

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
150	1/06/2019	2.49am	112	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. 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 to moderate wind conditions with a 1 hourly average wind speed of 2.1 m/s and wind direction of 283 degrees NW. A Category E (slightly stable) temperature inversion was present. The sound file from realtime noise monitor MP 2/3 recorded at the time of the complainant was reviewed and there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
151	3/06/2019	11.40pm	112	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. 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 non-licensed conditions due to a high wind with a 5 minute average wind speed of 4.5 m/s and wind direction of 285 degrees NW. The sound file from realtime noise monitor MP 2/3 (the most representative of the receiver 112) recorded at the time of the complainant was reviewed. There were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
152	8/06/2019	10.00am	203	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 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 wind conditions with a 5 minute average wind speed of 1.1 m/s and wind direction of 311 degrees NW. The sound file from realtime noise monitor MP 2/3 (the most representative of the receiver 203) recorded at the time of the complainant was reviewed. Low frequency mine noise, train going past, bird calls and traffic on nearby roads was audible at the time of the complaint, however, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.

153	10/06/2019	10.55am	Unknown	Noise	Complaint received via the Community Hotline. Discussed dust from Mount Pleasant Operation. 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. The 1 hourly wind direction at A-PF4 recorded at 10am was 308 degrees NW with a low 1 hourly average wind speed of 1.8 m/s. The 24 hour rolling daily average for A-PF2 was 17µg/m <sup>3</sup> . The 24 hour rolling average for Muswellbrook NW Unit at 10 am was 11.5µg/m <sup>3</sup> . All dust monitors and the Muswellbrook NW Unit were well within compliance limits.
154	10/06/2019	3.07am	112	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 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 to moderate wind conditions with a 1 Hourly Rolling wind speed of 2.5 m/s and wind direction of 308 degrees NW. A category E (slightly stable) temperature inversion was present. The sound file from realtime noise monitor MP 2/3 (the most representative of the receiver 112) recorded at the time of the complainant was reviewed. Low frequency mine noise and traffic on nearby roads was audible at the time of the complaint, however, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
155	14/06/2019	7.06pm	Anon.	Parking	Complaint received via the Community Hotline. Discussed vehicles parking on Maitland Street, Muswellbrook. The External Relations Manager (ERM) discussed the situation with the MACH Energy Mount Pleasant Construction Manager. The ERM contacted the complainant to discuss the outcomes.
156	16/06/2019	9.24pm	Shepherd Ave	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 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 wind conditions with a 5 minute average wind speed of 0.7 m/s and wind direction of 261 degrees SW. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complainant was reviewed, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.

157	16/06/2019	6.47pm	Anon.	Noise	<p>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 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 wind conditions with a 1 Hourly Rolling wind speed of 0.3 m/s and wind direction of 205 degrees SW. A category E (slightly stable) temperature inversion was present.</p> <p>The sound graph, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. There were no significant peaks in the sound graph, no alarms were triggered, and there were no exceedances.</p>
158	17/06/2019	3.24pm	Aberdeen Street	Blasting	<p>Complaint received via the Community Hotline. Discussed impacts on property from blasting at Mount Pleasant Operation. The External Relations Manager discussed the process to organise an inspection of the property.</p>
159	18/06/2019	3.51pm	Castlerock Rd	Community	<p>Complaint received via the Community Hotline. Discussed survey pegs located in the property. The External Relations Manager arranged visit the Complainant.</p>
160	19/06/2019	11.54pm	112	Noise	<p>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 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 wind conditions with a 1 Hourly Rolling wind speed of 2.4 m/s and wind direction of 313 degrees NW. A category F (moderately stable) temperature inversion was present. The audio file from realtime noise monitor MP 2/3 (the most representative of the receiver 112) recorded at the time the complaint was reviewed. There were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.</p>
161	21/06/2019	4.01pm	Queen Street	Blasting	<p>Complaint received via SMS to the External Relations Manager mobile phone. Discussed blasting. At the time of blasting the A-PF4 meteorological station recorded still wind conditions with a 5 minute average wind speed of 0.3 m/s and wind direction of 140 degrees SE. The B-VO2 monitor (the most representative of the private residence) recorded 1.46 mm/s and 117.3 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL, respectively.</p>
162	21/06/2019	4.08pm	Anon.	Dust	<p>Complaint received via the Community Hotline. Discussed dust from a blast at the Mount Pleasant Operation. At the time of blasting the A-PF4 meteorological station recorded still wind conditions with a 5 minute average wind speed of 0.3 m/s and wind direction of 140 degrees SE. The blast dust was observed to head in a NW direction (away from Muswellbrook) with the dust fully dispersing in the pit.</p>

163	21/06/2019	9.53pm	112	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 sites 2/3 and site 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still to moderate wind conditions with a 5 minute average wind speed of 2.6 m/s and wind direction of 304 degrees NW. The sound file, from realtime noise monitor MP 2/3 (the most representative of the receiver 112), recorded at the time of the complainant was reviewed. There were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
164	21/06/2019	4.42pm	Anon.	Blasting	Complaint received via the Community Hotline. Discussed blasting at Mount Pleasant Operation. At the time of blasting the A-PF4 meteorological station recorded still wind conditions with a 5 minute average wind speed of 0.3 m/s and wind direction of 140 degrees SE. The B-VO2 monitor recorded 1.46 mm/s and 117.3 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL, respectively.
165	22/06/2019	10.49pm	79 & 80a	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. No real time noise alarms were triggered at sites 2/3 and site 4 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 0.5 m/s and wind direction of 21 degrees NE. The sound file, from realtime noise monitor MP 2/3 (the most representative of the receiver 80a and 79), recorded at the time of the complainant was reviewed, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
166	23/06/2019	1.14am	112	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 sites 2/3 and site 4 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 m/s and wind direction of 178 degrees S. The sound file, from realtime noise monitor MP 2/3 (the most representative of the receiver 112), recorded at the time of the complainant was reviewed, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.

167	23/06/2019	12.34am	112	Noise	Complaint 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 sites 2/3 and site 4 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 1.6 m/s and wind direction of 329 degrees NW. The sound file, from realtime noise monitor MP 2/3 (the most representative of the receiver 112), recorded at the time of the complainant was reviewed, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
168	28/06/2019	10.14pm	Anon.	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 sites 2/3 and site 4 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 1.7 m/s and wind direction of 294 degrees NW. There was a G-class (extremely stable) temperature inversion making for non-licensed conditions. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complainant was reviewed, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
169	29/06/2019	3.42am	112	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 sites 2/3 and site 4 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 0.5 m/s and wind direction of 102 degrees. The sound file, from realtime noise monitor MP 2/3 (the most representative of the receiver 112), recorded at the time of the complainant was reviewed, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
170	30/06/2019	5.45pm	112	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 sites 2/3 and site 4 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station indicated still to moderate wind conditions with a 5 minute average wind speed of 2.6 m/s and wind direction of 245 degrees SW. The sound file, from realtime noise monitor MP 2/3 (the most representative of the receiver 112), recorded at the time of the complainant was reviewed, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.