

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
100	4/02/2019	11.02am	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from the coal stockpiling operation. Video footage was provided. No real time response alarms were triggered at the time of the complaint. MACH Energy is committed to minimising the air quality impacts of the development and modifying and/or stopping operations on site to ensure compliance with relevant conditions of DA92/97 and EPL 20850.
101	6/02/2019	6.50pm	Ridgeland Road	Dust	Complaint received via Community Hotline to the External Relations Manager. The complainant understands the dust is caused by all local mines, however, is concerned about the cumulative impacts on his health. The complainant thanked Mount Pleasant for their efforts to date to mitigate dust, he can see the difference we are making.
102	7/02/2019	1.22pm	Unknown	Air Quality - Blast	Complaint received via Community Hotline. The External Relations Manager made two attempts to contact the complainant with no success. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 145 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 MPO's consent boundary to the North West - away from Muswellbrook. No dust alarms were received and all dust monitors were within compliance limits.
103	7/02/109	3.47pm	EPA	Blasting	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed blast fume produced as the result of a blast at Mount Pleasant Operation. The complainant advised "yellow plume of dust coming from the mine from the blast which occurred around 1pm." observations, video and monitoring confirmed that the blast had a fume rating of zero, and was compliant with conditions of the DA 92/97 and EPL 20850.
104	11/02/2019	8.10pm	112	Noise	Complaint received via Community Hotline to the External Relations Manager. Discussed noise from machinery in Pit D. No real time noise alarms were triggered at sites 2/3 and site 4 at the time of the complaint or after the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still conditions with very slight NW wind breeze conditions (0.4 m/s). The Mining Services Contractor is committed to minimising the noise impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA92/97 and EPL 20850.

105	12/02/2019	1.31pm	Wybong Road	Dust	Complaint received via Community Hotline to the External Relations Manager. Discussed dust blowing right into his house from Mount Pleasant. Severe weather conditions were experienced thought out the day, Strong NW Winds were recorded up to 12.7m/s. Poor air quality was recorded by the Upper Hunter Air Quality Monitoring Network across the whole region. As a result of the adverse weather conditions all dust generating activities were suspended for the shift, resulting in 58.6hrs of downtime across both day and night shift. Water carts were hot seated throughout the day to manage windblown dust from disturbed areas. The Mining Services Contractor is committed to ensuring all feasible measures within its own control are undertaken to minimise dust emissions and they are committed to minimising the air quality impacts of the development to ensure compliance with relevant conditions of the DA92/97 and EPL 20850.
106	13/02/2019	1.21pm	Scott Street	Blasting	Complaint received via Community Hotline to the External Relations Manager. Discussed blasting that took place and suggested we check our power factors and the complainant would like to know if there were nay blow outs. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 127 degrees south east with a 1 hourly rolling wind speed of 2.2m/s. Blast emissions produced no fume. All post blast emissions dispersed within the MPO's consent boundary to the North West - away from Muswellbrook. All vibration and overpressure monitors were well within the compliance limits
107	14/02/2019	1.09pm	118	Blasting	Complaint received via Community Hotline to the External Relations Manager. Discussed a blast that rattled the house for a good 20-25 seconds. The complainant asked why we cannot reduce the size of the blasts in Pit D and why we can't blast in 2-3 sections instead of one big blast? At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 127 degrees south east with a 1 hourly rolling wind speed of 2.2m/s. Blast emissions produced no fume. All post blast emissions dispersed within the MPO's consent boundary to the North West - away from Muswellbrook. All vibration and overpressure monitors were well within the compliance limits.
108	18/02/2019		Planning & Environment	Dust	Complaint received by the NSW Planning and Environment and communicated to the Environment Superintendent. Discussed a report alleging during the afternoon, a large dust cloud was over Muswellbrook emanating from the mines suorrounding the town, that hung around for hours. Mount Pleasant Operation recorded the predominant wind direction in the afternoon being a north-easterly wind and all air quality monitoring data was within complaince limits. No real-time response alarms were triggered. No blasting was underaken on this day.

109	18/02/2019	9.59pm	Wybong Road	Lighting	Complaint received via Community Hotline to the External Relations Manager. Discussed lighting shining through a bedroom window, the caller said they were unsure how long the lights had been turned on for. Mining operations are regularly inspected and mining activities are altered to minimise the lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). The Pit A dump is currently being reconfigured to allow dumping to occur on a northern dump head, which will assist with light management.
110	21/02/2019	3.05pm	Aberdeen Street	Blasting	Complaint received via Community Hotline to the External Relations Manager. Discussed blasting because her whole house shook, it was one hell of a rumble. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 129 degrees south east with a 1 hourly rolling wind speed of 6.3m/s. Blast emissions produced no fume. All post blast emissions dispersed within the MPO's consent boundary to the North West - away from Muswellbrook. All vibration and over pressure monitors were well within the compliance limits.
111	21/02/2019	8.21pm	Flanders Ave	Lighting	Complaint received via Community Hotline to the External Relations Manager. Discussed lighting impacts. The mining operations are regularly inspected and mining activities altered to minimise the lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). The Mining Services Contractor is currently re configuring the Pit A dump to allow dumping to occur on a northern dump head, which will assist with light management.
112	23/02/2019	11.36am	Kayuga Road	Water Quality	Complaint received via Community Hotline to the External Relations Manager. Testing is being undertaken at the property.
113	27/02/2019	12.50pm	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed an alleged dust plume at the northern end of the Mount Pleasant pit, possibly from dumped material. The wind is not presenting affecting Muswellbrook, but the complainant was concerned about the potential impact to other areas.
114	27/02/2019	3.24pm	Queen Street	Dust	Complaint received via Community Hotline to the External Relations Manager. Discussed periodical dust coming from Pit D. Complainant advised losing trucks in the dust there is that much. The Mining operations are regularly inspected and mining activities altered to minimise the generation and movement of dust, these management measures included: prioritising water carts to frequently trafficked roads and working areas, making operational changes to dust generating activities including the shutdown of activities. Operations were reviewed at the time of the complaint. Four watercarts were in operation. The 1 hourly wind direction at A-PF4 recorded at 3pm was 83 degrees NE with a 1 hourly average wind speed of 6.7m/s. All dust monitors and the Muswellbrook NW Unit were well within compliance limits.

115	28/02/2019	1.45pm	Queen Street	Blasting	Complaint received via Community Hotline to the External Relations Manager. Discussed impact from blasting, however, the caller could not ascertain the exact time or date of the blast. He thought it might have been the 27th or 28th at either 12.20pm or 1.20pm.
116	28/02/2019	3.12pm	EPA	Blasting	Complaint received by the EPA and communicated to the Environment Superintendent. The EPA asked if Mount pleasant Operation held a blast on the 28th February. The Environment Superintendent informed the EPA that a blast was held at 1.20pm on the 28th February and there were no exceedances.