

Mount Pleasant Operation Monthly Complaint Record August 2026

Date/time Received	Nature of Complaint	Source	Investigation and Response
04/08/2026 11:40pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a continuous rumbling noise. Operational changes were made such as reduced hauling speeds. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
05/08/2026 2:48pm	Dust	Community Hotline	Complaint received via the Community Hotline. Complainant discussed high dust levels from rock crushing along Dorset Road. An investigation was undertaken which involved shutting down the crusher for the remainder of the day.
05/08/2026 9:29pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a loud banging noise. Operational changes were made such as relocating a dozer in the North. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
05/08/2026 10:45pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous banging and crashing. An investigation was undertaken by the OCE which determined that no loud banging or crashing noises could be heard. Operational changes were made such as swapping EX37 trucks for quieter Komatsu trucks. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.

07/08/2026 9:42pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise with banging. An investigation was undertaken by the OCE which determined that no loud banging noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
08/08/2026 2:13am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling. An investigation was undertaken by the OCE which determined that no loud banging noises or rumbling could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
09/08/2026 2:00am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a loud rumbling noise. Operational changes were made such as a drill in the North been turned off and noise controls were reinforced to the crew. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
10/08/2026 10:30pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noises through the wind. An investigation was undertaken by the OCE which determined that no loud banging noises or rumbling could be heard. Operations were in wet weather recovery with multiple equipment parked up. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
13/08/2026 7:51pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling and banging. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
13/08/2026 9:30pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a loud noise. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.

13/08/2026 9:30pm	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed lights shining directly into property. An investigation was undertaken which found no lights visible from the eastern boundary.
16/08/2026 6:28pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed ongoing loud rumbling noises. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
16/08/2026 11:14pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noises. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
17/08/2026 9:06pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noises. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
20/08/2026 5:51pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant had a noise complaint. Operational changes were made such as a drill and a digger in the North been relocated. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
20/08/2026 7:27pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a continuous rumbling noise. An investigation was undertaken by the OCE. Operations were not running due to shift change. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
21/08/2026 5:32am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noises increasing in levels with banging. An investigation was undertaken by the OCE which involved trucks been reminded to use low gears. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.

24/08/2026 8:46pm	Noise	Direct to Environmental Team	Complaint received direct to the Environmental team. Complainant had a noise complaint. An investigation was undertaken by the OCE which found all noise monitors to be under green TARP levels. Prior to the complaint, operational changes were made such as the grader managing rough spots on the surface that were causing tray vibrations and dozers using first gear. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.
24/08/2026 8:46pm	Community Hotline	Direct to Environmental Team	Complaint received directly to the Environmental team. Complainant discussed the extensive wait times of the Community Hotline. An investigation was undertaken into the long waiting times experienced which found multiple employees off sick resulting in delayed response times. For future, we will work alongside the call centre to minimise these issues.
25/08/2026 8:50am	Dust	Direct to Environmental Team	Complaint received direct to the Environmental team. The complainant discussed dust generation from the DW1 project area affecting their property. As DW1 is under Bengalla dust monitoring, they were contacted about the complaint and advised MACH Energy of no exceedances noted.
25/08/2026 10:11am	Community Hotline	Community Hotline	Complaint received via the Community Hotline. Complainant discussed the extensive wait times of the Community Hotline. An investigation was undertaken into the long waiting times experienced which found multiple employees off sick resulting in delayed response times. For future, we will work alongside the call centre to minimise these issues.
28/08/2026 10:26am	Wybong Road Closure	Community Hotline	Complaint received via the community hotline. Complainant discussed concern over the upcoming Wybong Road closure. The complainant was contacted by the Environment and Community Manager who explained the requirements for the road closure.
28/08/2026 8:01pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud banging and rumbling noises. An investigation was undertaken by the OCE which determined that no loud banging or rumbling noises could be heard. The OCE continued to monitor noise levels throughout the remainder of the shift and implement standard operational management to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land with acquisition rights as identified in SSD10418 and DA92/27.