

Date/Time Received	Nature of Complaint	Source	Investigation and Response
Jan 2025			There were no community complaints received in January 2025
Date/Time Received	Nature of Complaint	Source	Investigation and Response
26/2/2025 4.26pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed plumes of dust and vibration from a Blast at the Mount Pleasant Operation. In response to the complaint an investigation was undertaken, the investigation concluded that the dust produced from the blast was as expected and dispersed within the site boundary. The vibration and overpressure recordings representative of the area of the complainant were 0.63 mm/s and 103 dBL respectively. MACH Energy and its contractors are committed to ensuring all feasible measures, within its own control, are undertaken to minimise blasting impacts of the development and to ensuring compliance with its statutory approvals.
Date/Time Received	Nature of Complaint	Source	Investigation and Response
7/03/2025 6.25pm	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed the lights from the new high elevation dump are facing directly into callers home and affecting caller visually as the lights are shining into their home on top of the hill. Investigation revealed light on the RL215/225 Dump was the problem lights redirected, complainant advised of remedy.
21/03/2025 10.10am	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed an orange/yellow dust plume that has just been released. Investigations undertaken Fume was visible for the shot, no post blast emissions left the EPL or DA boundary. Complainant advised.
21/03/2025 3.25pm	Blast	EPA	Complaint Received via EPA. The EPA received a community complaint today about a mine blast alleged to be conducted at Mount Pleasant Operation. Investigations undertaken Fume was visible for the shot, no post blast emissions left the EPL or DA boundary. Request for information response provided.
Date/Time Received	Nature of Complaint	Source	Investigation and Response
8/4/2025 11.16pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
21/04/2025 10.17pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
22/04/2025 10.43pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
24/04/2025 10.19pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
27/4/2025 10.22pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.

29/04/2025 9.07pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud and rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
Date/Time Received	Nature of Complaint	Source	Investigation and Response
1/5/2025 11.16pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud and rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
6/5/2025 11.15pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
8/05/2025 6.00am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud booming noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
10/5/2025 11.07pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
14/5/2025 10.27pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
18/05/2025 9.09pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
23/05/2025 11.34pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed Loud rumbling and banging noises. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.

25/05/2025 8.35pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. EX35 was advised to use the silent horn and the dozers on the northern dump floor, and North RL172 dump, were advised to use 1st gear. 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.
Date/Time Received	Nature of Complaint	Source	Investigation and Response
2/06/2025 03.52pm	Odour	EPA	Complaint received from EPA Investigation undertaken and RFI response supplied to EPA. Investigations were undertaken Heating event was previously identified in the central pit and was under monitoring and management. No offensive odour was identified as being emitted from site.
04/06/2025 01.01am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed really loud banging noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
4/06/2025 7.41pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
06/06/2025 10.21pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud booming and banging noises. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
11/06/2025 01.03am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. No requirement to modify operations 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.
11/06/2025 10.03pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. Prior to the complaint at approximately 9:20pm, the OCE made operational changes including relocating a dozer away from a northern ramp, and ensuring trucks were running low within north operations. 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.
14/06/2025 10.50pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. 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.

17/06/2025 6.30pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud booming noise. 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.
17/06/2025 11.24pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. 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.
28/06/2025 10.30pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. 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.
Date/time Received	Nature of Complaint	Source	Investigation and Response
3/07/2025 7.12am	Spontaneous Combustion	Direct to Enviro Team	Complaint received direct to Enviro Team. Complainant discussed SponCom smell. Investigation undertaken, noted minor areas of sponcom in the opencut with remediation being undertaken.
4/07/2025 12.09am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud booming noise. 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.
4/07/2025 9.39pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed noise. 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.
18/7/2025 10.55pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. 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.
21/7/2025 1.09am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed banging dumping by trucks, constance hum of trucks and roar and wind noise. 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.
21/7/2025 1.00am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed clanging and banging noise. 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.
23/7/2025 2.40pm	Other	Community Hotline	Complaint received via the Community Hotline. Complainant discussed works have effected his phone line. Investigation undertaken, Telstra engaged to repair line, dial before you dig information determined to be inaccurate.

23/7/2025 9.18pm	Noise	Direct to Enviro Team	Complaint received direct to Enviro Team. Complainant discussed loud rumbling noise. 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.
23/7/2025 10.07pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed banging noises. 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.
23/7/2025 10.23pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise and banging noise. 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.
23/7/2025 3.08pm	Dust/Air Quality	EPA	Complaint received via the EPA. The EPA received a community complaint today about dust impacting the area. Investigations undertaken and no triggers of dust TARP.
27/07/2025 10.22PM	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise. 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.
29/07/2025 6.30pm	Lighting	Community Hotline	Complaint received via the Community Hotline. Complainant discussed light currently being used at Mount Pleasant site that is shining directly into his front living room. Caller contacted and lighting plants reviewed and modified.
30/07/2025 11.52am	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed blast that occurred this morning causing shaking and vibration. Investigation undertaken, all monitors were below the compliance limits.
30/07/2025 11.20am	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed blast that occurred this morning. Investigation undertaken, no fume produced and blast dust dispersed within the exclusion zone.
30/07/2025 11.54am	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed blast that occurred this morning causing shaking and vibration. Investigation undertaken, all monitors were below the compliance limits.
Date/time Received	Nature of Complaint	Source	Investigation and Response
5/08/2025 9.38pm	Other	Community Hotline	Complaint received via the Community Hotline. Complainant discussed unsealed public road has been damaged by Mount Pleasant workers due to accessign during. Invesitgation undertaken, plans to undertake maintenance of impact road developed.
6/08/2025 12.21am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud continous rumbling noise and loud banging noise intermittently. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. There were minimal pit activities occurring following significant rainfall over the weekend. 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.

6/08/2025 9.12pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed. 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.
6/08/2025 11.37pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud banging noise. Investigation undertaken, no noise alarms were received from monitors representative of the complainant location. The digger material is not blocky and the operator was reminded to lower drop height of first bucket as a precaution. 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.
08/08/2025 1.13pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed blast vibration. Investigation undertaken, blast monitors representative of the complainants location where reviewed and within approval limits. Complainant contacted and outcome discussed.
16/08/2025 7.59pm	Dust/Air Quality	Community Hotline	Complaint received direct to the Enviro team. The complainant discussed dust around Kayuga Road. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. Complainant contacted and outcome discussed.
20/08/2025 3.04pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed that a blast shook the house. Investigation undertaken, blast monitors representative of the complainants location where reviewed and within approval limits. Complainant contacted and outcome discussed.
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.
19/09/2025 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.
26/09/2025 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.
27/09/2025 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.
Date/time Received	Nature of Complaint	Source	Investigation and Response
1/10/2025 5.03pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed the dust is bad today, due to the wind. Investigation undertaken at the time of the complaint water carts prioritised to key areas. Air quality results from real-time monitors were accessed and below the compliance limits.
2/10/2025 11.39pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed loud rumbling noise. 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.
10/10/2025 12.23am	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling noise for the last 2hrs. 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.
22/10/2025 8.33am	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed red dust coming from the plant re earthworks. Investigation undertaken at the time of the complaint water carts prioritised to key areas. Air quality results from real-time monitors were accessed and below the compliance limits.

23/10/2025 5.16pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed Excessive dust present in the air in strong southerly winds today. So thick it gets in the eyes and mouth outdoors. Caller cannot open their windows for fresh air without the dust coming in. Southerly wind is picking up the dust and has worsened since noon. Workers are wetting the dust down but it is not enough to stop it spreading. uggesting on days where winds are so high could the work cease on those days only. Investigation undertaken, the conditions are bad due to the heat and wind, water were carts prioritised to key areas.
25/10/2025 2.36pm	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed, mine just fired a shot and a cloud of dust is now heading towards residence. Investigation, undertaken, blast monitors respresentive of the complainants location where reviewed and within approval limits. Complainant contacted and outcome discussed.
25/10/2025 2.30pm	Blast	EPA	Complaint received via the EPA. Report provided to the EPA. EPA assessed no further action required.
26/10/2025 9.21pm	Noise	Community Hotline	Complaint recived via the Community Hotline. Complainant discussed on going loud rumbling noise and random loud bangs. 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.
26/10/2025 10.05pm	Noise	Community Hotline	Complaint recived via the Community Hotline. Complainant discussed noise has increased considerably since 21:15 this evening, noise is still loud and rumbling and banging. 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.
27/10/2025 6.06am	Noise	Community Hotline	Complaint recived via the Community Hotline. Complainant discussed loud rumbling noise and banging throughout the night, interrupting sleep. 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.
Date/time Received	Nature of Complaint	Source	Investigation and Response
5/11/2025 12.04pm	Dust/Air Quality	Direct to Enviro Team	Complaint received direct to the Enviro team. The complainant discussed that there are dust plumes coming from the middle of north pit and going over the community of Muswellbrook. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.
5/11/2025 4.58pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust generation. Investigation, undertaken air quality results from real-time monitors were accessed and below the compliance limits.
8/11/2025 10.17pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continual rumbling noise. 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.
11/11/2025 11.56pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous loud rumbling, loud bang occurred just now. 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.

16/11/2025 11.44pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed continuous rumbling noise and loud banging. 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.
20/11/2025 10.40pm	Noise	Community Hotline	Complaint received via the Community Hotline. Complainant discussed usual continuous rumbling noise, no loud bangs tonight. 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.
23/11/2025 11.11pm	Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed a large amount of dust coming over before dark as if there was a strong southerly. This was about 7pm. You can smell it and taste it and it is still just hanging in the air. There is no wind and still the dust has come across to them. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.
24/11/2025 1.15pm	Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust generation. Investigation, undertaken air quality results from real-time monitors were accessed and below the compliance limits. Complainant is located in the acquisition zone for the project where the activities were being undertaken.
26/11/2025 12pm	Air Quality	EPA	Complaint received via the EPA. There was a significant storm event that impacted the area at the time of the complaint. EPA assessed no further action required.
Date/time Received	Nature of Complaint	Source	Investigation and Response
2/12/2025	Blast	Community Hotline	Complaint received via the Community Hotline. Complainant discussed concerns over damage caused to residence following a blast. Investigation undertaken all results were below approval limits. Environment Community Manager met with the complainant and discussed the results, blasting criteria and rights of neighbouring resident within MPO's approvals if they believe there has been damaged caused to a residence. No further action has been requested.
5/12/2025 10.49am	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed that there was a lot of dust driving in and out of town. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.
7/12/2025 12pm	Dust/Air Quality	EPA	Complaint received via the EPA. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. No further action requested by the EPA.
11/12/2025 10.45am	Dust/Air Quality	Community Hotline/EPA	Complaint received via the Community Hotline and EPA. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. EPA assessed no further action required at this time.
14/12/2025 12.29pm	Traffic Lights	Community Hotline	The lights were taking too long to change. Environment Community Manager called complainant and advised that the lights were scheduled to be removed later in the week.
15/12/2025 1.27pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed dust. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.
15/12/2025 6.57pm	Dust/Air Quality	Community Hotline/EPA	Complaint received via the Community Hotline and EPA. Complainant discussed dust blowing all day, little to no water used. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits. EPA assessed no further action required at this time.
22/12/2025 2.28pm	Dust/Air Quality	Community Hotline	Complaint received via the Community Hotline. Complainant discussed wind and dust being generated from the Mount Pleasant site. Investigation undertaken, air quality results from real-time monitors were accessed and below the compliance limits.