MACHEnergy

Mt Pleasant Operation
Monthly Complaint Report
May 2025

Complaint Number	Date/Time Received	Nature of Complaint	Source	Investigation and Response
	May-25			
716	1/5/2025 11.16pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud and rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
717	6/5/2025 11.15pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
718	8/05/2025 6.00am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud booming noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
719	10/5/2025 11.07pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
720	14/5/2025 10.27pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.

721	18/05/2025 9.09pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
722	23/05/2025 11.34pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed Loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
723	25/05/2025 8.35pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. EX35 was advised to use the silent horn and the dozers on the northern dump floor, and North RL172 dump, were advised to use 1st gear. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.