

Complaint Number	Date/ Time Received	Receiver Number	Nature of Complaint	Response
325	4/12/2019, 3:17pm		Other	Complaint received by the EPA. Discussed an odour. The complainant discussed the odour coming from the loading of explosives between 1st to 3rd December, 2019. No further details were provided at the time of the complaint. No loading took place on the 1st December, 2019, loading was undertaken on the 2nd and 3rd December, 2019.
326	5/12/2019, 1:08pm		Air Quality	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. The operation was suspended due to high dust levels from 10:20 am and Operations did not recommence until 11:45pm. 39hrs of dust delays were recorded across day shift and nightshift. At the time of the complaint The Upper Hunter Air Quality Monitoring Network recorded 58.7 ug/m3 poor air quality due to ongoing bushfires emergency in NSW and ongoing Severe drought.
327	6/12/2019, 2:16am		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.5m/s and 331 degrees NW) measured non-licensed Met Conditions wind speed greater than 2 m/s and Category F temperature inversion. The sound file, from realtime noise monitor MP 2/3 (the most representative of receiver 112), recorded at the time of the complaint was reviewed. Low frequency mine noise was audible and "quackers" were audible at the time of the complaint, however, there were no significant peaks in the sound file. No alarms were triggered.
328	6/12/2019, 9:00am		Noise	Complaint received to the EPA. Discussed noise from teh Mount Pleasant Operation. Real time response trigger levels are detailed in the MPO Noise Management Plan. There were no real time noise alarms triggered at the monitor closest to the area during the period of the complaint. At the time of the complaint, mining activities were generally concentrated in Pit A - D. No operations were being undertaken in Pit E and F.
329	6/12/2019, 9:14pm		Lighting	Complaint received directly to the External Relations Manager via SMS. Discussed lighting. An offsite inspection conducted by the MACH Energy Environment Superintendent found that the light in question was pointing to the North and the video was not taken from the complainant's residence but from a location to the north of the operation. It was found that no lighting plants were pointing in an easterly direction back towards Muswellbrook. The positioning of lighting plants will continue to be reinforced with the production crews by the mining manager.
330	30/12/2019, 9:28pm		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. Upon Receipt of the complaint, DZ 1665 was replaced with a Rubber Tyred Dozer (DZ8001) operating on the Pit B RL215 Dump. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.5m/s and 308 degrees NW) measured non-licensed Met Conditions wind speed greater than 2 m/s and Category F temperature inversion. The sound file, from realtime noise monitor MP 2/3 (the most representative of receiver 112), recorded at the time of the complaint was reviewed. Low frequency mine noise was audible at the time of the complaint, Intermittent Dozer Tracks could also be heard however, there were no significant peaks in the sound file. No noise alarms were triggered.
331	31/12/2019, 6:42pm		Air Quality	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. The operation was suspended due to high dust levels from 1:32 pm and operations did not recommence until 5:41pm. At the time of the complaint The Upper Hunter Air Quality Monitoring Network recorded poor air quality (70.6 ug/m3) due to ongoing bushfires emergency in NSW and ongoing severe drought.