



# Monthly Environmental Monitoring Report

Yancoal Mount Thorley Warkworth

November 2019

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## **Revision History**

| Version No. | Version Details       | Document Status | Date       |
|-------------|-----------------------|-----------------|------------|
| 1.0         | Environmental Advisor | Final           | 09/01/2020 |

## **1.0 INTRODUCTION**

This report has been compiled to provide a monthly summary of environmental monitoring results for Mount Thorley Warkworth (MTW). This report includes all monitoring data collected for the period 1 November to 30 November 2019.

## 2.0 AIR QUALITY

#### 2.1 Meteorological Monitoring

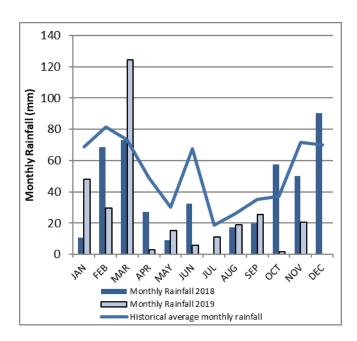
Meteorological data is collected at MTW's 'Charlton Ridge' meteorological station (refer to **Figure 3**: Air Quality Monitoring Locations).

#### 2.1.1 Rainfall

Rainfall for the reporting period is summarised in **Table 1**. The year-to-date monthly rainfall totals, 2019 monthly rainfall totals and historical average monthly rainfall trend are shown in **Figure 1**.

#### **Table 1: Monthly Rainfall MTW**

| 2019     | Monthly Rainfall<br>(mm) | Cumulative<br>Rainfall (mm) |
|----------|--------------------------|-----------------------------|
| November | 20.4                     | 303.4                       |



Note: The historical average monthly rainfall is calculated from 2007 to 2018 monthly totals Figure 1: Rainfall Trend YTD

#### 2.1.2 Wind Speed and Direction

Winds from the northwest were dominant during the reporting period as shown in **Figure 2.** 

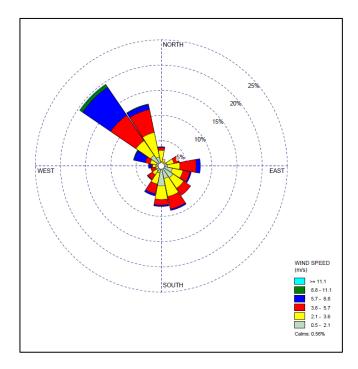


Figure 2: Charlton Ridge Wind Rose - November 2019

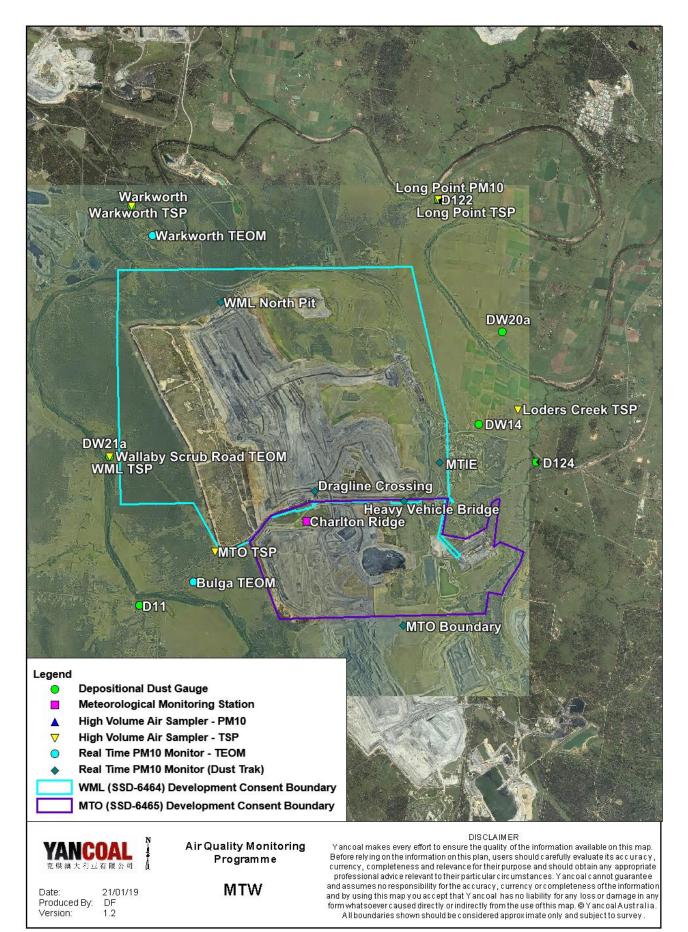


Figure 3: Air Quality Monitoring Locations

## 2.2 Depositional Dust

To monitor air quality, MTW operates and maintains a network of seven depositional dust gauges, situated on private and mine owned land surrounding MTW.

**Figure 4** displays insoluble solids results from depositional dust gauges during the reporting period compared against the year-to-date average and the annual impact assessment criteria.

During the reporting period the D11, DW20a, D124 and Warkworth monitors recorded monthly results above the long-term impact assessment criteria of 4.0 g/m<sup>2</sup> per month. Field notes associated with D124 confirm the presence of insects and bird droppings. As such the result is considered contaminated and will be excluded from calculation of the annual average. There is no evidence to suggest that the D11, DW20a and Warkworth results are contaminated. Accordingly, the results will be included in the annual average calculation.

An annual assessment of MTW's compliance with the Long-Term Impact Assessment Criteria will be provided in the 2019 Annual Review Report.

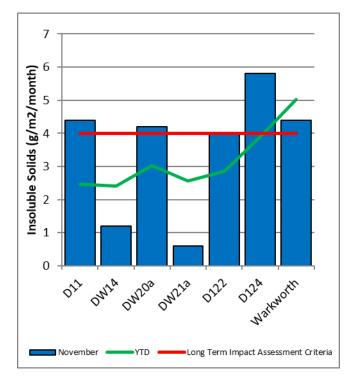


Figure 4: Depositional Dust – November 2019

#### 2.3 Suspended Particulates

Suspended particulates are measured by a network of High Volume Air Samplers (HVAS) measuring Total Suspended

Particulates (TSP) and Particulate Matter  $<10\mu$ m (PM<sub>10</sub>). The location of these monitors can be found in **Figure 3**. Each HVAS was run for 24 hours on a six-day cycle in accordance with EPA requirements.

#### 2.3.1 HVAS PM<sub>10</sub> Results

Figure 5 shows the individual  $PM_{10}$  results at each monitoring station against the short-term impact assessment criteria of  $50\mu g/m^3$ .

On 16, 22 and 28 November 2019 the Long Point HVAS  $PM_{10}$  unit recorded results of 53  $\mu$ g/m<sup>3</sup>, 110  $\mu$ g/m<sup>3</sup> and 84  $\mu$ g/m<sup>3</sup> respectively, which are greater than the short term (24hr)  $PM_{10}$  impact assessment criteria.

Investigation determined that the wind direction was generally not from MTW's angle of influence and that the likely MTW contribution to the results is less than 75%. Background PM10 levels were elevated on these days, with bushfires in the region. Accordingly, no further action is required (as per approved Air Quality Monitoring Programme).

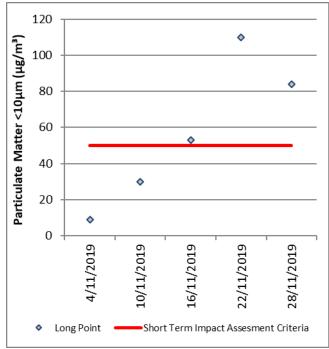


Figure 5: Individual PM10 Results - November 2019

**Figure 6** shows the annual average PM10 result against the long term impact assessment criteria.

An assessment of MTW's contribution to the long term assessment criteria will be reported in the 2019 Annual Review Report.

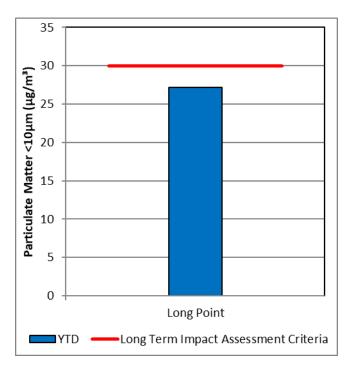


Figure 6: Annual Average PM<sub>10</sub> – November 2019

#### 2.3.2 TSP Results

Figure 7 shows the annual average TSP results compared against the long-term impact assessment criteria of  $90\mu g/m^3$ .

An assessment of MTW's contribution to the long-term assessment criteria will be reported in the 2019 Annual Review Report.

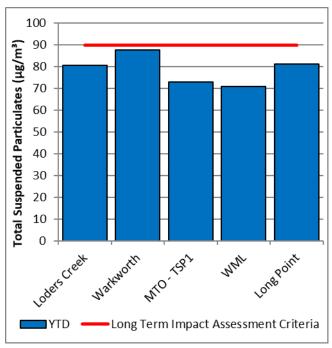


Figure 7: Annual Average Total Suspended Particulates – November 2019

#### 2.3.3 Real Time PM<sub>10</sub> Results

MTW maintains a network of real time PM<sub>10</sub> monitors. The real time air quality monitoring stations continuously log information and transmit data to a central database, generating internal alerts when particulate matter levels exceed internal trigger limits. It should be noted that the PM<sub>10</sub> monitor named the "Wallaby Scrub Road TEOM" is planned to be moved to a representative location west of Wollombi Brook and be renamed "Wambo Road TEOM". This change was submitted to DPIE on 31 July 2019 during an update to the MTW Air Quality Management Plan and was subsequently approved by DPIE on 28 August 2019. Figures in the MEMR will be updated once the monitor has moved to the new location.

Results for real time dust sampling are shown in Figure 8, including the daily 24-hour average  $PM_{10}$  result and the annual  $PM_{10}$  average.

On 1, 2, 7, 8, 12, 16, 17, 19, 20, 21-23, 26 and 28-30 November 2019, the Bulga OEH, Wallaby Scrub Road and/or Warkworth OEH TEOM's exceeded the short term (24hr) criteria.

Investigation into these exceedances determined that the wind direction was generally not from MTW's angle of influence and/or background  $PM_{10}$  levels were elevated. The maximum potential contributions to the results were less than 75% and less than 50  $\mu$ g/m<sup>3</sup>. Accordingly, MTW operations are not

considered to be a significant contributor to the results as described in the MTW Air Quality Management Plan and no further action is required. Elevated  $PM_{10}$  levels during November 2019 are considered partially attributable to bushfires in the region.

Data was not available on 26 November 2019 from the Wallaby Scrub Road monitor due to equipment issues.

#### 2.3.4 Real Time Alarms for Air Quality

During November, the real time monitoring system generated 1184 automated air quality related alerts, including 57 alerts for adverse meteorological conditions and 1127 alerts for elevated  $PM_{10}$  levels.

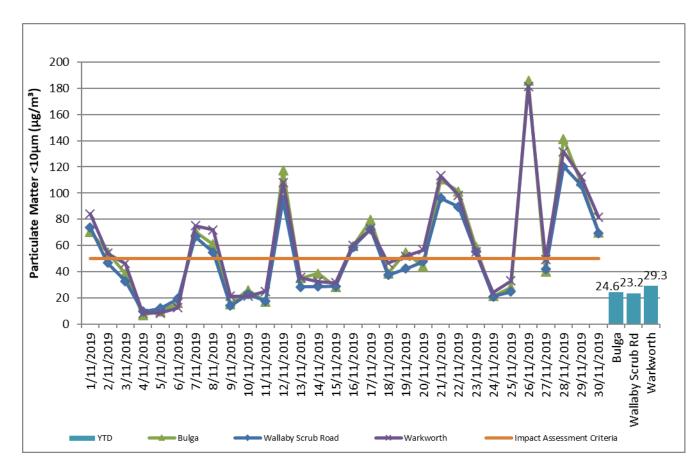


Figure 8: Real Time PM<sub>10</sub> daily 24hr average (line graphs) and YTD annual average (column graphs) – November 2019

## 3.0 WATER QUALITY

MTW maintains a network of surface water and groundwater monitoring sites.

## 3.1 Surface Water

Monitoring is conducted at mine site dams and surrounding natural watercourses.

Surface water courses are sampled on a monthly or quarterly sampling regime. Water quality is evaluated through the parameters of pH, Electrical Conductivity (EC) and Total Suspended Solids (TSS). The Hunter River and the Wollombi Brook are sampled both upstream and downstream of mining operations, to monitor the potential impact of mining on the river system. Other Hunter River tributaries are also monitored.

Results of monitoring are reported quarterly, next available in the December 2019 report.

#### 3.2 Groundwater Monitoring

Groundwater monitoring is undertaken on a quarterly basis in accordance with the MTW Groundwater Monitoring Programme.

Groundwater results are reported quarterly, next available in the December 2019 report.

#### 3.3 HRSTS Discharge

MTW participates in the Hunter River Salinity Trading Scheme (HRSTS), allowing discharge from licensed discharge points located at Dam 1N and Dam 9S. Discharges can only take place subject to HRSTS regulations.

During the reporting period no water was discharged under the HRSTS.

## 4.0 BLAST MONITORING

MTW have a network of six blast monitoring units. These are located at nearby privately owned residences and function as regulatory compliance monitors.

The location of these monitors can be found in Figure 15.

## 4.1 Blast Monitoring Results

During November 2019, 15 blasts were initiated at MTW. Figure 9 to Figure 14 show the blast monitoring results for the reporting period against the impact assessment criteria. The criteria are summarised in Table 2.

#### **Table 2: Blasting Limits**

| Airblast Overpressure<br>(dB(L)) | Comments  |
|----------------------------------|---|
| 115                              | 5% of the total number of blasts in a 12 month period                       |
| 120                              | 0%  |
|                                  |   |
| Ground Vibration (mm/s)          | Comments  |
| Ground Vibration (mm/s)          | <b>Comments</b><br>5% of the total number of blasts in a 12<br>month period |

During the reporting period one blast exceeded the 115 dB(L) threshold for airblast overpressure at the MTIE blast monitoring location. No blast exceeded the 5mm/s criteria for ground vibration.

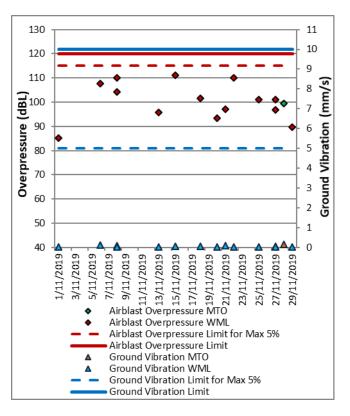


Figure 9: Abbey Green Blast Monitoring Results – November 2019

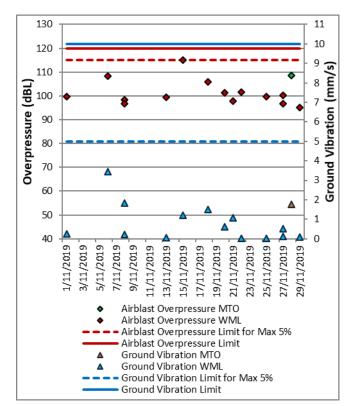


Figure 10: Bulga Village Blast Monitoring Results – November 2019

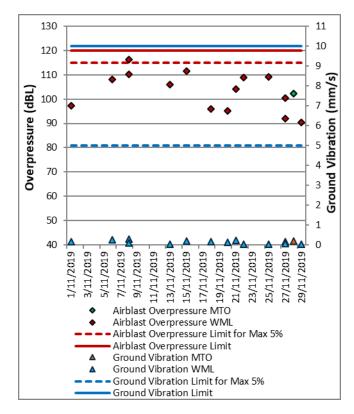


Figure 11: MTIE Blast Monitoring Results – November 2019

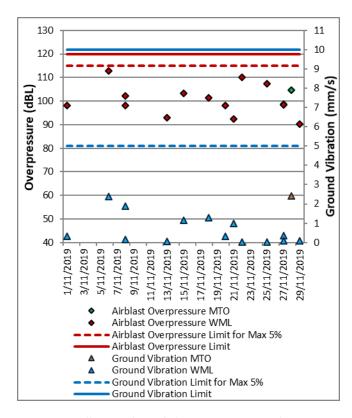


Figure 12: Wollemi Peak Road Blast Monitoring Results – November 2019

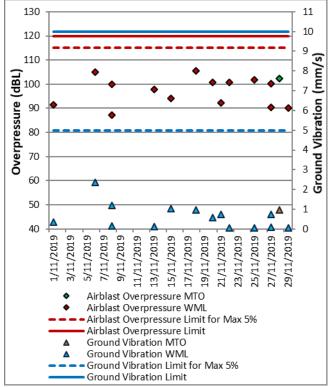


Figure 13: Wambo Road Blast Monitoring Results – November 2019

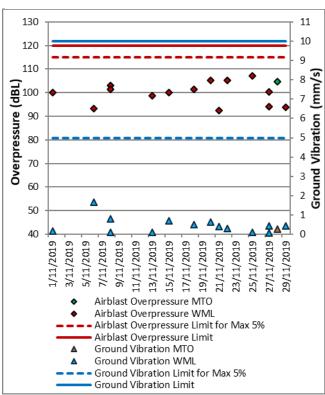


Figure 14: Warkworth Blast Monitoring Results – November 2019

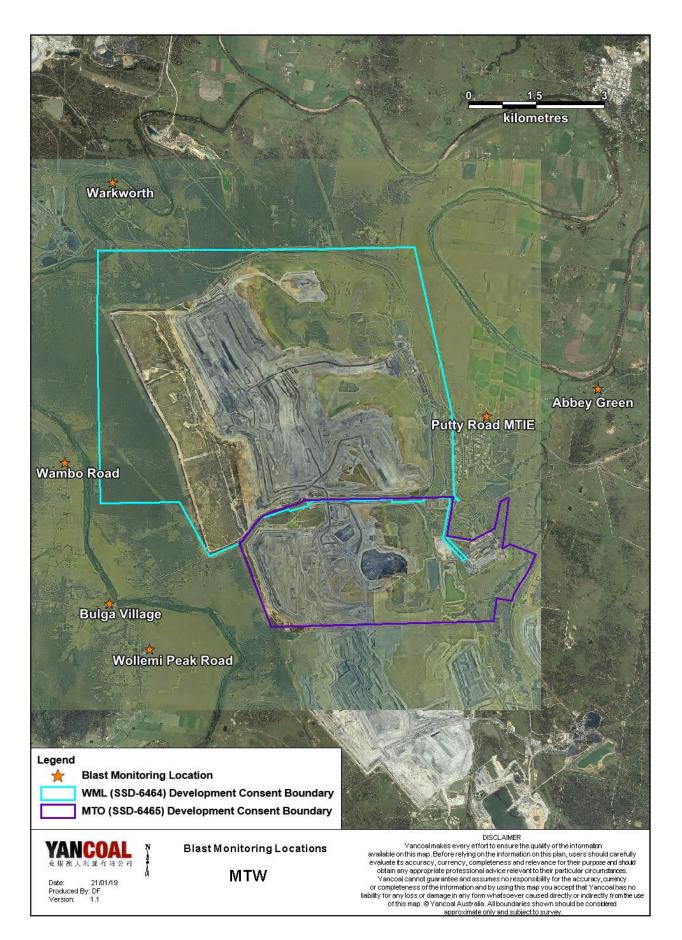


Figure 15: MTW Blast Monitoring Location Plan

## 5.0 NOISE

Routine attended noise monitoring is carried out in accordance with the MTW Noise Management Plan. A review against EIS predictions will be reported in the Annual Review. The purpose of the noise surveys is to quantify and describe the acoustic environment around the site and compare results with specified limits. Real time noise monitoring also occurs at five sites surrounding MTW. Noise monitoring locations are displayed in **Figure 16**. Attended monitoring was conducted at receiver locations surrounding MTW on the night of 11 November 2019. All measurements complied with the relevant criteria. Results are detailed in **Table 3 to Table 6.** 

#### 5.1.1 WML Noise Assessment

Compliance assessments undertaken against the WML noise criteria are presented in **Tables 3** and **4**.

#### **5.1 Attended Noise Monitoring Results**

#### Table 3: LAeq, 15 minute Warkworth Impact Assessment Criteria – November 2019

| Location      | Date and Time    | Wind Speed<br>(m/s) | Stability<br>Class | Criterion<br>dB(A) | Criterion<br>Applies? <sup>1</sup> | WML L <sub>Aeq</sub><br>dB <sup>2,3</sup> | Exceedance <sup>3,4</sup> |
|---------------|------------------|---------------------|--------------------|--------------------|------------------------------------|---|---------------------------|
| Bulga RFS     | 11/11/2019 23:10 | 1.4                 | E                  | 37                 | Yes                                | IA  | Nil                       |
| Bulga Village | 11/11/2019 23:50 | 0.9                 | D                  | 38                 | Yes                                | 30  | Nil                       |
| Gouldsville   | 11/11/2019 21:26 | 2.3                 | E                  | 38                 | Yes                                | <30                                       | Nil                       |
| Inlet Rd      | 11/11/2019 21:24 | 2.3                 | E                  | 37                 | Yes                                | IA  | Nil                       |
| Inlet Rd West | 11/11/2019 21:03 | 1.9                 | F                  | 35                 | Yes                                | IA  | Nil                       |
| Long Point    | 11/11/2019 21:01 | 1.9                 | F                  | 35                 | Yes                                | IA  | Nil                       |
| South Bulga   | 12/11/2019 0:07  | 0.6                 | F                  | 35                 | Yes                                | IA  | Nil                       |
| Wambo Road    | 11/11/2019 21:48 | 2.6                 | D                  | 38                 | Yes                                | <20                                       | Nil                       |

Notes:

1. Noise criteria apply during all meteorological conditions except the following: during periods of rain or hail; average wind speed at microphone height exceeds 5 m/s; wind speeds greater than 3 m/s measured at 10 metres above ground level; stability category F temperature inversion conditions and wind speeds greater than 2m/s at 10m above ground level; or stability category G temperature inversion conditions. Criterion may or may not apply due to rounding of meteorological data values;

Site-only LAeq,15minute attributed to WML, including modifying factors if applicable;

3. Bold results in red indicate exceedances of relevant criteria; and

4. NA in exceedance column means atmospheric conditions outside conditions specified in development consent and so criterion is not applicable.

#### Table 4: LA1, 1 minute Warkworth - Impact Assessment Criteria – November 2019

| Location      | Date and Time    | Wind Speed<br>(m/s) | Stability<br>Class | Criterion<br>dB(A) | Criterion<br>Applies? <sup>1</sup> | WML L <sub>A1, 1min</sub><br>dB <sup>2,3</sup> | Exceedance <sup>3,4</sup> |
|---------------|------------------|---------------------|--------------------|--------------------|------------------------------------|--|---------------------------|
| Bulga RFS     | 11/11/2019 23:10 | 1.4                 | E                  | 47                 | Yes                                | IA   | Nil                       |
| Bulga Village | 11/11/2019 23:50 | 0.9                 | D                  | 48                 | Yes                                | 34   | Nil                       |
| Gouldsville   | 11/11/2019 21:26 | 2.3                 | E                  | 48                 | Yes                                | 30   | Nil                       |
| Inlet Rd      | 11/11/2019 21:24 | 2.3                 | E                  | 47                 | Yes                                | IA   | Nil                       |
| Inlet Rd West | 11/11/2019 21:03 | 1.9                 | F                  | 45                 | Yes                                | IA   | Nil                       |
| Long Point    | 11/11/2019 21:01 | 1.9                 | F                  | 45                 | Yes                                | IA   | Nil                       |
| South Bulga   | 12/11/2019 0:07  | 0.6                 | F                  | 45                 | Yes                                | IA   | Nil                       |
| Wambo Road    | 11/11/2019 21:48 | 2.6                 | D                  | 48                 | Yes                                | <20  | Nil                       |

Notes.

1. Noise criteria apply during all meteorological conditions except the following: during periods of rain or hail; average wind speed at microphone height exceeds 5 m/s; wind speeds greater than 3 m/s measured at 10 metres above ground level; stability category F temperature inversion conditions and wind speeds greater than 2m/s at 10m above ground level; or stability category G temperature inversion conditions. Criterion may or may not apply due to rounding of meteorological data values;

Site-only LA1,1minute attributed to WML;
 Bold results in red are possible exceedances of relevant criteria; and

4. NA in exceedance column means atmospheric conditions outside conditions specified in development consent and so criterion is not applicable.

#### 5.1.3 MTO Noise Assessment

Compliance assessments undertaken against the MTO noise criteria are presented in Table 5 and 6.

| Location      | Date and Time    | Wind Speed<br>(m/s) | Stability<br>Class | Criterion<br>dB | Criterion<br>Applies? <sup>1</sup> | MTO L <sub>Aeq</sub><br>dB <sup>2,3</sup> | Exceedance <sup>3,4</sup> |
|---------------|------------------|---------------------|--------------------|-----------------|------------------------------------|---|---------------------------|
| Bulga RFS     | 11/11/2019 23:10 | 1.4                 | E                  | 37              | Yes                                | 34  | Nil                       |
| Bulga Village | 11/11/2019 23:50 | 0.9                 | D                  | 38              | Yes                                | 30  | Nil                       |
| Gouldsville   | 11/11/2019 21:26 | 2.3                 | E                  | 35              | Yes                                | IA  | Nil                       |
| Inlet Rd      | 11/11/2019 21:24 | 2.3                 | E                  | 37              | Yes                                | IA  | Nil                       |
| Inlet Rd West | 11/11/2019 21:03 | 1.9                 | F                  | 35              | Yes                                | IA  | Nil                       |
| Long Point    | 11/11/2019 21:01 | 1.9                 | F                  | 35              | Yes                                | IA  | Nil                       |
| South Bulga   | 12/11/2019 0:07  | 0.6                 | F                  | 36              | Yes                                | 30  | Nil                       |
| Wambo Road    | 11/11/2019 21:48 | 2.6                 | D                  | 38              | Yes                                | IA  | Nil                       |
|               |                  |                     |                    |                 |                                    |   |                           |

#### Table 5: LAeg, 15minute Mount Thorley - Impact Assessment Criteria – November 2019

1. Noise criteria apply during all meteorological conditions except the following: during periods of rain or hail; average wind speed at microphone height exceeds 5 m/s; wind speeds greater than 3 m/s measured at 10 metres above ground level; stability category F temperature inversion conditions and wind speeds greater than 2m/s at 10m above ground level; or stability category G temperature inversion conditions. Criterion may or may not apply due to rounding of meteorological data values;

2. Site-only LAeq,15minute attributed to MTO, including modifying factors if applicable;

3. Bold results in red indicate exceedances of relevant criteria: and

4. NA in exceedance column means atmospheric conditions outside conditions specified in consent, therefore criterion was not applicable.

#### Table 6: LA1, 1Minute Mount Thorley - Impact Assessment Criteria – November 2019

|       | Location      | Date and Time    | Wind Speed<br>(m/s) | Stability<br>Class | Criterion<br>dB | Criterion<br>Applies? <sup>1</sup> | MTO L <sub>A1, 1min</sub><br>dB <sup>2,3</sup> | Exceedance <sup>3,4</sup> |
|-------|---------------|------------------|---------------------|--------------------|-----------------|------------------------------------|--|---------------------------|
|       | Bulga RFS     | 11/11/2019 23:10 | 1.4                 | E                  | 47              | Yes                                | 37   | Nil                       |
|       | Bulga Village | 11/11/2019 23:50 | 0.9                 | D                  | 48              | Yes                                | 31   | Nil                       |
|       | Gouldsville   | 11/11/2019 21:26 | 2.3                 | E                  | 45              | Yes                                | IA   | Nil                       |
|       | Inlet Rd      | 11/11/2019 21:24 | 2.3                 | E                  | 47              | Yes                                | IA   | Nil                       |
|       | Inlet Rd West | 11/11/2019 21:03 | 1.9                 | F                  | 45              | Yes                                | IA   | Nil                       |
|       | Long Point    | 11/11/2019 21:01 | 1.9                 | F                  | 45              | Yes                                | IA   | Nil                       |
|       | South Bulga   | 12/11/2019 0:07  | 0.6                 | F                  | 46              | Yes                                | 33   | Nil                       |
|       | Wambo Road    | 11/11/2019 21:48 | 2.6                 | D                  | 48              | Yes                                | IA   | Nil                       |
| Notes |               |                  |                     |                    |                 |                                    |  |                           |

1. Noise criteria apply during all meteorological conditions except the following: during periods of rain or hail; average wind speed at microphone height exceeds 5 m/s; wind speeds greater than 3 m/s measured at 10 metres above ground level; stability category F temperature inversion conditions and wind speeds greater than 2m/s at 10m above ground level; or stability category G temperature inversion conditions. Criterion may or may not apply due to rounding of meteorological data values;

2. Site-only LAeq,15minute attributed to MTO;

3. Bold results in red indicate exceedances of relevant criteria; and

4. NA in exceedance column means atmospheric conditions outside conditions specified in consent, therefore criterion was not applicable.

## 5.1.4 NPfl Low Frequency Assessment

In accordance with the requirements of the EPA's Noise Policy for Industry (NPfI), the applicability of the low frequency

modification factor corrections has been assessed. There were no noise measurements taken during the reporting period which required a low frequency modification factor correction to be applied. The assessment for low frequency noise is shown in **Table 7**.

#### Table 7: Low Frequency Noise Modifying Factor Assessment – November 2019

| Location      | Date and Time    | Measured Site<br>Only LA <sub>eq</sub> dB<br>(WML/MTO) | Site Only L <sub>ceq</sub><br>dB <sup>1</sup><br>(WML/MTO) | Site Only<br>LCeq – LAeq<br>dB <sup>1,2</sup><br>(WML/MTO) | Result Max<br>exceedance of<br>ref<br>spectrum dB<br>(WML/MTO) <sup>1,3</sup> | Modifying<br>Factor<br>Correction<br>dB(A) <sup>1</sup> | Exceedance |
|---------------|------------------|--|--|--|---|---|------------|
| Bulga RFS     | 11/11/2019 23:10 | IA/34  | NA/50  | NA/16  | NA/Nil  | NA/Nil  | NA/NA      |
| Bulga Village | 11/11/2019 23:50 | 30/30  | NA/NA  | NA/NA  | NA/NA   | NA/NA   | NA/NA      |
| Gouldsville   | 11/11/2019 21:26 | <30/IA   | NA/NA  | NA/NA  | NA/NA   | NA/NA   | NA/NA      |
| Inlet Rd      | 11/11/2019 21:24 | IA/IA  | NA/NA  | NA/NA  | NA/NA   | NA/NA   | NA/NA      |
| Inlet Rd West | 11/11/2019 21:03 | IA/IA  | NA/NA  | NA/NA  | NA/NA   | NA/NA   | NA/NA      |
| Long Point    | 11/11/2019 21:01 | IA/IA  | NA/NA  | NA/NA  | NA/NA   | NA/NA   | NA/NA      |
| South Bulga   | 12/11/2019 0:07  | IA/30  | NA/NA  | NA/NA  | NA/NA   | NA/NA   | NA/NA      |
| Wambo Road    | 11/11/2019 21:48 | <20/IA   | NA/NA  | NA/NA  | NA/NA   | NA/NA   | NA/NA      |

Notes:
1. Where it is not possible to determine the site-only result due to the presence of other low-frequency noise sources occurring during the measurement, or where criteria were not applicable due to 2. As per NPfl, if LCeq – LAeq  $\geq$  15 dB further assessment of low-frequency noise required as detailed in Sections 2.5 and 3.3 of this report;

As per NPJI, compare measured spectrum against reference spectrum to determine if the low-frequency modifying factor is triggered and application of penalty is required; and
 Bold results indicate that NPfI low-frequency modifying factor has been triggered and application of correction is required.

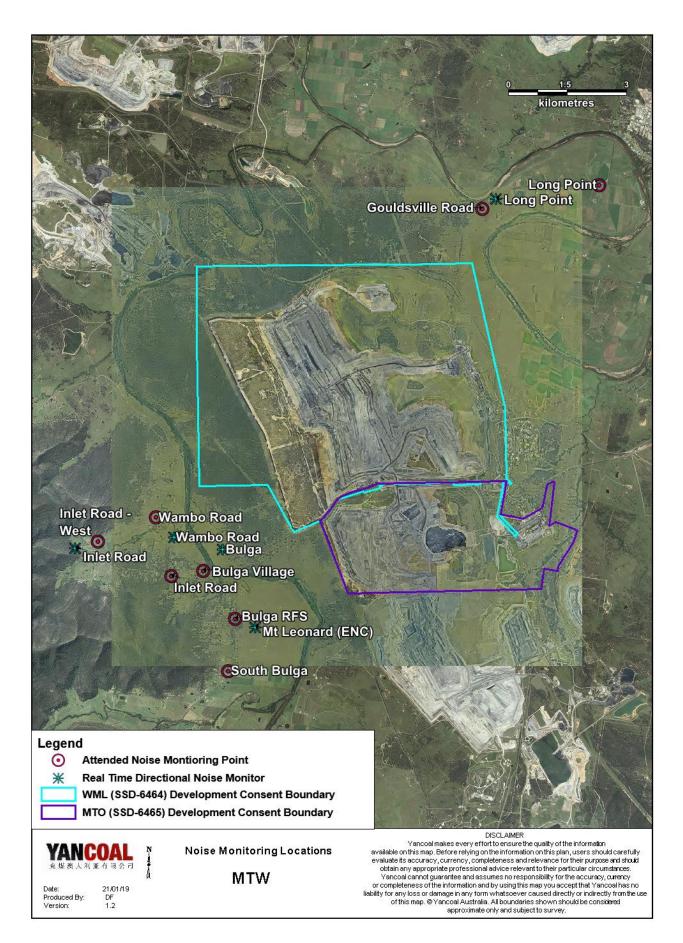


Figure 16: Noise Monitoring Location Plan

#### 5.2 Noise Management Measures

A program of targeted supplementary attended noise monitoring is in place at MTW, supported by the realtime directional monitoring network and ensuring the highest level of noise management is maintained. The supplementary program is undertaken by MTW personnel and involves:

- Routine inspections from both inside and outside the mine boundary;
- Routine and as-required handheld noise assessments (undertaken in response to noise alarm and/or community complaint), comparing measured levels against consent noise limits; and
- Validation monitoring following operational modifications to assess the adequacy of the modifications.

Where a noise assessment identifies noise emissions which are exceeding the relevant noise limit(s) for any particular residence, modifications will be made so as to ensure that the noise event is resolved within 75 minutes of identification. The actions taken are commensurate with the nature and severity of the noise event, but can include:

- Changing the haul route to a less noise sensitive haul;
- Changing dump locations (in-pit or less exposed dump option);
- Reducing equipment numbers;
- Shut down of task; or
- Site shut down.

A summary of these assessments undertaken during November are provided in **Table 8**.

## Table 8: Supplementary Attended Noise Monitoring Data – November 2019

| No. of      | No. of        | No. of nights | %       |
|-------------|---------------|---------------|---------|
| assessments | assessments > | where         | greater |
|             | trigger       | assessments   | than    |
|             |               |               |         |
|             |               | > trigger     | trigger |

Note: Measurements are taken under all meteorological conditions, including conditions under which the consent noise criteria do not apply.

## 6.0 OPERATIONAL DOWNTIME

During November, a total of 1463 hours of equipment downtime was logged in response to environmental events such as dust, noise and adverse meteorological conditions. Operational downtime by equipment type is shown in **Figure 17**.

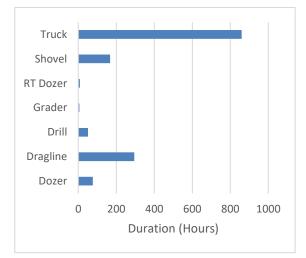


Figure 17: Operational Downtime by Equipment Type – November 2019

## **7.0 REHABILITATION**

During November 2019, 12.6 Ha of land was bulk shaped, 4.1 Ha of land was top soiled, 8.5 Ha of land was composted and 12.9 Ha of land was rehabilitated.

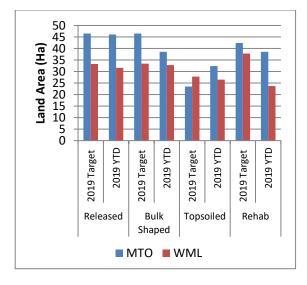


Figure 18: Rehabilitation YTD – November 2019

## **8.0 ENVIRONMENTAL INCIDENTS**

There were no reportable environmental incidents during the reporting period.

## **9.0 COMPLAINTS**

31 complaints were received during the reporting period. Details of these complaints are shown in **Table 9** below.

|           | Noise | Dust | Blast | Lighting | Other | Total |
|-----------|-------|------|-------|----------|-------|-------|
| January   | 7     | 6    | 9     | 3        | 0     | 25    |
| February  | 14    | 16   | 11    | 2        | 0     | 43    |
| March     | 20    | 8    | 4     | 2        | 0     | 34    |
| April     | 15    | 5    | 3     | 6        | 0     | 29    |
| May       | 15    | 8    | 6     | 3        | 0     | 32    |
| June      | 13    | 17   | 5     | 0        | 1     | 36    |
| July      | 10    | 16   | 3     | 0        | 3     | 32    |
| August    | 1     | 32   | 8     | 4        | 0     | 45    |
| September | 7     | 13   | 9     | 2        | 1     | 32    |
| October   | 5     | 8    | 13    | 4        | 0     | 30    |
| November  | 5     | 12   | 13    | 0        | 1     | 31    |
| December  |       |      |       |          |       |       |
| Total     | 112   | 141  | 84    | 26       | 6     | 369   |

#### **Table 9: Complaints Summary YTD**

Appendix A: Meteorological Data

| Date       | Air Temperature<br>Maximum (°C) | Air Temperature<br>Minimum (°C) | Relative Humidity<br>Maximum (%) | Relative Humidity<br>Minimum (%) | Wind Direction<br>Average (°) | Wind Speed<br>Average (m/sec) | Rainfall(mm) |
|------------|---------------------------------|---------------------------------|----------------------------------|----------------------------------|-------------------------------|-------------------------------|--------------|
| 1/11/2019  | 33                              | 12                              | 72                               | 15                               | 145                           | 2.2                           | 0.0          |
| 2/11/2019  | 34                              | 14                              | 74                               | 18                               | 155                           | 2.2                           | 0.0          |
| 3/11/2019  | 32                              | 16                              | 93                               | 23                               | 272                           | 3.9                           | 9.8          |
| 4/11/2019  | 28                              | 14                              | 96                               | 21                               | 237                           | 2.6                           | 0.6          |
| 5/11/2019  | 23                              | 10                              | 84                               | 23                               | 177                           | 3.0                           | 3.8          |
| 6/11/2019  | 29                              | 7                               | 84                               | 7                                | 283                           | 4.2                           | 0.0          |
| 7/11/2019  | 32                              | 16                              | 27                               | 3                                | 309                           | 5.7                           | 0.0          |
| 8/11/2019  | 31                              | 15                              | 39                               | 10                               | 282                           | 5.6                           | 0.0          |
| 9/11/2019  | 23                              | 10                              | 48                               | 4                                | 218                           | 4.1                           | 0.0          |
| 10/11/2019 | 29                              | 11                              | 61                               | 12                               | 212                           | 3.6                           | 0.0          |
| 11/11/2019 | 30                              | 10                              | 73                               | 12                               | 206                           | 2.7                           | 0.0          |
| 12/11/2019 | 36                              | 11                              | 52                               | -1                               | 286                           | 4.9                           | 0.0          |
| 13/11/2019 | 29                              | 12                              | 69                               | 1                                | 202                           | 3.1                           | 0.0          |
| 14/11/2019 | 29                              | 10                              | 47                               | 7                                | 269                           | 3.0                           | 0.0          |
| 15/11/2019 | 34                              | 13                              | 39                               | 2                                | 298                           | 4.3                           | 0.0          |
| 16/11/2019 | 28                              | 14                              | 78                               | 13                               | 132                           | 3.0                           | 0.0          |
| 17/11/2019 | 26                              | 14                              | 74                               | 20                               | 155                           | 2.9                           | 0.0          |
| 18/11/2019 | 30                              | 12                              | 78                               | 12                               | 195                           | 2.8                           | 0.0          |
| 19/11/2019 | 37                              | 20                              | 43                               | 2                                | 164                           | 3.0                           | 0.0          |
| 20/11/2019 | 30                              | 16                              | 72                               | 26                               | 129                           | 3.9                           | 0.0          |
| 21/11/2019 | 36                              | 15                              | 77                               | 11                               | 172                           | 2.3                           | 0.0          |
| 22/11/2019 | 38                              | 17                              | 81                               | 10                               | 229                           | 4.0                           | 0.6          |
| 23/11/2019 | 28                              | 15                              | 87                               | 45                               | 122                           | 2.9                           | 2.6          |
| 24/11/2019 | 25                              | 15                              | 87                               | 47                               | 134                           | 3.0                           | 0.0          |
| 25/11/2019 | 33                              | 15                              | 87                               | 21                               | 225                           | 3.0                           | 0.2          |
| 26/11/2019 | 35                              | 12                              | 84                               | 13                               | 259                           | 5.0                           | 2.4          |
| 27/11/2019 | -                               | -                               | -                                | -                                | -                             | -                             | -            |
| 28/11/2019 | -                               | -                               | -                                | -                                | 147                           | 2.8                           | 0.0          |
| 29/11/2019 | -                               | -                               | -                                | -                                | -                             | -                             | -            |
| 30/11/2019 | 38                              | 17                              | 80                               | 7                                | 222                           | 3.8                           | 0.4          |

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Indicates that data was not available due to technical issues.