

Mount Pleasant Operation Monthly Complaint Record

September 2025

Date/time Received	Nature of Complaint	Source	Investigation and Response
03/09/2025 9.20pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed Loud rumbling and banging noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. The OCE noted that EX8 is not operating but has been reminded to reduce drop height of first load and dozers to minimise dropping their blades. No requirement to modify operations post the complaint were identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
09/09/2025 10.02pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud banging and rumbling noise. Complainant discussed Loud rumbling and banging noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. There was minimal pit activity occurring at the time of the complaint, due to rainfall events. No requirement to modify operations post the complaint were identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
12/09/2025 9.44pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud explosive, banging and rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. The operators of EX37, EX82 and EX8 were reminded to utilise silent horns and reduce the drop heights of buckets into the truck trays. No requirement to modify operations post the complaint were identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
14/09/2025 11.06pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed Rumbling noise and has been going on for a couple of hours. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. The operator of EX37 was advised to reduce the drop height of buckets into the truck trays. No requirement to modify operations post the complaint were identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.

15/09/2025 5.35am	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed concerns regarding two lightening sets on the dump facing into Muswellbrook. Investigation undertaken, all lighting facing in towards the mine and away from town. Complainant contacted and outcome discussed.
18/09/2025 12.12am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed every now and then huge bang goes off. Investigation, undertaken no noise alarms were received from monitors representative of the complainant location. The excavator operators were instructed to ensure touch loading is being used. No requirement to modify operations post the complaint were identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.
19/9/2025 5.53pm	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed four lights across the mine are visible from the localities and surrounding of Muswellbrook. Investigation undertaken, lighting plants were not facing toward town glow from plants may have been visible. Lighting plants adjusted. Complainant contacted and outcome discussed.
25/09/2025 2.58pm	Dust/Air Quality	EPA	Complaint received via the EPA. Report provided to the EPA. EPA assessed no further action required.
26/9/2025 3.04pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed the dust from the mine is spreading down the valley to residential areas. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. Complainant contacted and outcome discussed.
27/9/2025 3.26am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise like an aircraft. Investigation, undertaken no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations post the complaint were identified. The OCE continued to monitor pit activities and noise monitors throughout the remainder of the shift to minimise the impact of noise on sensitive receivers. Complainant is located on noise affected land as identified in SSD10418.