

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
171	1/07/2019	8.30pm	Kayuga Road	Noise	Complaint received via the EPA. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. No real time noise alarms were triggered at the time of the complaint or prior to the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still to moderate conditions with a 5 minute average wind speed of 2.5 m/s and wind direction of 287 degrees W. A G-class (extremely stable) temperature inversion was present at 8:30 pm that changed at 9 pm to an F-class (moderately stable) temperature inversion making for non-licensed conditions. An F-class (moderately stable) temperature inversion was present for majority of the night. The sound file, from realtime noise monitor MP 4 (approximately 1.5 km to the south of receiver 161), recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
172	8/07/2019	9.25pm	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. No real time noise alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still wind conditions with a 5 minute average wind speed of 1.9 m/s and wind direction of 323 degrees NW. A G-class (extremely stable) temperature inversion was present making for non-licensed conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
173	8/07/2019	9.37pm	Wybong Road	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. No real time noise alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still wind conditions with a 5 minute average wind speed of 1.4 m/s and wind direction of 310 degrees NW. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
174	9/07/2019	3.15pm	Lower Hill Street	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. No real time noise alarms were triggered at the time referred to by the complainant. Wind conditions taken from the A-PF4 meteorological station indicated still wind conditions and a NW wind direction. The sound files, from realtime noise monitor MP 2/3, recorded for the evening on July 8th were reviewed, there were no significant peaks in the sound file. No alarms were triggered.

175	10/07/2019	7.11pm	Aberdeen	Lighting	Complaint received via the Community Hotline. Discussed lighting coming from the Mount Pleasant Operation. 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). At the time of receiving the lighting complaint, the Open Cut Examiner undertook an inspection of the pits and confirmed all lights were pointing towards the west. The positioning of lighting plants was reinforced with the Open Cut Examiner and production crew for future operations.
176	10/07/2019	7.57pm	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. No real time noise alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated high winds and non-licensed conditions due to a 5 minute average wind speed of 4.1 m/s and wind direction of 279 degrees W. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
177	10/07/2019	10.31pm	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. Wind conditions taken from the A-PF4 meteorological station indicated high winds and non-licensed conditions due to a 5 minute average wind speed of 4.1 m/s and wind direction of 279 degrees W. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
178	10/07/2019	11.54pm	Lower Hill Street	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. Wind conditions taken from the A-PF4 meteorological station indicated moderate wind conditions with a 5 minute average wind speed of 2.8 m/s and wind direction of 319 degrees NW. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
179	10/07/2019	11.59pm	Shepherd Ave	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. No real time noise alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated moderate wind conditions with a 5 minute average wind speed of 2.7 m/s and wind direction of 317 degrees NW. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.

180	12/07/2019	2.34am	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. No real time noise alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still to moderate wind conditions due to a 5 minute average wind speed of 2 m/s and wind direction of 24 degrees NE. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
181	12/07/2019	10.14pm	Wybong Rd	Noise	Complaint received via SMS to External Relations Manager mobile phone. Discussed mine operation noise. No real time noise alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated high wind conditions with a 5 minute average wind speed of 5.5 m/s and wind direction of 341 degrees N. The high wind made for non-licensed conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
182	13/07/2019	2.59pm	Ironbark Ridge	Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. No real time air alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated high wind conditions due to a 5 minute average wind speed of 9.5 m/s and wind direction of 259 degrees N. The 24 hour rolling daily average for A-PF2 was 19 µg/m ³ . The 24 hour rolling average for Muswellbrook NW Unit at 3 pm was 20.9 µg/m ³ . All dust monitors and the Muswellbrook NW Unit were well within compliance limits.
183	15/07/2019	5.19pm	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. 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 indicated high winds and non-licensed conditions due to a 5 minute average wind speed of 3.3 m/s and wind direction of 260 degrees W. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
184	17/07/2019	9.15am	Anon.	Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. Environmental Monitoring Review: Pattern 19.2.VA was fired in Pit B/C at 9:00:35 am. At the time of blasting the A-PF4 meteorological station recorded still to moderate wind conditions with a 5 minute average wind speed of 1.7 m/s and wind direction of 324 degrees NW. The post blast emissions were observed to head in a SE direction and fully dispersing in the pit. No post blast emissions left the EPL or DA boundary. No other complaints were received.

185	18/07/2019	8.32pm	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. 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 indicated moderate wind conditions due to a 5 minute average wind speed of 2.7 m/s and wind direction of 338 degrees N. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
186	20/07/2019	1.02pm	Shepherd Ave	Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. No real time air alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still to moderate wind conditions due to a 5 minute average wind speed of 1.2 m/s and wind direction of 173 degrees S. The 24 hour rolling daily average for A-PF2 was 26 µg/m ³ . The 24 hour rolling average for Muswellbrook NW Unit at 1 pm was 21.9 µg/m ³ . All dust monitors and the Muswellbrook NW Unit were well within compliance limits.
187	20/07/2019	3.51pm	Halls Road	Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. No real time air alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated non-licensed and high wind conditions due to a 5 minute average wind speed of 3.6 m/s and wind direction of 296 degrees NW. The 24 hour rolling daily average for A-PF2 was 26 µg/m ³ . The 24 hour rolling average for Muswellbrook NW Unit at 3 pm was 23.5 µg/m ³ . All dust monitors and the Muswellbrook NW Unit were well within compliance limits.
188	21/07/2019	3.58am	Wanaruah Cres	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. 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 indicated non-licensed and high wind conditions due to a 5 minute average wind speed of 3.5 m/s and wind direction of 283 degrees NW. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.
189	23/07/2019	9.04pm	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. 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 indicated non-licensed and high wind conditions due to a 5 minute average wind speed of 6.4 m/s and wind direction of 277 degrees W. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no dozer track movements or significant peaks in the sound file. No alarms were triggered.

190	25/07/2019	3.07am	Collins Lane	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. 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 indicated high wind conditions due to a 5 minute average wind speed of 2.2 m/s and wind direction of 285 degrees W. An F-class (moderately stable) temperature inversion was present making for non-licensed conditions. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed, there were no reversing beepers or significant peaks in the sound file. No alarms were triggered.
191	25/07/2019	4.25pm	Anon.	Dust	Complaint received via the EPA. Discussed dust from the Mount Pleasant Operation. The Mining operations were regularly inspected, and management measures implemented to minimise the generation and movement of dust. No real time air quality alarms were triggered on the 25th of July. At the time of the complaint, 4:25pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 2.1m/s and 121 degrees South East respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 4:25pm was 27µg/m ³ well within the compliance limit of 50µg/m ³ . The 24-hour rolling average for Muswellbrook NW Unit at 4 pm was 28.5µg/m ³ with an hourly average wind direction of 145.7 degrees South East, well within the compliance limit of 44 µg/m ³ .
192	27/07/2019	9.41am	Wybong Road	Lighting	Complaint received directly to the External Relations Manager's mobile phone. Discussed lighting coming from the construction office area car park and shining directly into their home. The External Relations Manager contacted the Construction Manager and the situation was resolved by moving the lighting tower.
193	28/07/2019	9.15am	Lower Hill Street	Noise	Complaint received directly to the External Relations Manager's mobile phone. Discussed mine operation noise. Mining operations are regularly monitored and altered to minimise the impacts from noise. No real time noise alarms were triggered at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still to moderate wind conditions due to a 5 minute average wind speed of 1.9 m/s and wind direction of 322 degrees NW. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed, there were no significant peaks in the sound file. No alarms were triggered.

194	29/07/2019	4.15pm	Unknown	Dust	Complaint received by the EPA. Discussed visible dust from the Mount Pleasant Operation. The Mining operations were regularly inspected, and management measures implemented to minimise the generation and movement of dust. No real time air quality alarms were triggered on the 29th of July. At the time of the complaint, at 4pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 2.5m/s and 259 degrees W, respectively. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at 4pm was 29µg/m ³ , well within the compliance limit of 50µg/m ³ . The 24-hour rolling average for Muswellbrook NW Unit at 4 pm was 27.2µg/m ³ with an hourly average wind direction of 283.8 degrees W, well within the compliance limit of 44 µg/m ³ .
195	31/07/2019	6.25pm	Skellatar Stock Route	Lighting	Complaint received via the Community Hotline. Discussed lighting coming from the north end of the MPO. The External Relations Manager contacted the mining operator and the situation was resolved by moving the lighting tower.