

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
35	1/07/2018	9.55am	289	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site. The External Relations Manager phoned the complainant at 11.00am to provide an update on operations.
36	1/07/2018	10.07am	Hill Street	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site. The External Relations Manager phoned the complainant at 11.20am to provide an update on operations.
37	2/07/2018	4.12pm	289	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, truck operating. The External Relations Manager phoned the complainant at 4.48pm to provide an update on operations. Operational noise management controls reviewed by mining contractors. Real time noise monitors reviewed and within compliance. No noise alarms were received at the time of the complaint.
38	5/07/2018	9.24am	Wybong Road	Noise	Complaint received via the Hotline. Discussed machinery noise coming from site, specifically in the fines emplacement facility construction area. Beeping noise and dozers tracking. The External Relations Manager phoned the complainant at 10.04am to provide an update on operations. The complainant thanked her for the extensive follow up and prompt reply. Principal Contractor committed to immediate repairs to reversing beepers.

39	17/07/2018	8.39am	Cook Street	Dust	Complaint received via the Hotline. Discussed dust blowing into town from site. The External Relations Manager phoned the complainant at 9.34am to provide an update on operations. Operations dust management controls were reviewed by the mining contractor. Real time dust monitoring monitors were reviewed and within compliance.
40	17/07/2018	3.46pm	Bronte Street	Dust	Complaint received via the Hotline. Discussed dust coming from site, driving from the light industrial area to town and the dust is disgusting. The External Relations Manager phoned the complainant at 4.30pm to provide an update on operations. Operations dust management controls were reviewed by the mining contractor. Real time dust monitoring monitors were reviewed and within compliance.
41	17/07/2018	4.27pm	Castlerock Road	Safety	Complaint received via the Hotline. Discussed large amount of kangaroos on Castlerock Road since the commencement of work at Mount Pleasant. The External Relations Manager phoned the complainant at 4.45pm to arrange a meeting. The Mount Pleasant Operation abides by the law when it comes to culling kangaroos. Tags are obtained from Office Environment & Heritage prior to culling and limits are set.

42	20/07/2018	9.09am	Wybong Rd	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site, the blast was disgusting. The External Relations Manager phoned the complainant to provide an update. Drill and blast activities at Mount Pleasant Operation are actively managed to minimise any impacts on local residents and the broader community. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
43	20/07/2018	9.20am	Queen Street	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site, it shook my house, it was excessive. The External Relations Manager phoned the complainant to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
44	20/07/2018	9.26am	Aberdeen Street	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site, cracks now in house that were not there before Mount Pleasant started operating. The External Relations Manager phoned the complainant to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.

45	20/07/2018	9.51am	Liz Lawman	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site, felt the house shake, I thought it was an earthquake, this is the first time I have felt a blast. The External Relations Manager phoned the complainant to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
46	20/07/2018	1.46pm	Strathmore Road	Dust	Complaint received directly to External Relations Manager's mobile phone from Muswellbrook Shire Council. The Complainant discussed dust coming from site. The External Relations Manager phoned the complainant at 2.30pm to provide an update on operations. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
47	20/07/2018	2.09pm	Sheppard Avenue	Blasting	Complaint received via the Hotline. Discussed impact from blasting on site. The External Relations Manager phoned the complainant to provide an update, unable to speak directly and left a message. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.

48	20/07/2018	2.11pm	Dorothy Robinson	Blasting	Complaint received directly to External Relations Manager mobile phone. Discussed impact from blasting on site. The External Relations Manager phoned the complainant to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
49	20/07/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site, significant amount of dust, a big cloud, dust also visible when work is done during the night, they could see the dust because of all the lights from trucks. No contact details provided. Mount Pleasant Operations work day shift only. No activity after 7pm and prior to 7am. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.
50	20/07/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site in town, heaps of trucks generating clouds of dust. No contact details provided. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.

51	20/07/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site as they were driving along Wybong Road. No contact details provided. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.
52	20/07/2018	N/A	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site, it was a very windy day, dust coming from all mines. No contact details provided. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.
53	20/07/2018	N/A	EPA	Blasting	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed impact from blasting on site, felt the vibration, saw the dust from the blast. No contact details provided. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint. Response to EPA.

54	23/07/2018	1.24pm	289	Blasting	Complaint received via Hotline. Discussed impact from blasting on site and damage to his property. The External Relations Manager phoned the complainant at 2.55pm to provide an update. The blast was in compliance with compliance limits in Environmental Protection Licence and Development Application. No noise or dust alarms were received at the time of the complaint.
55	25/07/2018	9.56am	Wybong Road	Dust	Complaint received directly to External Relations Manager's mobile phone. Discussed dust coming from site, specifically the fines emplacement facility. The External Relations Manager phoned the complainant at 10.25am to provide an update.
56	30/07/2018	3.15pm	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site. No contact details provided. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Equipment shutdown to minimise impact of dust. Mining operations occur between 7.00am and 7.00pm. No earthworks are currently undertaken on nightshift. Response to EPA.
57	30/07/2018	3.49pm	EPA	Dust	Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from site. No contact details provided. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Equipment shutdown to minimise impact of dust. Mining operations occur between 7.00am and 7.00pm. No earthworks are currently undertaken on nightshift. Response to EPA.

58	31/07/2018	N/A	EPA	Noise	<p>Complaint received by the EPA and communicated to the Environment Superintendent. Discussed noise coming from site. No contact details provided.</p> <p>Operational noise management controls reviewed by the mining contractor. Mining operations occur between 7:00am and 7:00pm and no night works are undertaken. The Evening period is defined within the EPL 20850 as the period of from 6:00pm to 10:00pm. As a result mining operations are only undertaken for one hour during this evening period. Noise attenuation is installed on equipment, quackers used in place of reverse beepers and silent horns used. Real time noise monitors reviewed and within compliance. No noise alarms were received at the time of complaint. Response to the EPA.</p>
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