

Complaint Number	Date/Time Received	Nature of Complaint	Response
687	6/09/2024 9.23AM	Air Quality	Complaint received via DPHI. Complainant observed dust from the Mount Pleasant Operation impacting Dorset Road, Kayuga. At the time of the complaint truck and shovel mining operations, including water carts were underway. Dust mitigation strategies, as outlined in the Blast Management Plan and the Air Quality and Greenhouse Gas Management Plan, were in place, with additional measures implemented at the time of the blast. The blast took place at approximately 9:20 AM, and Wybong Road was closed during this period.
688	17/09/2024 3.31PM	Air Quality	Complaint received via the EPA. Complainant reported air/dust pollution in the Muswellbrook area. The complainant was travelling on Wybong Road and noted a thick haze of dust and filth in the air between the two coal mines, visibility was poor. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 16.0 µg/m3 and a wind direction of 41.8°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 16.5 µg/m3. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 10µg/m3 and a wind direction of 348°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. Prior to the complaint all watercarts were operational with two large watercarts managing the South Pit area.
689	17/09/2024 8PM-10PM	Noise	Complaint received via the EPA. The EPA conducted attended noise monitoring at various locations around Mount Pleasant Operation. The EPA used the attended noise monitoring points as defined on EPL20850. Noise monitoring at EPA Point 7 (Wiltons Lane Kayuga) during the evening period indicated elevated noise levels approaching or above the LAeq(15 minute) criteria. At the time of attended noise monitoring, there was a noise alarm triggered at NB05 at 20:00. All other monitors were operating as normal with no alarms were triggered. In response, the shift OCE completed an inspection of the North East corner of the pit near Kayuga Rd and a Noise TARP was completed at 20:20. Changes to mining operations were made and noise impacts were monitored for the remainder of the shift. No further alarms were received. At the time of alarm, the Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 14° and a wind speed of 1.7 m/s recorded.
690	19/09/2024 5pm	Air Quality	Complaint received via the EPA. Complainant reported excessive dust from the Mount Pleasant Operation. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 33.3 µg/m3 and a wind direction of 306°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 21.6 µg/m3. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 8µg/m3 and a wind direction of 328°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan. Prior to the complaint all watercarts were operational.
691	19/09/2024 11.26pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise, low rumbling, machinery noise and banging. Prior to the complaint at 10:50pm the OCE noted noise levels elevating at NB05 in the north and inspected the North-east of the operation to determine the noise source. The OCE implemented all necessary operational changes. At the time of the complaint the OCE conducted another inspection and made operational changes. The OCE continued to inspect work areas throughout that night and continued to alter operations to mitigate the impact of noise. 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 and a train was audible. Following the review of NB06, NB05 sound files were also reviewed to determine potential mining noise. The same time period was reviewed, and no audible mine noise was observed. Meteorological conditions recorded at the A-PF4 were non-licensed due to high winds with a wind direction of 311° and a wind speed of 3.1 m/s.

692	20/09/2024 11.17am	Air Quality	Complaint received via the Community Hotline. Complainant discussed that following a blast at Mount Pleasant Operation dust went all over his property in Queen Street, Muswellbrook. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 295 degrees with a 1 hourly rolling wind speed of 5.1 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.28 mm/s and 104.6 DBL for vibration and overpressure. All vibration and overpressure monitors were well within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 2A and post blast emissions were seen to disperse within the site boundary. At the time of the complaint air quality results from the Muswellbrook NW monitor recorded a one-hourly average PM10 of 9.3 µg/m3 and a wind direction of 297°. The 24hr average PM10 recorded at the Muswellbrook NW monitor was 23.8 µg/m3. Air quality results from the e-bam monitor at the A-PF2 location recorded a 24hr rolling PM10 average of 5.1 µg/m3 and a wind direction of 295°. These results are well within the compliance limits described in the Mount Pleasant Air Quality Management Plan.
693	22/09/2024 10.05pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Stating there was loud banging and rumbling. At the time of the complaint the OCE conducted an inspection and made operational changes. 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 mining noise, wind 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 distant mine noise was observed. Meteorological conditions recorded at the A-PF4 were valid a wind direction of 321° and a wind speed of 3.0 m/s.
694	22/09/2024 10.40pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Stating the noise sounds like a dump truck unloading at his bedroom window every 30 mins, the noise of the constant trucks moving about is making it impossible to sleep. At 10.10pm the OCE conducted an inspection and made operational changes. 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 also reviewed. Leading up to and at the time of the complaint distant mining noise, wind 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 mine noise was observed.
696	24/09/2024 1.40am	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Stating that loud banging noises coming from site were a lot like thunder, usually a constant rumble comes from there but different tonight, sharp banging and becoming unbearable. At the time of the complaint the OCE conducted inspection and positioned themselves on the North LV road which is the pit extent closest to the complainant. The OCE did not observe any thunder like noise and all noise monitors were compliant. 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, birds, traffic 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 was observed and distant mine noise. Meteorological conditions recorded at the A-PF4 were non-licensed due to high winds with a wind direction of 311° and a wind speed of 3.5 m/s.