

Mount Thorley Warkworth Complaints Register 2026

Date/Time Received	Description of Complaint	Immediate Action Taken
11/05/2026 09:07 AM	Anonymous community complaint received from EPA via email to Environment & Community Staff regarding Air (Dust). The EPA advised they had received complaints of excessive dust in the area of the Mount Thorley Warkworth mines yesterday morning (10/05/2026). This coincided with high particulate matter readings at several monitoring stations in the upper Hunter region. EPA requested a response on same day to confirm what activities were being undertaken during the morning on 10/5/2026 and what actions were taken to minimise dust generation at the premises.	16:34 - Environment & Community Staff provided a response to EPA with the requested information including details of Air Quality controls including: watercart dust suppression, standing down of equipment, reassigning of dozer from upper dump to alternate area, reduction in haul road operating areas, postponing of an activity to afternoon, reduction of vehicle operating speeds, and operation of the internal and external routine inspections and dust monitoring network. Inspections noted that an inversion/valley wide haze was observed during the day.
11/05/2026 09:56 AM	Community complaint received regarding Air (Dust). Complainant stated "they had observed dust this morning and that they could taste dust". Complaint received during call back.	09:56 - Environment and Community Staff (ECS) returned a missed call. Complainant advised they had observed dust and they could taste dust. The complainant alleged that dust was visibly coming from MTW pit and they had taken photos. ECS asked if the rainfall that had occurred in the morning had settled the dust at all to which the complainant advised that they had only received 2 points of rain, there had been dust in the area since sunrise, and that they could see dust rising from MTW during the call. The complainant also noted variable conditions over the weekend and described Saturday as a clear day and Sunday as excessively dusty. The complainant requested the call be recorded as a complaint, complainant explained they are continually having to complain about the same issue and it is "against human nature". ECS advised their complaint would be lodged. 10:15 - ECS notified Community Response Officer and Open Cut Examiner (OCE) of complaint. CRO completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified, light rain through morning up to around 9am. Open Cut Examiner (OCE) notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
10/05/2026 09:43 AM	Community complaint received regarding Air (Dust). Complainant stated "disgusting excess dust, reminder that it is mothers day. Hard to be outside. Declined callback as waste of time as you don't do anything about it". Call back not requested.	09:50 - Community Response Officer (CRO) completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified, valley wide haze observed at time of inspection. Open Cut Examiner (OCE) notified. 11:20 - Second community complaint received regarding Air (Dust). Complainant stated "2nd call Today, warning a lot of dust from mines, failed to act on that, now we had to cancel our Mothers celebration, Air quality has recorded HIGH PM2 not just in our area, Mt Thorley, Wambo, Mason Dieu. Would like for you to minimise dust today". Call back not requested. 09:30 - CRO completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified, valley wide haze observed at time of inspection. Open Cut Examiner (OCE) notified. Operational controls implemented to manage dust prior to and subsequent to complaint: - All available watercarts manned through shift. Watercarts water unused roads where possible throughout shift - Autobahn and Green Mile haul roads restricted to one way to minimise watercart haul routes. 03:20 - Dragline 101 (WML West Pit) parked up (Dust) - Total 1.1 Hours. 05:00 - Dragline 103 (WML North Pit) parked up (Dust) - Total 35 Minutes. 05:00 - West Pit Highwall chaining postponed. 06:00 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit) parked up (Dust) - Cumulative total 1.9 Hours. 07:00 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit) parked up (Dust) - Cumulative total 11.1 Hours. 08:25 - Excavator 321 (WML North Pit) and 5 Trucks parked up (Dust) - Cumulative total 4.7 Hours. 09:05 - Dragline 101 (WML West Pit) and 1 Truck parked up (Dust) - Cumulative total 3.3 Hours. 10:40 - Shovel 345 (WML West Pit) and 13 Trucks parked up (Dust) - Cumulative total 21.4 Hours. 11:00 - 6 Trucks parked up (Dust) - Cumulative total 7.9 Hours. 12:05 - Dragline 101 (WML West Pit) and 1 Truck parked up (Dust) - Cumulative total 3.8 Hours. 16:40 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit) parked up (Dust) - Cumulative total 1.2 Hours.

Date/Time Received	Description of Complaint	Immediate Action Taken
07/05/2026 10:33 AM	Community complaint received regarding road closure due to blasting. Complainant stated "Was stopped at Putty Road Mount Thorley for 18 minutes. Trying to go to work". Call back not requested.	MTW initiated a blast at 10:17 am, Putty Road closure began at time of blasting 10:17am, until road was reopened at approximately 10:32am. Open Cut Examiner notified.
05/05/2026 01:34 PM	Anonymous community complaint received from EPA via email to Environment & Community Staff regarding Air (Dust). The EPA advised they received several reports from community members alleging dust emissions from Mount Thorley Warkworth Coal Mines, on 3, 4, 6, 8, 9, 10, 27 and 28 April. The EPA requested an overview of operations and dust mitigation measures at the premises and air quality data for each of those dates.	Environment & Community Staff (ECS) received the EPA email on 5 May 2026 at 1:34 pm, ECS to prepare a report for EPA with requested details by 20 May 2026. Report was provided to EPA on 18/05/2026.
03/05/2026 12:00 PM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust, daily this week. Affecting their family health. You are aware of it; you are already patrolling. Caller will be contacting the EPA" Call back declined.	12:15 - Community Response Officer (CRO) completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified, valley wide haze observed at time of inspection. Open Cut Examiner (OCE) notified. Operational controls implemented around time of complaint: - All available watercarts manned through shift - Dragline 103 (WML North Pit) intermittent dust delays throughout shift 11:00 - Woodlands RL 181 dump shut, trucks sent to lower dumps to reduce watercart cycles times.

Date/Time Received	Description of Complaint	Immediate Action Taken
02/05/2026 03:30 AM	Community complaint received regarding Noise. Complainant stated "Mine is extremely noisy tonight and waking him up". Call back requested during daylight hours.	03:10 - Prior to complaint, Community Response Officer (CRO) attended the Bulga RFS monitoring location in response to a red noise alarm. CRO completed a noise reading above relevant criteria. WML LAeq 49dBA LAMax 52dBA truck, loading and horn noise audible. MTO 34dBA truck and dozer noise audible. Open Cut Examiner (OCE) notified. Operational controls implemented: 03:15 - Excavator 318, 319, 320 and 324 parked up - Cumulative total 4.9 Hours. 03:20 - 68 Trucks and 4 Drills parked up - Cumulative total 36.7 Hours. 03:30 - Community complaint received. 03:40 - CRO attended the Bulga RFS monitoring location and completed a noise reading above relevant criteria. WML LAeq 40dBA, LAMax 45dBA truck, loading and pump noise audible. MTO 36dBA truck and dozer noise audible. OCE notified. Operational controls implemented: 03:45 - 6 Dozers, 1 Rubber Tyre Dozer, Shovel 344 and 345, Excavator 321, 322, 323 parked up - Cumulative total 22.89 Hours. 03:45 - CRO attended the Bulga RFS monitoring location and completed a noise reading on relevant criteria. WML LAeq 37dBA, LAMax 43dBA truck and loading noise audible. MTO 35dBA truck noise audible. OCE notified. 04:05 - Following completion of noise management at Bulga RFS, CRO attended Inlet Road monitoring location in response to complaint and completed a noise reading below relevant criteria. WML LAeq 33dBA truck and loading noise audible. MTO inaudible. OCE notified. Request for callback passed onto day shift CRO. Day shift CRO attempted call back at 09:43 and 12:18, both calls were unanswered. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
02/05/2026 10:40 AM	Community complaint received regarding Air (Dust). Complaint stated "Excessive dust, CRO needs to drive a little further West or South and have a look at the neighbouring mine where it is perfectly clear". Call back not requested.	11:00 - Community Response Officer (CRO) completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified, valley wide haze observed at time of inspection. Open Cut Examiner (OCE) notified. Operational controls implemented around time of complaint: - All available watercarts manned through shift. Water Cart 812 down for Breakdown 08:30, back to work 14:30. 10:00 - Dozers sent to prepare lower dumps Slither RL 163 and Slither RL 145 in preparation to shut Woodlands RL 181 due to forecasted wind change. 11:45 - Woodlands RL 181 dump closed, trucks diverted to lower dumps.
29/04/2026 10:34 AM	Community complaint received regarding Air (Dust). Complainant stated "excessive dust again, every day this week". Call back not requested.	10:40 - Environment and Community Advisor (ECS) completed external site inspection in boundary and internal areas. Nil point source identified. Open Cut Examiner (OCE) notified. 11:00 - Community Response Officer completed inspection of site boundary. Prior to the complaint inversion present, dust visible, OCE notified. Operational controls implemented around time of complaint: - All available watercarts manned through shift. 07:20 - Dragline 103 (WML North Pit) parked up (Dust) - Total 1.1 Hours. 08:30 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit) parked up (Dust) - Cumulative total 9 Minutes. 09:10 - Dragline 103 (WML North Pit) parked up (Dust) - Total 5 Minutes. 10:00 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit) parked up (Dust) - Cumulative total 11 Minutes. 11:45 - Dragline 101 (WML West Pit) parked up (Dust) - Total 1.2 Hours. 12:15 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit) parked up (Dust) - Cumulative total 6 Minutes.

Date/Time Received	Description of Complaint	Immediate Action Taken
28/04/2026 09:33 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust at Warkworth and Mount Thorley pits". Call back not requested.	09:33 - Community Response Officer (CRO) inspecting West Pit along Putty Road, travelling from direction of Bulga at time of complaint. Inversion haze lifting from area, nil point source identified. 7 watercarts manned at time of complaint. Open Cut Examiner notified. Operational controls implemented around time of complaint: 05:15 - Dragline 103 (WML North Pit) parked up (Dust) - Total 1.7 Hours. 07:00 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit) parked up (Dust) - Cumulative total 3.6 Hours. 08:40 - Dragline 101 (WML West Pit) parked up (Dust) - Total 46 Minutes. 10:00 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit) parked up (Dust) - Cumulative total 18 Minutes.
21/04/2026 12:28 PM	Community complaint received regarding Air (Dust). Complaint was received during a simple request to call back. Complainant stated "Complainant lives on Milbrodale Road and has a dust complaint".	12:28 - Environment & Community Staff (ECS) contacted community member in response to a simple request to call back. The community member advised that he lives in Milbrodale Road and has a dust complaint. Complainant considered MTW was a contributor to dust in the area, but was not the only contributor. ECS advised air quality controls implemented at MTW including examples of water carts to manage haul road dust, dragline operations pausing towards end of night shift in an attempt to allow dust from dragline operations to settle before daytime heat and wind cause inversion to lift. ECS advised of additional investment in dust control projects which have been completed or in progress at MTW in response to regulator feedback from late 2023, including purchase of new larger watercarts, design of haul road watering system for a section of haul road, and air quality controls training of all site personnel. ECS also discussed use of complaints line for more immediate investigation of any issues. ECS advised his call would be added to complaints register. Complainant appreciated the call back and the information.

Date/Time Received	Description of Complaint	Immediate Action Taken
21/04/2026 11:14 AM	Anonymous community complaint received from EPA via email to Environment & Community Staff regarding Air (Dust). The EPA advised they received a report from community alleging dust emissions from Warkworth Coal Mine, on 16 April 2026 at 12:40pm and 20 April 2026 between 7:45am – 9:30am. The EPA requested an overview of operations and dust mitigation measures at the premises and air quality data 12 hours before and 12 hours after the time of the alleged event.	Environment & Community Staff (ECS) received the EPA email on 21 April 2026 at 11:14 am, which requested a report be submitted to EPA with requested details by 7 May 2026. Report was provided to EPA on 5/05/2026.

Date/Time Received	Description of Complaint	Immediate Action Taken
20/04/2026 10:12 AM	Community complaint received regarding Air (Dust). Complainant stated "horrendous rock dust level on Putty Road Bulga - the EPA gauge is going off for 3 days last week - please email with an explanation". Email or call back requested tomorrow.	10:30 - Community Response Officer (CRO) completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified. Open Cut Examiner (OCE) notified. Call back scheduled for following day per request. Operational control implemented around time of complaint: 05:00 - Dragline 101 (WML West Pit) parked up (Dust) 4.9 Hours. 05:30 - Dragline 103 (WML North Pit) parked up (Dust) 3.6 Hours. 06:50 - Watercart sent to water Excavator 322 dig face (WML West Pit). 07:50 - Loader 649 parked up (Dust) 2.2 Hours. 10:15 - 1 Dozer parked up (Dust) 6.6 Hours. 10:30 - MTO dump system closed for dust. 11:00 - CD190 dump closed for dust. 18:27 - Community complaint received regarding Complaint not responded to. Complainant stated "put in a complaint this morning, has requested email response - not heard yet, Call back requested between 6:30pm - 7:00pm. 18:34 - CRO called complainant back. Complainant advised they don't understand what's going on, they had asked for an explanation via email and they don't know why they had not received a response yet. CRO advised that they currently did not have access to information regarding their earlier complaint though would follow up with Environment and Community Staff (ECS) following their call. Complainant advised they would prefer an email, CRO advised they will pass this on to ECS. CRO notified Open Cut Examiner and provide details for follow up with ECS. 21/04/2026 9:22 - ECS received missed call from complainant. 10:02 - ECS called complainant back to follow up on missed call and discuss complaint.

Date/Time Received	Description of Complaint	Immediate Action Taken
20/04/2026 08:32 AM	Community complaint received regarding Air (Dust). Complainant stated "excessive dust coming from Warkworth mine site would like some respect for people living and travelling in the area as dust this morning is horrific". Call back not requested.	08:00 - Community Response Officer (CRO) observed heavy black smoke visible leaving Mount Thorley Industrial Estate area from a fire off site. 08:40 - CRO completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified. Open Cut Examiner (OCE) notified. Operational control implemented around time of complaint: 05:00 - Dragline 101 (WML West Pit) parked up (Dust) 4.9 Hours. 05:30 - Dragline 103 (WML North Pit) parked up (Dust) 3.6 Hours. 06:50 - Watercart sent to water Excavator 322 dig face (WML West Pit). 07:50 - Loader 649 parked up (Dust) 2.2 Hours. 10:15 - 1 Dozer parked up (Dust) 6.6 Hours. 10:30 - MTO dump system closed for dust. 11:00 - CD190 dump closed for dust.
14/04/2026 02:22 PM	Community complaint received stating regarding Air (Dust). Complainant stated "complaint regarding the dust from singleton up to when they got up to mine, eyes are stinging and see the dust in the air", call back requested.	14:29 – Community Response Officer (CRO) called complainant back. Complainant stated when driving to Singleton in the morning and then retuning back towards Bulga this afternoon and they experienced "stinging eyes and sore throat". CRO asked the complainant if they could describe the location on site where they viewed the dust as a potential issue, complainant could not provide any specific areas and stated "It was dusty from Bulga bridge right through till I got past the industrial estate and then I felt fine". The CRO explained to the complainant that current conditions have the wind direction being a north westerly direction and has been for the duration of the day, this coincided with a 2,021Ha planned burn by the RFS in the Martindale area located NW of site resulting in heavy smoke in the area. The complainant denied there was any smoke in the area and was adamant it was dust from the mine site. CRO notified Open Cut Examiner of complaint. CRO completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified from MTW. CRO observed farm paddock harrowing parallel to the Putty Road before Bulga Village that was generating large amounts of dust visible across the Putty Road. Regional smoke haze observed at time of inspection. OCE notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
13/04/2026 08:26 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust from Warkworth pit". Call back not requested.	08:30 - Community Response Officer (CRO) completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Conditions observed as valley wide haze and inversion. Nil point source identified. Open Cut Examiner (OCE) notified. Operational controls implemented to manage dust during the day: 05:00 - Dragline 101(WML West Pit) parked up 1.5 Hours. 05:00 - Dragline 101 (WML West Pit) operational on 10mins on 10mins off loading technique to reduce dust generation. 08:50 - Loader 649 relocated to a different stockpile to change material composition to reduce dust generation.
10/04/2026 10:49 AM	Community complaint received regarding Dust. Complainant stated "lot of dust coming from mine". Delayed call back requested.	10:55 - Community Response Officer notified Open Cut Examiner (OCE). Conditions observed as valley wide haze and inversion. Nil point source identified. Operational controls implemented to manage dust prior to and subsequent to complaint: 05:00 - Dragline 101 (WML West Pit) parked up for intermittent operation 6.2 hours. Dragline 103 (WML North Pit) parked up for intermittent operation 8.1 hours 06:17 - WML West Pit Drill Prep dozers reallocated to manage dust 08:00 - South ROM 1 spray increased to 100% volume, ROM 2 closed 08:55 - Loader 649 (WML Mini Strip) loading modified 09:53 - Loader 649 truck numbers reduced 10:28 - Shovel 345 (WML West Pit) parked up 1.7 hours 10:50 - Loader 650 (MTO South ROM) parked up 1.1 hours 13:03 - CRO called complainant back. Complainant stated that at the time of complaint there was a lot of dust leaving site crossing the Putty Road. CRO advised their complaint had been communicated with the OCE, operational controls were also implemented prior to complaint with two dig units had been placed on dust delay, two draglines were also on dust delay and that all available watercarts were manned. CRO thanked complainant for the call.

Date/Time Received	Description of Complaint	Immediate Action Taken
10/04/2026 08:12 AM	Community Complainant received regarding Air (Dust). Complainant stated "Excessive dust in Warkworth pit going across where they have employees working". Call back not requested.	08:15 - Community Response Officer notified Open Cut Examiner (OCE). Conditions observed as valley wide haze and inversion. Nil point source identified. Operational controls implemented to manage dust prior to and subsequent to complaint: 05:00 - Dragline 101 (WML West Pit) parked up for intermittent operation 6.2 hours. Dragline 103 (WML North Pit) parked up for intermittent operation 8.1 hours. 06:17 - WML West Pit Drill Prep dozers reallocated to manage dust. 08:00 - South ROM 1 spray increased to 100% volume, ROM 2 closed. 08:55 - Loader 649 (WML Mini Strip) loading modified. 09:53 - Loader 649 truck numbers reduced.
09/04/2026 03:43 PM	Community complaint received regarding Air (Dust). Complainant stated "The area has an air quality and health alert, there is excessive black coal dust from the ROM hopper" Call back not requested.	15:45 - Community Response Officer completed inspection from the Mount Thorley Industrial Area and inspected South ROM. Statutory Functions manager inspected Putty Road. Nil dust visible. Condition photos taken. Open Cut Examiner notified.
09/04/2026 09:08 AM	Community complainant received regarding Air (Dust) and Blasting (Vibration). Complainant stated "Dust coming out of mine into Bulga Village" Call back requested.	09:13 - Community Response Officer (CRO) called complainant. Complainant reported observing a dust haze originating from MTW in the morning and the previous morning. They were unable to identify any specific source areas contributing to the dust. CRO advised that both draglines were parked during the morning period and that all watercarts were operational and actively managing dust at the time of the complaint. The complainant also raised concerns about potential damage to their property as a result of blasting activities and requested a follow-up call from the Environment and Community Team. CRO confirmed that the complainant's details and request for a callback would be forwarded accordingly. Open Cut Examiner (OCE) notified. 09:30 - CRO completed follow up inspection along Putty Road and the Bulga village area. Nil dust observed throughout village however inversion haze visible over MTW and across the valley. Dust visible over MTO RL142 dump system, trucks redirected to operate at lower dumps. OCE Notified. Operational Controls Implemented prior to call: All available watercarts manned. Dragline 101 (WML West Pit) parked up 6.4 hours from 6am. Additionally, Dragline 103 (WML North Pit) was parked up for maintenance.

Date/Time Received	Description of Complaint	Immediate Action Taken
09/04/2026 08:20 AM	Community complainant received regarding Air (Dust). Complainant stated "Dust complaint." Call back not requested.	08:20 - Community Response Officer (CRO) completing routine inspection along Putty Road in the West Pit area at time of complaint. Condition photos taken. Inversion haze lifting from area, nil point source observed. Operational Controls Implemented prior to call: All available watercarts manned. Dragline 101 (WML West Pit) parked up 6.4 hours from 6am. Additionally, Dragline 103 (WML North Pit) was parked up for maintenance. Open Cut Examiner notified.
06/04/2026 09:01 AM	Community complaint received regarding Air (Dust). Complainant stated "excessive dust over the Warkworth Pit, particular in the area of the draglines". Call back not requested.	09:01– Community Response Officer (CRO) was completing routine inspections in Bulga Village at time of complaint. Light dust inversion observed over WML. Nil point source observed at time of inspection. Early morning fog still clearing in some parts, valley wide haze observed during inspections. Wind speed was calm at time of inspection. Condition photo recorded. Open Cut Examiner notified (OCE) Operational controls implemented at start of day shift, controls remained in place at time of complaint: - Draglines 101 (WML West Pit) and 103 (WML North Pit) parked up. - Drill prep dozers suspended from pushing over high wall. - All available watercarts manned and operating - Watercart directed to Shovel 324 to water down coal dig face.
03/04/2026 09:52 AM	Community complaint received regarding Air (Dust). Complainant stated "they are recording this call. excessive dust from the Mount Thorley site". Call back not requested.	10:00 - Community Response Officer (CRO) completed inspections along the Putty Road, Charlton Road, Bulga and Abbey Green areas. Nil point source identified, valley wide haze observed at time of inspection. Open Cut Examiner (OCE) notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
01/04/2026 04:20 PM	Anonymous community complaint received from EPA via email to Environment & Community Staff regarding Air (Dust). The EPA advised they received a report from community alleging dust emissions from Warkworth Coal Mine, from approximately 06:00AM on 31 January 2026. The EPA requested an overview of operations and dust mitigation measures at the premises and air quality data 12 hours before and 12 hours after the time of the alleged event.	Environment & Community Staff (ECS) received the EPA email on 1 April 2026 at 4:20 pm, which requested a report submitted to EPA with requested details by 24 April 2026. Report was provided to EPA on 24 April 2026.
01/04/2026 11:15 AM	Community complaint received regarding Blasting (Vibration). Complainant stated "Complaint about blast, shaken whole house, damaged items in property". Call back requested.	11:18 - Community Response Officer (CRO) called complainant back. Complainant stated that there was significant vibration felt at their property from a blast which occurred shortly before their complaint call. Complainant advised that their house shook like an earthquake and pictures fell from the wall causing damage. CRO confirmed there was a blast at MTW at this time and the data from blast monitors was not yet available and offered to call back with details, or refer the complaint to the E&C team. Complainant did not want any further action taken, they generally do not complain, wanted to register the complaint in a hope that it does not occur again. Preliminary blast monitoring results indicate that blast was within management conditions. Bulga Village Blast monitor results: Peak Over Pressure 95.7 dB, Peak Vibration 2.4 mm/sec.

Date/Time Received	Description of Complaint	Immediate Action Taken
11/03/2026 04:46 PM	Community complainant received regarding Air (Dust), Complainant stated "reluctantly advising they are getting more and more dust at their property as the mine progresses West". Call back requested.	16:49 - Community Response Officer (CRO) called complainant back. Complainant advised they lived on Milbrodale Road and lived closer to the neighbouring mining operations, however has noticed an increase of dust accumulating around their house as MTW has progressed West. Has noticed dust accumulating on the steps of their swimming pool and on window sill tracks. Complainant advised they had read the notes from the November CCC meeting and believed that MTW has done a lot of work to manage dust and address the concerns of the community. CRO agreed that MTW has made an effort to improve dust management strategies over the past few years. Complainant advised that they were very reluctantly complaining and that their complaint was not to do with conditions at time of complaint, rather from their observations over the past few months of increased dust settling on their property. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
05/03/2026 08:26 PM	Community complaint received regarding noise. Complainant stated "Noise is coming out of the pit". Call back requested.	19:55 - Community Response Officer (CRO) attended the Inlet Road monitoring location and completed a noise reading above relevant criteria. WML LAeq 39dBA, LAmx 43dBA truck, dozer and loading noise audible. MTO LAeq 35dBA truck and dozer noise audible. Open Cut Examiner (OCE) notified. Operational Controls Implemented: 20:00 - All loading units utilise touch loading technique and light horns. All dozers restricted to 1st gear. 20:15 - CRO attended the Inlet Road monitoring location and completed a noise reading above relevant criteria. WML LAeq 46dBA, LAmx 47dBA truck and loading noise audible. MTO LAeq 36dBA truck noise audible. OCE notified. Operational Controls implemented: 20:13 - Dragline 101 (WML West Pit), Dragline 103 (WML North Pit), Shovel 345 (WML West Pit), Excavator 319 (WML West Pit), Excavator 322 (WML West Pit), Excavator 320 (WML West Pit), Excavator 323 WML North Pit), Excavator 318 (WML North Pit), 1 Grader, 4 Dozers, 5 Drills and 44 Trucks parked up (Noise) - Cumulative total 122.6 Hours. All pumps adjacent to Watts Track shut down. MTO crusher shutdown. 20:26 - Community complaint received. 20:28 - CRO called complainant back. CRO advised that routine noise monitored was being completed and an elevated noise reading had been recorded and operational controls were being implemented to manage noise. Complainant advised they just wanted the noise lowered, they are sitting on their verandah watching the footy and it's hard to hear the footy. CRO advised that monitoring would continue to be completed. 21:00 - CRO attended the Inlet Road monitoring location and completed a noise reading below relevant criteria. WML LAeq 35dBA LAmx 46dBA truck and loading noise audible. MTO inaudible. BSO LAeq 33dBA truck and loading noise audible. OCE notified.
08/02/2026 10:48 PM	Community complaint received regarding Noise. Complainant stated "Rang neighbouring mine and they have shut down but the noise is coming from Mount Thorley, trucks, horns and buckets". Call back not requested.	23:00 - Community Response Officer (CRO) attended the Bulga RFS monitoring location and completed a noise reading below relevant criteria. WML 34dBA truck noise audible. MTO 36dBA truck and dozer noise audible. Open Cut Examiner notified.

Date/Time Received	Description of Complaint	Immediate Action Taken
06/02/2026 07:07 AM	Community complaint received regarding Air (Dust). Complainant stated "large amounts of black dust arising out the mine". Call back requested.	07:07 – Community Response Officer completing routine inspection when complaint received. Open Cut Examiner (OCE) completing in pit inspections and had identified a potential source dust source and was on route to investigate prior to complaint being received. 07:16 – CRO called the complainant back. Complainant stated they have taken video and photographs of black coal dust. CRO asked if the complainant could describe the location where they could see the dust sourcing from. Complainant description of location. CRO confirmed with the complainant that the OCE was currently investigating. Operational Control implemented: 07:18 – Loader 649 on coal rehandle at the MTO mini strip relocated to MTO South run of mine stockpile. 08:40 – Loader 649 parked up and placed on standby due to dust generation.
04/02/2026 06:47 PM	Community complaint received regarding Blasting (Post blast emissions), Complainant stated "Three complaints from residents who are unable to complain as they have agreements in place with their tenants. Contacted him this afternoon to advise there was a blast creating dust and fumes that crossed in Bulga and residents south along the Putty Road, complained of very bad fumes. Would like an email sent to MTW CCC Committee with an explanation". Call back not requested.	5/02/2026 - Environment and Community Staff (ECS) provided response to complainant confirming MTW initiated a blast at approximately 4/2/2026 11:59 am in Warkworth North Pit. The blast was not unusual and recorded a zero fume rating. An overview of residential tenancy agreement complaint resolution process for tenants in MTW owned properties was provided, including how the relevant tenants can contact MTW to discuss mine operations concerns, and encouraged the complainant to share those details with the relevant tenants that the complainant has been contacted by.

Date/Time Received	Description of Complaint	Immediate Action Taken
27/01/2026 06:56 PM	Community complaint received regarding Air (Dust). Complainant stated "Dust at Mount Thorley Warkworth mine, excessive dust. Please get watercarts out there." Call back not requested.	18:59 - Community Response Officer (CRO) notified Open Cut Examiner (OCE) of complaint. CRO commenced inspection around the mine. 19:05 - CRO notified OCE of possible dust visible in the West Pit area. Operational Controls Implemented: 19:10 - Excavator 322 (WML West Pit), Shovel 345 (WML West Pit) and 20 trucks parked (Dust) up cumulative total 3.3 hours. Watercarts sent to campaign West Pit area. 19:20 - CRO completed inspection at Bulga RFS monitoring location and observed isolated dust visible over West Pit North (dust not leaving site). OCE notified. 19:45 - CRO continued routine inspection. Nil dust visible in the West Pit area. OCE notified.
26/01/2026 10:59 AM	Community complaint received regarding Air (Dust). Complainant stated "silt settled from dust in water tank, water in tap smelling, privately owned property in Bulga and advised 2nd message no response it may not be important to you but affecting our lives". Call back requested.	11:20 - Community Response Officer (CRO) called complainant. Complainant stated they had called two weeks prior and had not heard back regarding tank cleaning request. CRO explained in brief the tank cleaning process that is offered by MTW. CRO advised their details and request would be passed to the Environment and Community team. Complainant outlined that the dust had accumulated in their tank over the last 10 plus years and was impacting taste and smell of drinking water. Complainant stated that recent TV news report in the Bulga area had increased their urgency for the service to be completed. Complainant asked for a timeframe on call back, CRO stated they could not commit a time for the call back, but would communicate the urgency of the request. On 27/01/2026, subsequent to the Australia Day public holiday, Environment & Community Staff contacted the community member, apologised for not responding to the initial enquiry earlier, and commenced arrangements for MTW Amenity Program tank clean offering.
09/01/2026 06:44 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust". Call back not requested.	06:44 - Community Response Officer (CRO) completing routine inspection when complaint received. Dust inversion observed over WML. At time of inspection wind speed was calm and a valley wide haze was observed. Open Cut Examiner Notified (OCE). Operational Controls in place at time of complaint: - Both draglines DL101 & DL103 are parked up to reduce dust generation. - 8 mining watercarts manned and operating. Watercarts hot seated throughout crib windows. - 5 off highway contractor watercarts managed throughout shift. 07:32 - Environment and Community Advisor completing inspection along Putty Road, Complainant on side of road and waved down ECS. ECS parked and spoke to complainant. Complainant expressed concern for general dust haze and dust from the South ROM. ECS provided overview of operation and controls in place.

Date/Time Received	Description of Complaint	Immediate Action Taken
08/01/2026 07:21 AM	Community complaint received regarding Air (Dust). Complainant stated "Excessive dust from last night". Call back requested.	07:37 - Community Response Officer (CRO) called complainant. Complainant explained that they believed there was excessive dust in the air above the mine this morning. Complainant explained that they thought it was caused last night due to not having any watercarts operating. CRO advised that watercarts were indeed operating throughout the night and other dust management controls were also being implemented throughout the shift. CRO stated that the mine was aware of current and predicted weather conditions that would continue to present challenges for the day and that strategies and changes were already being made to mitigate dust. Complainant went on to express concern for their family's health. Complainant advised they had taken photos and videos and would be sending to the EPA. After further discussion with the CRO complainant then spoke of specific areas of concern which the CRO was able to identify as West Pit South including Battle Axe and Woodlands dumps, as well as the MTO crusher yard. CRO assured complainant that their concerns would be inspected with complaint would be formally recorded. CRO notified Open Cut Examiner (OCE) 07:45 - CRO completed inspection along Putty Road in response to complaint. Dust haze visible in West Pit South area. OCE notified. Battleaxe RL 145 and Woodlands Dumps closed. 07:50 - Operational Change: Loader 649 South ROM intermittent load technique, Excavator 320 and 322 intermitted modified loading technique. 08:03 - Community complaint received regarding Air (Dust). Complainant stated "Rang earlier about dust and received a call back. The run of mine hopper is creating a lot of black dust and going high in sky. Crushing plant is creating a lot of dust as well. Doesn't need call as person in charge of mine has just arrived at his property" 08:04 - CRO was approached by complainant at Wallaby Scrub gate off Putty Road. Complainant explained that he believed the MTO Crusher and the South ROM was creating excessive dust. CRO explained that the MTO Crusher had already been identified and was now shut down, the South ROM was being monitored and operations would be modified if required. CRO notified OCE. 08:05 - Operational Change: Loader 649 South ROM parked up.