

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
84	2/11/2018	N/A	EPA	Dust	<p>Complaint received by the EPA and communicated to the Environment Superintendent. Discussed dust coming from Mount Pleasant and Bengalla over Wybong Rd, water trucks are not sufficient to control the dust levels. Caller could see trucks were running creating huge amounts of dust and the water trucks were watering the drill area and not where the trucks were moving." The forecast indicated a low risk for sensitive receivers in Collins Lane, Rosebrook, Rosebrook and Racecourse Road. There was a low indication that dusk from the operation would impact air quality at the Upper Hunter Air Quality Monitoring Network Muswellbrook NW Unit. No contact details provided. No dust alarms were received at the time of the complaint. Response provided to the EPA.</p>

85	6/11/2018	5.31pm	Queen Street	Dust	Complaint received by the Hotline. Discussed dust blowing over his house for the past two days. The External Relations Manager informed the complainant that mining operations ceased at 2.30pm on the 6th November. No dust alarms were received at the time of the complaint. All dust generating activities were suspended at 2:30 pm due to Adverse Weather conditions (EPL condition O3.4). Adverse PM10 concentrations' means a rolling 24-hour average PM10 concentration of equal to or greater than 44 micrograms per cubic metre measured at the Muswellbrook NW Upper Hunter Air Quality Monitoring Network monitor and average wind direction between 270 degrees and 360. Resulting in 13hrs of Dust delays during the day.
86	15/11/2018	3.46pm	Queen Street	Dust	Complaint received by the Hotline. Discussed dust coming from D Pit blowing over his house. At the time of complaint the A-PF4 meteorological station recorded a strong SE wind of 134 degrees south east with 10 minute wind speed of 13.4m/s. Mining Operations were suspended at 16:30 due to increasing wind speed. Watercarts continued to operate to water disturbed area for the rest of the shift. No dust alarms were received and all dust monitors were within compliance limits.

87	15/11/2018	4.57pm	Queen Street	Dust	Complaint received by the Hotline. Complainant ended the call before the External Relations Manager could speak. The External Relations Manager called the complainant, however, the call was not answered. At the time of complaint the A-PF4 meteorological station recorded a strong SE wind of 132 degrees south east with 10 minute wind speed of 10.5m/s. Mining Operations were suspended at 16:30 due to increasing wind speed. Watercarts continued to operate to water disturbed area for the rest of the shift. No dust alarms were received and all dust monitors were within compliance limits.
88	15/11/2018	4.43pm	Kayuga Road	Dust	Complaint received by email to the Land & Property Superintendent. He forwarded the complaint to the External Relations Manager. Discussed dust from Mount Pleasant covering their home. At the time of complaint the A-PF4 meteorological station recorded a strong SE wind of 132 degrees south east with 10 minute wind speed of 10.5m/s. Mining Operations were suspended at 16:30 due to increasing wind speed. Watercarts continued to operate to water disturbed area for the rest of the shift. No dust alarms were received and all dust monitors were within compliance limits.

89	21/11/2018	8.09am	Racecourse Road	Noise	<p>Complaint received via the Hotline. Discussed "excessive noise coming from Mount Pleasant, it is so loud I can feel it." Operational noise management controls reviewed by mining contractor. No noise alarms were received at the time of the complaint. Real time noise monitors reviewed and within compliance. Mining operations are regularly monitored and mining activities are regularly altered to minimise the impacts from noise. Ensuring noise attenuation is installed on equipment, ensuring quackers used in place of reverse beepers and silent horns used in place and using less exposed dumps, using rubber tracked dozers.</p> <p>At the time of the complaint, 8:09 am no mining operations were being undertaken in Pit A and Pit D. The operations was still recovering from wet weather overnight with mining operations commencing at 08:12 am. The External Relations Manager phoned the complainant at 9.35am to provide an update on operations.</p>
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90	21/11/2018	4.09pm	Racecourse Road	Dust/Blasting	<p>Complaint received via the Hotline and answered by the External Relations Manager. Discussed dust coming from site. "This is not good enough, we shouldn't have to put up with dust covering our house and the racecourse, I have video and photos and I am going to share with everyone." Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. Blast _A3.005_006 was initiated in PIT A at 16:05. Wind was from the NW at 4.6m/s. This firing time was selected to coincide with reduced wind speed to minimise community impacts. The blast dust was observed to head in a SE direction (towards Racecourse rd) with the majority of the dust dissipating above the Pit A dump and minimal dust observed to leave the DA Boundary. A detailed review of blast footage confirmed that no fume was present in the post blast emissions.</p>
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91	21/11/2018	4.21pm	Racecourse Road	Dust	<p>Complaint received direct to the External Relations Manager mobile phone. The Complainant discussed fume leaving site, "I can taste it, see it, smell it, I am not a fool and I am sick and tired of you taking me for a fool." The Complainant was advised by the External Relations Manager that she would end the call if he did not calm down and continue the call in a more respectful manner. The Complainant continued with the and the call was ended by the External Relations Manager. Operational dust management controls reviewed by the mining contractor. No dust alarms were received at the time of the complaint. Real time dust monitors reviewed and within compliance. Blast _A3.005_006 was initiated in PIT A at 16:05. Wind was from the NW at 4.6m/s. This firing time was selected to coincide with reduced wind speed to minimise community impacts. The blast dust was observed to head in a SE direction (towards Racecourse Rd) with the majority of the dust dissipating above the Pit A dump and minimal dust observed to leave the DA Boundary. A detailed review of blast footage confirmed that no fume was present in the post blast emissions.</p>
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92	25/11/2018	11.14am	Wybong Rd	Dust	Complaint received by phone to the Land & Property Superintendent. He forwarded the complaint to the External Relations Manager. "The dust from Mount Pleasant is blowing straight over her place, the wind direction is from the west and the water cart coverage was inadequate and we should do something about it immediately." At the time of complaint the A-PF4 meteorological station recorded a strong NW wind (260 degrees) with 10 minute wind speed of 6 m/s. The wind speed peaked at approximately 10 m/s during the shift. No dust alarms were received, and all dust monitors were within compliance limits. All watercarts were operating throughout the shift and operations were suspended for approximately 16 hrs due to high wind gusts and visible dust.
93	29/11/2018	1.22pm	Racecourse Rd	Blasting	Complaint received via the Hotline. Discussed "see attached result chemical plume arising from Mount Pleasant coal mine, after planned 12:00pm explosive shot. Shot was planned to be fired at 12:00pm and I was notified by MACH energy via text message of planned shot. I would like this investigated and a email reply as to the findings." At the time of firing the 10-minute average wind speed and wind direction taken at the meteorological station A-PF4 was 2.9m/s and 103° SE respectively. As a result, blast emissions and fume did not leave the consent boundary and dissipated over Pit D.