." The OCE continued to monitor pit activities, noise monitors and conduct inspections throughout the remainder of the shift. Meteorological conditions recorded at the A-PF4 monitor were valid with a wind direction of 320° and a wind speed of 2.2 m/s.