

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
126	8/04/2019	6.12pm	47	Lighting	Complaint received directly to the External Relations Manager's mobile phone. Discussed lighting coming from the construction office area car park and shining directly into their home. The External Relations Manager contacted site security to ask for the lighting tower to be turned off. On the 9/04/2019 the lighting tower was relocated to ensure no further impact to the resident.
127	11/04/2019	6.54pm	Angus Peebles Close	Lighting	Complaint received via the Community Hotline. Discussed lighting impacting their residence. No contact details were left with the Call Centre as the caller did not want anyone to call back and discuss.
128	17/04/2019	1.08pm	Lower Hill Street	Blasting	Complaint received via SMS to the External Relations Manager's mobile phone. Discussed impact felt by blasting. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 150 degrees south east with a 1 hourly rolling wind speed of 2.5m/s. Blast emissions produced no fume. All post blast emissions dispersed within the Mount Pleasant Operation consent boundary to the North West - away from Muswellbrook. All vibration and overpressure monitors were well within the compliance limits. The External Relations Manager rang the caller and also sent a SMS to confirm that the complaint was received.
129	17/04/2019	1.09pm	Aberdeen Street	Blasting	Complaint received via SMS to the External Relations Manager's mobile phone. Discussed impact felt by blasting. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 150 degrees south east with a 1 hourly rolling wind speed of 2.5m/s. Blast emissions produced no fume. All post blast emissions dispersed within the Mount Pleasant Operation consent boundary to the North West - away from Muswellbrook. All vibration and overpressure monitors were well within the compliance limits. The External Manager replied to the complainant via SMS, confirming that the complaint had been received.
130	17/04/2019	1.17pm	Racecourse Road	Blasting	Complaint received via phone call direct to the External Relations Manager's mobile phone. Discussed impact felt from a recent blast at Mount Pleasant. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 150 degrees south east with a 1 hourly rolling wind speed of 2.5m/s. Blast emissions produced no fume. All post blast emissions dispersed within the Mount Pleasant Operation consent boundary to the North West - away from Muswellbrook. All vibration and overpressure monitors were well within the compliance limits. The External Relations Manager spoke to the complainant and discussed the results of today's blast.

131	17/04/2019	1.20pm	South Muswellbrook	Blasting	Complaint received via the Community Hotline. Discussed impact felt at South Muswellbrook from a recent blast. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 150 degrees south east with a 1 hourly rolling wind speed of 2.5m/s. Blast emissions produced no fume. All post blast emissions dispersed within the Mount Pleasant Operation consent boundary to the North West - away from Muswellbrook. All vibration and overpressure monitors were well within the compliance limits. The complainant did not leave contact details with the Call Centre, they did not want anyone to call back.
132	17/04/2019	1.23pm	Racecourse Road	Blasting	Complaint received via the Community Hotline. Discussed impact felt at South Muswellbrook from a recent blast. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 150 degrees south east with a 1 hourly rolling wind speed of 2.5m/s. Blast emissions produced no fume. All post blast emissions dispersed within the Mount Pleasant Operation consent boundary to the North West - away from Muswellbrook. All vibration and overpressure monitors were well within the compliance limits.
133	18/04/2019	11.09am	121	Noise	Complaint received via the Community Hotline. Discussed impact from mine machinery noise. The External Relations Manager spoke to the complainant and confirmed that all monitors were well within the compliance limits.
134	26/04/2019	11.23pm	112	Noise	Complaint received via the Community Hotline. Discussed impact from mine machinery noise. The External Relations Manager spoke to the complainant and confirmed that all monitors were well within the compliance limits.
135	26/04/2019	11.36pm	112	Noise	Complaint received via the Community Hotline. Discussed impact from mine machinery noise. The External Relations Manager spoke to the complainant and confirmed that all monitors were well within the compliance limits.
136	26/04/2019	11.50pm	112	Noise	Complaint received via the Community Hotline. Discussed impact from mine machinery noise. The External Relations Manager spoke to the complainant and confirmed that all monitors were well within the compliance limits.
137	28/04/2019	10.51pm	112	Noise	Complaint received via the Community Hotline. Discussed impact from mine machinery noise. The External Relations Manager spoke to the complainant and confirmed that all monitors were well within the compliance limits.
138	30/04/2019	10.25pm	121	Noise	Complaint received via the Community Hotline. Discussed impact from mine machinery noise. The External Relations Manager spoke to the complainant and confirmed that all monitors were well within the compliance limits.