

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
139	2/05/2019	1.07pm	Lower Hill Street	Blasting	Complaint received via SMS direct to the External Relations Manager. Discussed impact from a recent blast at Mount Pleasant. Pattern 16.1.BR2C was fired in Pit A at 13:06. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 164 degrees south east with a 1 hourly rolling wind speed of 1.5 m/s. All vibration and overpressure monitors were well within the compliance limits 120 DBL and 5 mm/s, respectively. The External Relations Manager spoke to the complainant and explained the results.
140	2/05/2019	1.13pm	Racecourse Road	Blasting	Complaint received via phone call direct to the External Relations Manager's mobile phone. Discussed impact felt from a recent blast at Mount Pleasant. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 164 degrees south east with a 1 hourly rolling wind speed of 1.5 m/s. All vibration and overpressure monitors were well within the compliance limits 120 DBL and 5 mm/s, respectively. The External Relations Manager spoke to the complainant and explained the results.
141	3/05/2019	12.56pm	Lower Hill Street	Blasting	Complaint received via SMS to the External Relations Manager's mobile phone. Pattern 24-26.2.SLOT was fired in Pit B/C at 11:05. At the time of blasting, the A-PF4 meteorological station recorded a 1 hourly rolling wind direction of 328 degrees NW with a 1 hourly rolling wind speed of 4.9 m/s. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL, respectively. No temperature inversion was present with a temperature difference of -0.4 degrees Celsius. The External Relations Manager spoke to the complainant and explained the blast results.
142	5/05/2019	12.41pm	112	Noise	Complaint received via the Community Hotline. Discussed operational noise. The External Relations Manager spoke to the complainant and explained that at the time of the complaint mining operations were reviewed. Mining activities were undertaken in both Pit A and Pit D. Civil Contractor works were also being undertaken between the Pit D overburden dump and receiver 112's location. The Mount Pleasant noise management (CAT) tool was reviewed the following day. No real time noise alarms were triggered at sites 2/3 and site 4 at the time of the complaint. Meteorological conditions registered a wind direction of 316 degrees northwest and a wind speed of 0.4 m/s. No temperature inversion was present.

143	6/05/2019	6.44am	112	Noise	Complaint received direct to the External Relations Manager mobile phone. Discussed mine operation noise. At the time of the complaint mining operations were reviewed. Mining activities were undertaken in both Pit A and Pit D. Civil Contractor works were also being undertaken between the Pit D overburden dump and receiver 112's location. The Mount Pleasant noise management (CAT) tool was reviewed the following day. No real time noise alarms were triggered at sites 2/3 and site 4 at the time of the complaint. Meteorological conditions registered a wind direction 303 degrees northwest with a wind speed of 0.8 m/s. A slight temperature inversion of 0.8 degrees Celsius. The External Relations Manager spoke to the complainant regarding the results.
144	8/05/2019	5.54pm	Wybong Road	Lighting	Complaint received direct to the External Relations Manager's mobile phone. Discussed a lighting tower facing west and shining directly into the windows of their home. The source of the light was identified as temporary signage and was switched off immediately. The tower was relocated the following morning. The External Relations Manager spoke to the complainant to explain the situation.
145	8/05/2019	8.52pm	121	Noise	Complaint received via the Community Hotline. Discussed mine operation and equipment 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 average wind speed of 2.2 m/s and wind direction of 278 degrees NW. A Category F temperature inversion was present. 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. The External Relations Manager spoke to the complainant about the results.
146	8/05/2019	10.24pm	112	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Immediate actions resulted in a dozer removed from the Pit D dump and walked into the pit. 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 average wind speed of 1.4 m/s and wind direction of 271 degrees NW. A Category F temperature inversion was present. 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. The External Relations Manager spoke to the complainant about the results.

147	9/05/2019	1.15pm	Racecourse Road	Blasting	Complaint received via the Community Hotline. Discussed impact felt from a recent blast. At the time of blasting the A-PF4 meteorological station recorded a 1 hourly average wind direction of 360 degrees N and wind speed of 1.5 m/s. The B-VO2 monitor recorded 1.76 mm/s and 103.4 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. The External Relations Manager spoke to the complainant and arranged to ring on their home number prior to every blast taking place at Mount Pleasant. The complainant cannot receive SMS messaging as they do not own a mobile phone. The complainant cannot review blasting information provided on both MACH Energy Australia website of the Shire of Muswellbrook website because they do not own a computer.
148	11/05/2019	9.04pm	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 2.4 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 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. The External Relations Manager spoke to the complainant about the results.
149	15/05/2019	3.30am	112	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Machinery was working in Pit D stripping topsoil, it was shutdown and the topsoil stripping operations were suspended for the rest of the shift. 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 1.8 m/s and wind direction of 287 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.

150	20/05/2019	10.31pm	79 & 80a	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Machinery was working in an exposed area of Pit D stripping topsoil. The machine was shutdown and the topsoil stripping operations were suspended for the rest of the shift. 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 moderate wind conditions with a 1 hourly average wind speed of 3.0 m/s and wind direction of 295 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, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
151	21/05/2019	3.44pm	Sheppard Ave	Dust	Complaint received via the Community Hotline. Discussed dust at 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. Operations were reviewed at the time of the complaint. Mining activities were being undertaken in Pits A, B, C and D. Three watercarts were in operation. The Environment and Community team were in the pit between 2:30-3:30pm for an inspection and did not observe any excessive dust. The Thiess Project Manager was also doing a separate inspection of the pit between 3-3:30pm and found no excessive dust. Additionally, the Environment and Community Superintendent completed an offsite inspection, at the time of the complaint, and did not see excessive dust production from the mine operations. The 1 hourly wind direction at A-PF4 recorded at 3pm was 253 degrees SW with a still to moderate 1 hourly average wind speed of 2.0 m/s. The 24 hour rolling daily average for A-PF2 was 23µg/m ³ . All dust monitors and the Muswellbrook NW Unit were well within compliance limits. The External Relations Manager offered to return the call with the results.
152	22/05/2019	5.22am	79 & 80a	Noise	Complaint received direct to External Relations Manager's mobile phone number by SMS. Discussed mine operation noise. Machinery was working in an exposed area of Pit D stripping topsoil. The machine was shutdown and the topsoil stripping operations were suspended for the rest of the shift. 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 moderate wind conditions with a 1 hourly average wind speed of 2.9 m/s and wind direction of 291 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, however, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances. The External Relations Manager spoke to the complainant and has arranged a face to face meeting in the coming week.

153	23/05/2019	1.53am	112	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations were being undertaken in Pits A, B, C and D. Only dozers with rubber tyres were used in the exposed areas of Pit D with DZ8001 working on the pit D dump stockpile and DZ2006 working on the northern topsoil stripping of Pit D. 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 5 minute average wind speed of 2.5 m/s and wind direction of 298 degrees NW. A Category F (moderately stable) temperature inversion was present. The sound file from realtime noise monitor MP 2/3 recorded at the time of the complainant was reviewed, there were no dozer track movements or significant peaks in the sound file. No alarms were triggered, and there were no exceedances. The complainant has requested no further call backs from MACH Energy regarding feedback on complaints.
154	23/05/2019	4.39pm	Racecourse Road	Dust	Complaint received direct to the External Relations Managers mobile phone. Discussed dust from the 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. Operations were reviewed at the time of the complaint. Mining activities were being undertaken in Pits B, C and D. Two large and three small watercarts were in operation. The Environment and Community Superintendent completed an offsite inspection, at the time of the complaint, and did not see excessive dust production from the mine operations. The 1 hourly wind direction at A-PF4 recorded at 4pm was 134 degrees SE with a still 1 hourly average wind speed of 1.4 m/s. The 24 hour rolling daily average for A-PF2 was 40µg/m ³ . All dust monitors and the Muswellbrook NW Unit were well within compliance limits. The complainant said they do not require a call back regarding the complaint.
155	23/05/2019	11.18pm	79 & 80a	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations were being undertaken in Pits A, B, C and D, within fifteen minutes of receiving the complaint, a dozer was shutdown and walked back into the pit. Additionally, the topsoil stripping operations were suspended for the rest of the shift. 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 5 minute average wind speed of 2.4 m/s and wind direction of 300 degrees NW. A Category F (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 complainant was reviewed, however, there were no significant peaks in the sound file. No alarms were triggered, and there were no exceedances. The External Relations Manager spoke to the complainant about the results.

156	27/05/2019	2.51am	112	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations were being undertaken in Pits A, B, C and D. Mining efforts were predominantly in Pit A and no overburden was taken to the Pit D Dump. No dozers were working in the exposed areas of any pit. 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 average wind speed of 0.5 m/s and wind direction of 11 degrees NE. 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 dozer track movements or significant peaks in the sound file. No alarms were triggered, and there were no exceedances. The complainant has requested that noone from MACH Energy calls him back with the above results.
157	27/05/2019	1.52pm	Sheppard Ave	Dust	Complaint received via the Community Hotline. Discussed excessive dust from the mining 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. Operations were reviewed at the time of the complaint. Excavator 5 was shutdown at 8 am and all mining activities had ceased completely from 1:30pm to limit dust emissions according to meteorological conditions. Two large and three small watercarts were in operation throughout the shift. The 1 hourly wind direction at A-PF4 recorded at 1pm was 274 degrees NW with a high 1 hourly average wind speed of 9.7 m/s. The 24 hour rolling daily average for A-PF2 was 32µg/m ³ . The 24 hour rolling average for Muswellbrook NW Unit at 1 pm was 32.9µg/m ³ . All dust monitors and the Muswellbrook NW Unit were well within compliance limits. The External Relations Manager contacted the complainant with the results, however, was unable to reach the caller and left a voice message.
158	28/05/2019	3.09am	112	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations were being undertaken in Pits B, C and D. No dozers were working in the exposed areas at the front of any pit and a DZ2006 rubber tyre dozer was operating on the Pit D Dump, the western side. 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 2.9 m/s and wind direction of 290 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, however, there were no dozer track movements or significant peaks in the sound file. No alarms were triggered, and there were no exceedances.

159	30/05/2019	11.47pm	112	Noise	Complaint received via the Community Hotline. Discussed mine operation noise. Mining operations were being undertaken in Pits B, C and D. No dozers were working in the exposed areas at the front of any pit and a DZ2006 rubber tyre dozer was operating on the Pit D Dump, the western side. 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 2.9 m/s and wind direction of 290 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, however, there were no dozer track movements or significant peaks in the sound file. No alarms were triggered, and there were no exceedances.
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