Complaint Number	Date/Time Received	Nature of Complaint	Response
697	6/10/2024 10.54pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. At the time of the complaint the OCE positioned themselves in the northeast corner of the pit adjacent to Kayuga Road, after their observations the OCE made operational changes. At the time of the complaint the OCE noted that all noise was within consent conditions however conducted another inspection. The OCE continued to make operational changes by relocating the dozer and truck fleet from the northern 240 dump. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were also reviewed. Leading up to and at the time of the complaint wind, fauna, and a train were audible. Following the reviewal of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed, and wind, insect and distant mine noise was observed. Meteorological conditions recorded at the A-PF4 monitor were non-licensed due to high winds with a wind direction of 302º and a wind speed of 3.5 m/s.
698	22/10/2024 10.26pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. At the time of the complaint the OCE positioned themselves on the northeast corner of the LV road which is the pit extent closest to the complainant. The OCE shared a 1-minute audio clip and noted that they could hear highway noise and could both see and hear offsite heavy machinery to the northeast of the operation. Prior to the complaint no exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is the closest monitor to the complainant were reviewed leading up to and at the time of the complaint. Traffic, birds and wind were audible. NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed and an offsite reverse beeper was audible. Meteorological conditions recorded at the A-PF2 were valid with a wind direction of 45º and a wind speed of 1.9 m/s.
699	27/10/2024 10.13pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. At the time the complaint was received the OCE positioned themselves on the northeast corner of the LV road which is the pit extent closest to the complainant. The OCE shared an audio clip and noted that they could hear highway noise and agricultural work. Prior to the complaint no exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were reviewed. Leading up to and at the time of the complaint a tractor can be heard carrying out agricultural work as well as traffic, insects and a plane. Following the reviewal of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed and insects and distant noise was observed. Meteorological conditions recorded at the A-PF4 monitor were non-licensed due to high winds with a wind direction of 313º and a wind speed of 2.6 m/s.
700	30/10/2024 10.40pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Prior to the complaint at 10:13pm the OCE noted noise levels elevating and shutdown an excavator in the north to help mitigate the impact of noise. The OCE conducted an inspection at this time, they positioned themselves on the northeast corner of the LV road and provided a audio clip at this time, the predominant audible noise was insects with minimal mining noise heard. At the time of the complaint the OCE positioned themselves on the northeast corner of the LV road which is the pit extent closest to the complainant. The OCE provided two more audio clips where the predominant noise again was insects. Operational changes were made. Prior to the complaint no noise alarms or exceedances were received from NB04, which is the best representative of complainant location. Sound files from NB06 which is installed approximately 100m from the residence were also reviewed. Leading up to and at the time of the complaint distant work noise, wind and a train were audible. Following the reviewal of NB06, NB05 sound files were also reviewed to determine potential source of the noise. The same time period was reviewed and insects and wind were predominately heard with low audible mining noise observed. Meteorological conditions recorded at the A-PF4 were valid a wind direction of 285º and a wind speed of 2.8 m/s.
701	31/10/2024 10.40am	Air Quality	Complaint received via the EPA. Complainant discussed excessive dust, assumed from a mine blast. At the time of blasting, the A-PF2 meteorological station recorded a 1 hour rolling wind direction of 239º with a 1 hour rolling wind speed of 4.1m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.60 mm/s and 94 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. There was no fume and the dust produced dispersed within the site boundary. This was confirmed by a review of the drone footage and pit cameras. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a 24hr average PM10 of 21.3 µg/m3 and a wind direction of 268º. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 22 µg/m3 and a wind direction of 275º. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.