

Complaint Number	Date/Time Received	Nature of Complaint	Response
614	14/6/23, 8.30pm	Noise	Complaint received via the EPA ON THE 19th June at 11.11am in relation to a call from a resident on 14th June. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. No noise alarms were triggered at NB04 prior to the complaint or throughout the shift. NB04 is representative of the complainant location. Attended Noise Monitoring was conducted on the evening of the 9th and 10th of June and was found to be compliant.
615	21/6/23, 11.59AM	Dust	Complaint received via the Community Hotline. Complainant discussed dust from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from dust. The Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust as described in the Air Quality and Greenhouse Management Plan. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average of 9 µg/m3 and a wind direction of 41°. The 24hr average recorded at the Muswellbrook NW monitor was 9.2 µg/m3. Air quality results from the A-PF2 monitor recorded a 24hr rolling PM10 average of 16.2 µg/m3 and a wind direction of 136.7°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. All available watercarts were in operation during the shift. No air quality alarms were received from the Realtime Continuous Dust Monitor network during the shift. No other dust complaints were received at the time of the complaint. A review of the Mount Pleasant Pit Cameras was also undertaken with minimal dust observed - no dust was observed to be leaving the sites DA boundary. The daily Environmental Forecast is provided to the supervisor via email each morning to assist with operational planning and to inform the operations team of the dust risk for the day. Mining operations were regularly inspected, and management measures were implemented to minimise the generation of dust throughout the day.
616	30/6/23, 11.52pm	Noise	Complaint received via the Community Hotline. Complainant 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 an inspection by the OCE was conducted. No noise issues were identified and regular inspection were conducted throughout the night to monitor levels and minimise impacts from noise.