

Complaint Number	Date	Time	Receiver Number	Nature of Complaint	Response
72	15/09/2018	12.49pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The External Relations Manager phoned the complainant at 1.35pm to provide an update on operations. 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.
73	18/09/2018	11.57am	Racecourse Road	Dust/Noise	Complaint received via the Hotline. Discussed operational noise and dust coming from site. The dust is covering us and all I can hear is dozer noise, continual noise all morning. The External Relations Manager phoned the complainant at 12.30pm to provide an update on operations. Operational dust and noise management controls reviewed by the mining contractor. No dust or noise alarms were received at the time of the complaint. Real time dust and noise monitors reviewed and within compliance.
74	19/09/2018	4.37pm	Racecourse Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The dust was really bad over the past two days and it is taking a toll on his family. The External Relations Manager phoned the complainant at 4.10pm to provide an update on operations. 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. Mining operations ceased between 9.00am and 3.00pm with four water carts operating during this time.

75	19/09/2018	5.36pm	Racecourse Road	Dust	<p>Complaint received via the Hotline. Discussed dust coming from site. The dust was thick over their home and it was particularly bad from 1pm. The External Relations Manager phoned the complainant at 5.55pm to provide an update on operations. 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. Mining operations ceased between 9.00am and 3.00pm with four water carts operating during this time.</p>
76	20/09/2018	3.15pm	Racecourse Road	Blasting	<p>Complaint received via the Hotline. Discussed "orange dust everywhere, we are trying to make a living, it is very difficult at the moment, when I ring Bengalla about dust they say it is Mount Pleasant, how can we fix it?" The External Relations Manager phoned the complainant at 4.45pm to provide an update on operations. At the time of the blast the meteorological conditions taken at the A-PF4 metrological station were a 1 hourly rolling wind speed average of 5.4m/s and a 1 hourly rolling wind direction of 122°SE. As a result the blast plume remained on site travelling towards the north western boundary (away from Muswellbrook and Racecourse Road). No dust or noise alarms were received at the time of the complaint. Real time dust and noise monitors reviewed and within compliance.</p>

77	20/09/2018	4.07pm	Roxburgh Road	Blasting	Complaint received via the Hotline. Discussed "orange dust coming over his house, you only care about town but not anyone else." The External Relations Manager phoned the complainant at 5.05pm to provide an update on operations. At the time of the blast the meteorological conditions taken at the A-PF4 metrological station were a 1 hourly rolling wind speed average of 5.4m/s and a 1 hourly rolling wind direction of 122°SE. As a result the blast plume remained on site travelling towards the north western boundary (away from Muswellbrook and Racecourse Road). No dust or noise alarms were received at the time of the complaint. Real time dust and noise monitors reviewed and within compliance.
78	24/09/2018	6.41pm	Octagonal Way	Lighting	Complaint received via the Hotline. Discussed a lighting plant shining right into his home. The operation was reviewed at the time the complaint was received and a lighting plant in Pit D was found to be pointing east towards Muswellbrook. The lighting plants was turned off at the end of the shift (7pm) and relocated on day-shift 25th September. The External Relations Manager phoned the complainant at 7.10pm to provide an update on operations
79	28/09/2018	8.19am	Racecourse Road	Noise	Complaint received via the Hotline. Discussed mine noise being "very loud." 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. The External Relations Manager phoned the complainant at 10.10am to provide an update on operations

80	29/09/2018	11.55am	Wybong Road	Dust	Complaint received via the Hotline. Discussed dust coming from site, "I work in the mining industry and I know what is acceptable and the dust coming from Mount Pleasant is not acceptable." The External Relations Manager phoned the complainant at 12.35pm to provide an update on operations. 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.
81	29/09/2018	12.52pm	Wybong Road	Dust	Complaint received via the Hotline. Discussed dust coming from site. The External Relations Manager phoned the complainant at 1.50pm to provide an update on operations. 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. The forecast indicated a low risk for sensitive receivers in Collins Lane, Rosebrook, Rosebrook and Racecourse Road. There was a low indication that dust from the operation would impact air quality at the Upper Hunter Air Quality Monitoring Network Muswellbrook NW Unit. Response provided to EPA.