

Complaint Number	Date/ Time Received	Receiver Number	Nature of Complaint	Response
335	7/2/2020, 6.44am		Other	Complaint received via the Community Hotline. Discussed a vehicle being driven in a dangerous manner on the Bengalla Link Road and Wybong Road. The owner of the vehicle was located and a conversation regarding his unacceptable behaviour was initiated by the Maintenance Manager and Project Manager.
336	9/2/2020, 11.14pm		Noise	Complaint received via the Community Hotline. No real time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (3.1m/s and 230 degrees) measured licensed Met Conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Intermittent Low frequency mine noise (dozer tracks) was audible at the time of the complaint, there were no significant peaks in the sound file.
337	9/2/2020, 11.14pm		Other	Complaint received via the Community Hotline. Discussed a smell coming from the Mount Pleasant Operation. Carbonaceous waste is currently being managed to ensure adequate coverage is maintained on the eastern side of the overburden dump to minimise the self-heating risk to the final landform. As a result, a small quantity of carbonaceous waste is sometimes exposed to the open face on the western side of the dump, which caused some heating. As the pit floor dump in released in Pit D the older carbonaceous material will be covered on the advancing dump face.
338	10/2/2020, 1.30am		Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station measured licensed Met Conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Intermittent Low frequency mine noise (dozer tracks) was audible at the time of the complaint, there were no significant peaks in the sound file.
339	10/2/2020, 2.40am		Noise	Complaint received via the Community Hotline. 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, minimal mining activities were being undertaken due to ongoing wet weather, Bulk shaping was being undertaken in Pits D dump and topsoil stripping in Pit E. Upon receipt of the complaint, topsoil stripping operations were suspended at 2:42 am. No real time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station measured licensed Met Conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Intermittent Low frequency mine noise (dozer tracks) was audible at the time of the complaint, there were no significant peaks in the sound file.
340	14/2/2020,		Noise	Complaint received via the EPA. Discussed noise coming from the Mount Pleasant Operation. At the time of the complaint, minimal mining activities were being undertaken due to ongoing wet weather. Topsoil stripping was underway in Pit E approximately 500m west of Collins Lane. Nightshift bulk shaping for rehabilitation was occurring further away, approximately 1.4km southwest, on Pit D. Upon receipt of the initial complaint the topsoil stripping dozers were instructed to restrict their speed - first gear only. The OCE suspended topsoil stripping operations at 2:42am. No real-time noise alarms triggered throughout the night. The sound file, from real-time noise monitor MP 2/3 recorded at the time of the complaint was reviewed. Intermittent low frequency mine noise (dozer tracks) was audible at the time of the complaint, there were no significant peaks in the sound file.
341	14/2/2020,		Other	Complaint received via the EPA. Discussed a smell coming from the Mount Pleasant Operation. Carbonaceous waste is currently being managed to ensure adequate coverage is maintained on the eastern side of the overburden dump to minimise the self-heating risk to the final landform. As a result, a small quantity of carbonaceous waste is sometimes exposed to the open face on the western side of the dump, which caused some heating. As the pit floor dump in released in Pit D the older carbonaceous material will be covered on the advancing dump face.
342	18/2/2020, 10.00pm		Lighting	Complaint received via the Community Hotline. Discussed the impact of lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook).The OCE believed that due to the setup & orientation that the lighting plant was positioned to minimise lighting impacts on Muswellbrook. After the complaint was received the lighting plant was immediately turned off.
343	25/2/2020, 5.38pm		Air Quality	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. At the time of the complaint APF4 monitor showed a slight NW breeze (1.3m/s, 315°), while air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded good air quality with a PM10 1hr rolling average of 14 µg/m ³ .

344	26/2/2020, 3.56am		Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (F-class, 2.4m/s and 280 degrees) measured non-licensed Met Conditions. The sound file recorded at the time of the complaint, from real-time noise monitor MP 2/3 (the most representative of receiver 112), was reviewed. Intermittent low frequency mine noise was audible during this time, with no significant peaks within the sound file.
345	26/2/2020, 3.58am		Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (F-class, 2.4m/s and 280 degrees) measured non-licensed Met Conditions. The sound file recorded at the time of the complaint, from real-time noise monitor MP 2/3 (the most representative of receiver 112), was reviewed. Intermittent low frequency mine noise was audible during this time, with no significant peaks within the sound file.
346	26/2/2020, 5.30pm		Lighting	Complaint received via the Community Hotline. Discussed the impact of lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Upon receiving the complaint, the operation was inspected and a lighting plant was identified to be pointing in a SE direction. The lighting plant was immediately turned off by the OCE.
347	27/2/2020, 9.51pm		Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated non-licensed Met conditions (G-class, 1.4m/s, 307°). The sound file recorded at the time of the complaint, from monitor MP 2/3 (the most representative of receiver 80a, 79), was reviewed. Continuous low frequency mine noise was audible during this time, with no significant peaks within the sound file.
348	27/2/2020, 10.09pm		Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. No real-time noise alarms were triggered at noise monitor 2/3 or noise monitor 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated non-licensed Met conditions G-class (1.5m/s, 332°). The sound file recorded at the time of the complaint, from real-time noise monitor MP 2/3 (the most representative of receiver 112), was reviewed. Continuous low frequency mine noise was audible during this time.
349	28/02/2020, 6.33pm		Air Quality	Complaint received via SMS to the External Relations Manager. Discussed dust from the Mount Pleasant Operation. At the time of the complaint APF4 monitor showed wind speed and direction of 5.1m/s, 120° (SE). Air quality results from the Muswellbrook NW Upper Hunter Air Quality Monitoring Network recorded good air quality with a PM10 1hr rolling average of 41.9 µg/m ³ .
350	28/02/2020, 8.09pm		Lighting	Complaint received via SMS to the External Relations Manager. Discussed the impact of lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Upon receiving the complaint an inspection was undertaken by the OCE. The OCE traveled to the northern side of Pit E & F and observed that no lighting plants were pointing to the East. The Pit D Lighting plants were facing to the north. No further actions required.
351	28/02/2020, 11.04pm		Lighting	Complaint received via SMS to the External Relations Manager. Discussed the impact of lighting from the Mount Pleasant Operation. The mining operations are regularly inspected, with mining activities altered to minimise lighting impacts. These management measures include positioning lighting plants towards the west or north (away from Muswellbrook). Upon receiving the complaint an inspection was undertaken by the OCE. The OCE traveled to the northern side of Pit E & F and observed that no lighting plants were pointing to the East. The Pit D Lighting plants were facing to the north. No further actions required.