

Complaint Number	Date/Time Received	Nature of Complaint	Response
631	01/09/23, 4:23pm	Odour	Complaint received via the EPA. Complainant discussed smoke generated from a spontaneous combustion from the Mount Pleasant Operation. Due to a planned shutdown, there was minimal operations the morning of the complaint. However, dayshift operations commenced at 7am and the shift OCE conducted his pit inspection and noted spontaneous combustion in north pit. The OCE directed dozer 2274 to the area and from 8.20am until 10.30am the spontaneous combustion was managed by covering the heated material from the above dump. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principal Hazard Management Plan.
632	04/09/23, 11:49am	Odour	Complaint received via the Community Hotline. Complainant discussed the odour generated from a spontaneous combustion from the Mount Pleasant Operation. Upon receipt of the complaint at 12.15pm an inspection of the operation was undertaken by the environmental team and the shift OCE. The environmental team reviewed pit camera's and conducted a perimeter odour observation via all public roads (Wybong, Kayuga and Castlerock) surrounding MPO and no odour or visual smoke was observed. The shift OCE conducted an internal pit review and found minimal spontaneous combustion and odour. Heated coal was actively being managed by feeding directly to the CHPP to further assist in the management of spontaneous combustion. At the time of the complaint air quality results from the A-PF2 monitor recorded a wind speed of 0.9m/s and a southeast wind direction of 173°. Heated material within the active working areas will continue to be managed in accordance with the Mount Pleasant Spontaneous Combustion Principal Hazard Management Plan.
633	07/09/23 1:15pm	Odour	Complaint received via the EPA. Complainant discussed odour generated from a spontaneous combustion from the Mount Pleasant Operation.
634	09/09/23 11:09pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the shift OCE conducted an inspection of the pit and reported minimal mining noise from north pit with the site noise monitor levels sitting below 22db. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 24° and a wind speed of 0.8m/s recorded.
635	14/09/2023, 11:44pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the shift OCE conducted an inspection of the pit and reported minimal mining noise from north pit with equipment noise noted as a very minimal track snap and silent horn being used. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 27° and a wind speed of 1.7m/s recorded.
636	15/09/2023, 11:44pm	Noise	Complaint received via the Community Hotline. Complainant discussed noise from the Mount Pleasant Operation. Mining operations are regularly monitored and altered to minimise the impacts from noise. At the time of the complaint the shift OCE inspected the operation to determine the noise source and reported minimal mining noise from the pit. The OCE reviewed and monitored noise levels in the CAT Tool and ensured silent horns and reverse quacker alarms were being used. Regular inspections were conducted throughout the night to monitor levels and minimise impacts from noise. Prior to the complaint no noise alarms were received from NB04, which is the best representative of complainant location. Meteorological conditions recorded at the A-PF2 were valid with a recorded wind direction of 27° and a wind speed of 1.4 m/s recorded.

637	19/09/2023, 1:25pm	Blast Vibration, Dust	<p>Complaint received via the Community Hotline. Complainant discussed the Blast at the Mount Pleasant Operation. Pattern 12.5.VA1E was initiated in South Pit on the 19th of September at 1.10pm. At the time of blasting, the A-PF2 meteorological station recorded a 1 hourly rolling wind direction of 286 degrees NW with a 1 hourly rolling wind speed of 5.9 m/s. The compliance monitor B-VO2 monitor (the most representative of private residences) recorded 0.87mm/s and 109.5 DBL for vibration and overpressure. All vibration and overpressure monitors were within the compliance limits of 10 mm/s and 120 DBL. The fume rating post blast at the 500m personnel blast exclusion zone was 0. Post blast emissions travelled in a SE direction with blast dust observed to disperse close to the site boundary.</p>
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