

Complaint Number	Date/ Time Received	Receiver Number	Nature of Complaint	Response
287	1/11/2019, 3.48pm		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. 'At the time of the complaint, 3:48pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 1.2 m/s and 101 degrees SE indicating light wind conditions. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 101 µg/m³. 8.5 hrs of Dust shutdowns were recorded on the 1st of November.
288	6/11/2019, 8.40pm		Noise	Complaint received directly to the External Relations Manager via SMS. Discussed mine operation noise. No real time noise alarms were triggered at site 2/3 at the time of the complaint. At the A-PF2 monitor, the 1 hourly rolling average for wind speed and wind direction at the time of the complaint was 4.3 m/s and 268 degrees, Therefore non-licensed Meteorological conditions were present due to Wind Speed being greater than 2m/s. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. Low frequency mine noise, some distant dozer track movement, dogs barking passing car was audible at the time of the complaint, however, there were no cows bellowing or significant peaks in the sound file. No alarms were triggered.
289	6/11/2019, 8.40pm		Lighting	Complaint received directly to the External Relations Manager. Discussed lighting coming from the Mount Pleasant Operation. 'The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). The lighting plant pointing in the wrong direction was located on an elevated area of the pit. The lighting plant was turned off.
290	6/11/19, 9.28pm		Noise	Complaint received via the Community Hotline. Discussed mine operation noise. No real time noise alarms were triggered at site 2/3 at the time of the complaint. At the A-PF2 monitor, the 1 hourly rolling average for wind speed and wind direction at the time of the complaint was 4.3 m/s and 268 degrees, Therefore non-licensed Meteorological conditions were present due to Wind Speed being greater than 2m/s. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. Low frequency mine noise, some distant dozer track movement, dogs barking passing car was audible at the time of the complaint, however, there were no cows bellowing or significant peaks in the sound file. No alarms were triggered.
291	7/11/2019, 12.46pm		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. At the time of the complaint, overburden excavators had began shutting down due to high winds (9 m/s). All operations were shutdown at 2pm. A total of 49.4 hrs of dust downtime was recorded across both dayshift and nightshift on the 7th of November. Operations did not recommence until 3am on the 8th November. The 24-hour rolling average for Muswellbrook NW Unit at 1 pm was 53.5 µg/m³ with an hourly average wind direction of 276 degrees NW. Poor air Quality is currently being experienced across the Hunter Valley due to Bushfires, ongoing severe drought and very strong Westerly winds.
292	7/11/2019, 8.49pm		Lighting	Complaint received directly to the External Relations Manager. Discussed lighting coming from the Mount Pleasant Operation. 'The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). The lighting plant pointing in the wrong direction was located on an elevated area of the pit. The lighting plant was turned off at 9:00pm
293	8/11/2019, 9.27am		Blasting	Complaint received via the Community Hotline. Discussed damage due to a recent blast at Mount Pleasant. The External Relations Manager advised the caller of the process to arrange inspection of their property. The appropriate paperwork was sent to the complainant.
294	8/11/2019, 5.46pm		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. At the time of the complaint, Overburden excavators had began shutting down due to high winds (9 m/s) EX1235, EX1401 were shutdown at 1pm and EX9018 remained on coal until 2pm. All operations were shutdown at 2pm. A total of 49.4 hrs of dust downtime was recorded across both dayshift and nightshift on the 7th of November. Operations did not recommence until 3am on the 8th November. The 24-hour rolling average for Muswellbrook NW Unit at 1 pm was 53.5 µg/m³ with an hourly average wind direction of 276 degrees NW. Poor air Quality is currently being experienced across the Hunter Valley due to Bushfires, ongoing severe drought and very strong Westerly winds.
295	8/11/2019, 8.36pm		Lighting	'Complaint received directly to the External Relations Manager. Discussed lighting coming from the Mount Pleasant Operation. The mining operations are regularly inspected, and mining activities altered to minimise lighting impacts, these management measures include positioning lighting plants towards the west (away from Muswellbrook). The lighting plant was located and turned off at 8:42pm.

296	9/11/2019, 11.45pm		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (3.6m/s and 282 degrees NW) measured non-licensed Met Conditions due to F Class stability and wind speed greater than 2 m/s.
297	10/11/2019, 2.09am		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. No real time noise alarms were triggered at site 2/3 at the time of the complaint. At the A-PF2 monitor, the 1 hourly rolling average for wind speed and wind direction at the time of the complaint was 3.8 m/s and 271 degrees NW, Therefore non licenced MET conditions were present due to the windspeed being greater than 2m/s.
298	10/11/2019, 10.28am		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. At the time of the complaint, 10:28 am the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 4.4 m/s and 263 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 29 µg/m³, which is well below the compliance limit of 50 µg/m³
299	10/11/2019, 12.31pm		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. At the time of the complaint, 12:31 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 5.4 m/s and 275 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 29 µg/m³, which is well below the compliance limit of 50µg/m³.
300	12/11/2019, 4.07am		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. No real time noise alarms were triggered at site 2/3 at the time of the complaint. At the A-PF2 monitor, the 1 hourly rolling average for wind speed and wind direction at the time of the complaint was 2.9 m/s and 302 degrees NW, Therefore non licenced MET conditions were present due to the windspeed being greater than 2m/s an F- Class Temperature inversion was also present.
301	12/11/2019, 3.05pm		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. At the time of the complaint, 3:05 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 10.2 m/s and 275 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 43 µg/m³, which is well below the compliance limit of 50µg/m³. 17.1 hrs of dust delays was recorded throughout the day.
302	13/11/2019, 9.37am		Odour	Complaint received via the Community Hotline. Discussed an odour coming from the Mount Pleasant Operation. No odour was identified. No blasting was undertaken on the 13th of November and there is no Spontaneous Combustion currently within the Operation. At the time of the complaint 9:37am the Upper Hunter Air Quality Monitoring network recorded hazardous air quality (123.1 ug/m3) due to severe drought and the ongoing bushfire emergency in Northern NSW.
303	14/11/2019, 5.40pm		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. At the time of the complaint, 05:40 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 4.8 m/s and 246 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 41 µg/m³, within the compliance limit of 50 µg/m³.
304	14/11/2019, 9.05pm		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.7m/s and 264 degrees NW) measured non-licensed Met Conditions wind speed greater than 2 m/s. The sound file, from realtime noise monitor MP 2/3 (the most representative of receiver 112), recorded at the time of the complaint was reviewed.
305	16/11/2019, 10.08am		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. 'At the time of the complaint, 10:08 am the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 3.8 m/s and 101 degrees SE. The Upper Hunter Air Quality Monitoring Network recorded 71ug/m3 (poor air quality) due to ongoing bushfires emergency in Northern NSW and ongoing Severe drought.
306	16/11/2019, 10.08am		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. 'At the time of the complaint, 10:08 am the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 3.8 m/s and 101 degrees SE. The Upper Hunter Air Quality Monitoring Network recorded 71ug/m3 (poor air quality) due to ongoing bushfires emergency in Northern NSW and ongoing Severe drought.

307	18/11/2019, 10.38pm		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. No real time noise alarms were triggered at site 2/3 at the time of the complaint. Wind conditions taken from the A-PF4 meteorological station (2.6m/s and 326 degrees NW) measured non-licensed Met Conditions wind speed greater than 2 m/s and Category F temperature inversion. The sound file, from realtime noise monitor MP 2/3 (the most representative of receiver 112), recorded at the time of the complaint was reviewed.
308	19/11/2019, 3.57pm		Dust	Complaint received via the Community Hotline. Discussed dust in the form of a "whirleybird" coming from the Mount Pleasant Operation. At the time of the complaint, 3.57pm am the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 4.3 m/s and 255 degrees SE. The Upper Hunter Air Quality Monitoring Network recorded 53.2 ug/m3 poor air quality due to ongoing bushfires emergency in Northern NSW and ongoing Severe drought.
309	19/11/2019, 6.53pm		Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. At the time of the complaint, 6:53pm am the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 4.3 m/s and 255 degrees SE. The Upper Hunter Air Quality Monitoring Network recorded 53.2 ug/m3 poor air quality due to ongoing bushfires emergency in Northern NSW and ongoing Severe drought.
310	20/11/2019,1.50pm		Blasting	Complaint received via the Community Hotline. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 7.8 m/s and wind direction of 131 degrees SE. The Racecourse Rd monitor (the most representative of the private residence near Muswellbrook) recorded 1.12 mm/s and 97.4 DBL for vibration and overpressure, respectively
311	20/11/2019, 2.08pm		Blasting	Complaint received directly to the External Relations Manager. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 7.8 m/s and wind direction of 131 degrees SE. The BV02 monitor (the most representative of the private residence) recorded 4.50 mm/s and 106.4 DBL for vibration and overpressure, respectively.
312	20/11/2019, 2pm		Blasting	Complaint received directly to the MACH Newcastle Office. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 7.8 m/s and wind direction of 131 degrees SE. The Racecourse Rd monitor (the most representative of the private residence near Muswellbrook) recorded 1.12 mm/s and 97.4 DBL for vibration and overpressure, respectively
313	20/11/2019, 1.30pm	EPA	Blasting	Complaint received via the EPA. Discussed a blast at the Mount Pleasant Operation at 1.30pm on the 20th November, 2019. Pattern 13-15.2BR2C and 16.1.1WYC_Fault were initiated together in Pit A at 13.44pm. The blast was within compliance limits in accordance with DA 92/97, EPL 20850 and teh MPO Blast Management Plan.
314	21/11/2019, 8.41am		Blasting	Complaint received directly to the External Relations Manager. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 7.8 m/s and wind direction of 131 degrees SE. The Racecourse Rd monitor (the most representative of the private residence near Muswellbrook) recorded 1.12 mm/s and 97.4 DBL for vibration and overpressure, respectively
315	22/11/2019, 1.34pm		Noise	Complaint received via the Community Hotline. Discussed noise coming from the Mount Pleasant Operation. Wind conditions taken from the A-PF4 meteorological station (4.7 m/s and 347 degrees NW) measured non-licensed Met Conditions wind speed greater than 2 m/s. The sound file, from realtime noise monitor MP 2/3 recorded at the time of the complaint was reviewed.
316	29/11/2019, 12.20pm		Blasting	Complaint recieved via the Community Hotline. Discussed a blast at the Mount Pleasant Operation. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
317	29/11/2019, 1.56pm		Blast	Complaint recieved via the Community Hotline. Discussed the blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 1.8 m/s and wind direction of 174 degrees SE. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
318	29/11/2019, 12.56pm		Blasting	Complaint recieved via the Community Hotline. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 1.8 m/s and wind direction of 174 degrees SE. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.

319	29/11/2019, 12.41pm		Blasting	Complaint recieved via the Community Hotline. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 1.8 m/s and wind direction of 174 degrees SE. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
320	29/11/2019, 12.07pm		Blasting	Complaint recieved directly to the External Relations Manager via SMS. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 1.8 m/s and wind direction of 174 degrees SE. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
321	29/11/2019, 9.00am		Blasting	Complaint recieved directly to the External Relations Manager via SMS on 2 December in relation to the blast on 29th November. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 1.8 m/s and wind direction of 174 degrees SE. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
322	29/11/2019, 9.45am		Blasting	Complaint recieved via the Community Hotline on 3 December in relation to the blast on 29th November. Discussed a blast at the Mount Pleasant Operation. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 1.8 m/s and wind direction of 174 degrees SE. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
323	29/11/2019, Unknown	EPA	Blasting	Complaint received by the EPA. Discussed blasting at MPO. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 1.8 m/s and wind direction of 174 degrees SE. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
324	29/11/2019, 12.15pm	EPA	Blasting	Complaint received via email to the EPA. Discussed blasting at MPO. At the time of blasting the A-PF2 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 1.8 m/s and wind direction of 174 degrees SE. The Racecourse monitor (the most representative of the private residence) recorded 1.87mm/s and 103.0 DBL for vibration and overpressure, respectively. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.