

Complaint Number	Date/ Time Received	Receiver Number	Nature of Complaint	Response
249	01/10/2019,2.06pm	Kayuga Road	Operations:Blasting	Complaint recieved directly to the General Manager Resource Development via email. Discussed excessive tremors and shaking of the home from recent shots in Pit D. At the time of the complaint, all vibration and overpressure results were within the maximum compliance limits of 10 mm/s for vibration and 120dB for Overpressure at residences on privately owned land, measured at the Operation's compliance blast monitors.
250	03/10/2019,	Unknown	Operations:Blasting	Complaint received via email to the Environment Superintendent. Discussed issues with blasting at Mount Pleasant Operation. Pattern 23-25.1VA was fired in Pit B/C at 12:05:57 am on 3 October 2019. The blast was within compliance limits in accordance with DA 92/97; EPL 20850 and the MPO Blast Management Plan.
251	04/10/2019,6.11pm	Collins Lane	Operations:Noise	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. At the time of the complaint, 6:11 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 3.2 m/s and 237 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 48 µg/m³, within the compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 6 pm was 46.7 µg/m³ with an hourly average wind direction of 277.2 degrees NW. therefore triggering a dust shutdown event under the EPL due to the Muswellbrook NW Unit recording a value greater then 44ug/m3 Operations were shut down within the hour between 18:00 -19:00 with operations shut down until nightshift at 21:00 when the wind direction changes to 143 degrees SE.
252	04/10/2019,6.11pm	Collins Lane	Operations:Dust	Complaint received via the Community Hotline. Discussed noise from the Mount Pleasant Operation. At the time of the complaint, 6:11 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 3.2 m/s and 237 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 48 µg/m³, within the compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 6 pm was 46.7 µg/m³ with an hourly average wind direction of 277.2 degrees NW. therefore triggering a dust shutdown event under the EPL due to the Muswellbrook NW Unit recording a value greater then 44ug/m3 Operations were shut down within the hour between 18:00 -19:00 with operations shut down until nightshift at 21:00 when the wind direction changes to 143 degrees SE.
253	04/10/2019,2.41pm	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. Strong winds throughout the day saw operations shut down at 12pm and reinstated in the afternoon. At the time of the complaint, 2:41pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 6.5 m/s and 260 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at was 42 µg/m³, within the compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 2 pm was 39.8 µg/m³ with an hourly average wind direction of 277.2 degrees NW, within the compliance limit of 44 µg/m³.
254	04/10/2019,3.56pm	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed dust in the air from mining machinery at the Mount Pleasant Operation. At the time of the complaint, 3:56pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 5.2 m/s and 245 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at was 45 µg/m³, within the compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 4 pm was 42.2 µg/m³ with an hourly average wind direction of 298 degrees NW, within the compliance limit of 44 µg/m³.
255	04/10/2019,6.06pm	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed dust in the air from mining machinery at the Mount Pleasant Operation. At the time of the complaint, 6:06pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 3.2 m/s and 237 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 48 µg/m³, within the compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 6 pm was 46.7 µg/m³ with an hourly average wind direction of 277.2 degrees NW. therefore triggering a dust shutdown event under the EPL due to the Muswellbrook NW Unit recording a value greater then 44ug/m3.
256	05/10/2019, 8.07pm	Wybong Road	Construction : Lighting	Complaint received via SMS to the External Relations Manager. Discussed lighting shining directly into the residents window from the construction carpark. ERM followed up with MACH Energy Construction Manager and the light was turned off.
257	06/10/2019,7.58am	Shepherd Ave	Operations:Noise	Complaint received via the Community Hotline. Discussed excessive noise heard overnight and throughout the morning 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 0.6 m/s and 75 degrees NE making for still conditions. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. Low frequency mine noise audible in the back ground at the time of the complaint, however, there were no significant peaks in the sound file. No alarms were triggered. Dominate noise source at this location was Birds (Indian Mynas, Galahs, Starlings, magpies) A passing train was also audible.

258	06/10/19, 8.10am	Shepherd Ave	Operations: Noise	Complaint received via the Community Hotline. Discussed excessive noise heard overnight and throughout the morning 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 0.6 m/s and 75 degrees NE making for still conditions. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. Low frequency mine noise audible in the back ground at the time of the complaint, however, there were no significant peaks in the sound file. No alarms were triggered. Dominate noise source at this location was Birds (Indian Mynas, Galahs, Starlings, magpies) A passing train was also audible.
259	07/10/2019,2.39am	Lower Hill Street	Operations:Noise	Complaint received via the Community Hotline. Discussed excessive noise heard from the Mount Pleasant Operation since 9.30pm. 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 indicated non-licensed and moderate wind conditions due to a 5 minute average wind speed of 3.6 m/s, wind direction of 338 degrees W throughout the night prior to the complaint. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. Low frequency mine noise was audible at the time of the complaint, however, there were no dozer track movements or significant peaks in the sound file. First bucket rock fall was occasionally was also audible. No alarms were triggered.
260	07/10/2019,1.32pm	Queen Street	Operations:Dust	Complaint received via the Community Hotline and a subsequent SMS sent. Discussed large amount of dust from the Mount Pleasant Operation. At the time of the complaint, 1:32 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 8.7 m/s and 251 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at was 56 µg/m³, The Upwind Monitor A-PF5 measured a 24- hour rolling PM10 average of 45 µg/m³, therefore the Mount Pleasant Operation contribution was 11 µg/m³, which is compliant with the DA project specific contribution of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 4 pm was 56.5 µg/m³ with an hourly average wind direction of 267 degrees NW, Operations were suspended at 12:00 as per the EPL condition.
261	07/10/2019,8.36pm	Racecourse Road	Operations:Dust	Complaint received via the Community Hotline. Discussed noise from 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 0.6 m/s and 59 degrees SE making for still conditions.
262	07/10/2019,8.10am	Shepherd Ave	Operations:Noise	Complaint received via the Community Hotline. Discussed excessive noise heard overnight and throughout the morning 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 0.6 m/s and 75 degrees NE making for still conditions. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. Low frequency mine noise audible in the back ground at the time of the complaint, however, there were no significant peaks in the sound file. No alarms were triggered. Dominate noise source at this location was Birds (Indian Mynas, Galahs, Starlings, magpies) A passing train were also audible.
263	07/10/2019,9.05am	Shepherd Ave	Operations:Noise	Complaint received via the Community Hotline. Discussed noise 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 0.6 m/s and 59 degrees SE making for still conditions.
264	07/10/2019, 12.20pm	Kayuga Road	Operations:Dust	Complaint received via SMS to the External Relations Manager. Discussed dust coming from works near the dam next door to his property. The ERM contacted the construction superintendent and all available water carts were in operation at the time of the complaint.
265	07/10/2019,1.27pm	Unknown	Operations:Dust	Complaint received via the Community Hotline. Discussed large amount of dust from mine. At the time of the complaint, 1:27pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 8.7 m/s and 251 degrees NW. The 24-hour rolling PM10 average at the A-PF2 compliance monitor at was 56 µg/m³, The Upwind Monitor A-PF5 measured a 24- hour rolling PM10 average of 45 µg/m³, therefore the Mount Pleasant project Contribution was 11 µg/m³, which is compliant with the DA project specific contribution of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 4 pm was 56.5 µg/m³ with an hourly average wind direction of 267 degrees NW, Operations were suspended at 12:00 as per the EPL condition.
266	08/10/2019,8.26am	Shepherd Ave	Operations:Noise	Complaint received via the Community Hotline. Discussed excessive noise heard overnight and throughout the morning 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 0.6 m/s and 75 degrees NE making for still conditions. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. Low frequency mine noise audible in the back ground at the time of the complaint, however, there were no significant peaks in the sound file. No alarms were triggered. Dominate noise source at this location was Birds (Indian Mynas, Galahs, Starlings, magpies) A passing train were also audible.

267	08/10/2019,3.20pm	Unknown	Operations:Dust	Complaint received via the Community Hotline. Discussed dust coming off the top of the spoil heads. At the time of the complaint, 3.20 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 2.7 m/s and 111 degrees SE. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 32 µg/m³, which is compliant with the DA compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 3 pm was 43.5 µg/m³ with an hourly average wind direction of 153 degrees SE.
268	09/10/2019,9.10am	Shepherd Ave	Operations:Noise	Complaint received via the Community Hotline. Discussed excessive noise heard overnight and throughout the morning 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 0.6 m/s and 75 degrees NE making for still conditions. The sound file, from realtime noise monitor MP 2/3, recorded at the time of the complaint was reviewed. Low frequency mine noise audible in the back ground at the time of the complaint, however, there were no significant peaks in the sound file. No alarms were triggered. Dominate noise source at this location was Birds (Indian Mynas, Galahs, Starlings, magpies) A passing train were also audible.
269	14/10/2019, 9.32am	New England Highway	Operations:Dust	Complaint received via the Community Hotline. Discussed Air Quality and the possibility of selling his property to MACH Energy. Interesed in MPO future development.
270	14/10/2019,3.31pm	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. At the time of the complaint, 3:31 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 0.5 m/s and 83 degrees SE indicating very still wind conditions. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 18 µg/m³, which is compliant with the DA compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 3 pm was 16.6 µg/m³ with an hourly average wind direction of 111.6 degrees SE.
271	16/10/2019, 3.30pm	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mt Arthur Mine, the caller then clarified that the complaint was for all three mines and that he has taken video of machinery dust, if it does not cease will call back again. At the time of the complaint, 12:15 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 8.9 m/s and 245 degrees NW indicating strong wind conditions. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 44 µg/m³, which is compliant with the DA compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 12 pm was 43.7 µg/m³ with an hourly average wind direction of 267.9 degrees NW.
272	17/10/2019,8.36pm	Racecourse Road	Operations:Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. The 24-hour rolling average for Muswellbrook NW Unit at 8 pm was 53.2 µg/m³ with an hourly average wind direction of 278.1 degrees NW. The Mining Services Contractor is committed to minimising the noise impacts of the development and modifying operations on site to ensure compliance with relevant conditions of the DA 92/97 and EPL 20850.
273	17/10/2019,12.15pm	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed dust stirred up by mining machinery at the Mount Pleasant Operation. The operation was being progressively shut down due to high winds at 12.30pm and remained shut down for a total of 45.6 hours. At the time of the complaint, 12:15 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 8.9 m/s and 245 degrees NW indicating strong wind conditions. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 44 µg/m³, which is compliant with the DA compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 12 pm was 43.7 µg/m³ with an hourly average wind direction of 267.9 degrees NW.
274	17/10/2019,12.23pm	Wybong Road	Operations:Dust	Complaint received via the Community Hotline. Discussed dust coming from the Mount Pleasant Operation. The operation was being progressively shut down due to high winds at 12.30pm and remained shut down for a total of 45.6 hours. At the time of the complaint, 12:23 pm the 1 hourly rolling average wind speed and direction at the A-PF2 meteorological station was 8.9 m/s and 245 degrees NW indicating strong wind conditions. The 24-hour rolling PM10 average at the A-PF2 compliance monitor was 44 µg/m³, which is compliant with the DA compliance limit of 50 µg/m³. The 24-hour rolling average for Muswellbrook NW Unit at 12 pm was 43.7 µg/m³ with an hourly average wind direction of 267.9 degrees NW.
275	21/10/2019, 12.10pm	Shepherd Ave	Operations:Blasting	Complaint received via the Community Hotline. Discussed blasting, the house shook and windows were rattling, items had fallen off mantle piece. The blast undertaken at MPO on 21 October 2019 did not result in an exceedance to EPL 20850 conditions, nor any material environmental harm. MACH Energy is committed to ensuring all feasible measures within its own control are undertaken to minimise any blasting impacts from the development to ensure compliance with relevant conditions of DA 92/97 and EPL 20850.
276	22/10/2019,12.14pm	Racecourse Road	Operations:Blasting	Complaint received via the Community Hotline. Discussed the blast let off at approx. 12.10pm that disturbed their house. Environmental Monitoring Review: At 12:04 pm on 21st October 2019, Blast 19.1.BR2C-WY2C was fired in Pit A resulting in an air blast overpressure reading of 124.5 dB at compliance blast monitor BV02. This is potentially a breach of the Mount Pleasant Operation Development Consent and Environmental Protection Licence. A detailed investigation has commenced with a third-party blasting consultant to review the validity of the overpressure result. DPIE and EPA have been notified by MACH Energy.

277	22/10/2019,12.10pm	Shepherd Ave	Operations:Blasting	Complaint received via the Community hotline. Discussed the blast at approx. 12pm that disturbed their house. Immediate Actions: At 12:04 pm on 21st October 2019, Blast 19.1.BR2C-WY2C was fired in Pit A resulting in an air blast overpressure reading of 124.5 dB at compliance blast monitor BV02. This is potentially a breach of the Mount Pleasant Operation Development Consent and Environmental Protection Licence. A detailed investigation has commenced with a third-party blasting consultant to review the validity of the overpressure result. DPIE and EPA have been notified by MACH Energy.
278	22/10/2019,	Unknown	Operations: Dust	Complaint received vis SMS to the Environment Superintendent. Discussed dust from the Mount Pleasant Operation.
279	24/10/2019,11.15am	Shepherd Ave	Operations:Blasting	Complaint received via the Community Hotline. Discussed the blast at the Mount Pleasant Operation that shook their house. At the time of blasting the A-PF4 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 3.4 m/s and wind direction of 282 degrees NW. The B-VO2 monitor (the most representative of the private residence) recorded 3.8 mm/s and 109 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.
280	24/10/2019,12.32pm	Unknown	Operations:Blasting	Complaint received via the Community Hotline. Discussed the dust and the blast at the Mount Pleasant Operation. At the time of blasting the A-PF4 meteorological station recorded moderate wind conditions with a 1 Hourly Rolling wind speed of 3.4 m/s and wind direction of 282 degrees NW. The B-VO2 monitor (the most representative of the private residence near Muswellbrook) recorded 3.8 mm/s and 109 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. Post blast emissions fully dispersed and did not leave the DA/EPL boundary.
281	24/10/2019,12.34pm	Unknown	Operations:Other	Complaint received directly to the Environmental Superintendent's mobile phone via SMS. Discussed a haul truck dumping at 12.34pm when the operations were shut down at 12.30pm. It was identified that RD2037, RD2130 and RD1815 were hauling coal to ROM until approximately 12:50, which is a breach of the EPL condition O3.4 'dust generating activities' means all hauling activities on unsealed haul roads. All other operations had ceased at 12:30pm. MACH Energy was notified, and investigation commenced.
282	25/10/2019,	Unknown	Operations: Dust	Complaint received by SMS to the Environment Superintendent. Discussed a complaint from a resident about dust from Mount Pleasant Operation.
283	26/10/2019, 7.40am	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed dust from the Mount Pleasant Operation. At the time of the complaint there was no dust generating activities being undertaken as per EPL condition O3.4. The operation had been shut down from the start of shift (7 am) and did not commence operations until 1:45 am on the 27th October. 97.4 hrs of dust shutdowns were recorded on the 26th and 27th of October. The 24-hour rolling average for Muswellbrook NW Unit at 8 am was 82.3 µg/m³ with an hourly average wind direction of 347.9 degrees NW Very Strong wind was recorded at APF-2 - 10.3m/s
284	26/10/2019, 8.07am	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed dust from all coal mines. At the time of the complaint there was no dust generating activities being undertaken as per EPL condition O3.4. The operation had been shut down from the start of shift (7 am) and did not commence operations until 1:45 am on the 27th October. 97.4 hrs of dust shutdowns were recorded on the 26th and 27th of October. The 24-hour rolling average for Muswellbrook NW Unit at 8 am was 82.3 µg/m³ with an hourly average wind direction of 347.9 degrees NW Very Strong wind was recorded at APF-2 - 10.3m/s
285	30/10/2019,6.53pm	Shepherd Ave	Operations:Dust	Complaint received via the Community Hotline. Discussed the dust from the Mount Pleasant Operation.
286	30/10/2019,10.25pm	Wybong Road	Operations: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 (approximately 1.4 km East of Pit A) and site 4 (approximately 3.1 km from Pit D) at the time of the complaint. Wind conditions taken from the A-PF2 meteorological station indicated light winds with a 5 minute average wind speed of 2.4m/s and wind direction of 313 degrees NW. There was non-licensed MET conditions present in the 20 minutes prior to the complaints with F-Class temperature inversion and wind speeds greater than 2m/s recorded.