

Community Complaints Summary



Date and time	From	Issue	Lodgement type	Investigation and response to caller
01/01/2017 11.10pm	Muswellbrook	Noise	Community Response Line	Investigation revealed noise levels are within limits. Caller was advised of investigation and monitoring results.
09/01/2017 3.30pm	Denman Rd	Blast Vibration	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
09/01/2017 3.23am	Roxburgh	Noise	Community Response Line	Investigation revealed MAC was not the source of the noise which was within limits. Caller was advised of investigation and monitoring results.
11/01/2017 11.59am	Denman Rd	Blast	Community Response Line	Caller noted they did not hear or see the blast. Just rattled the house. Investigation indicated overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of results of investigation.
11/01/2017 3.32pm	Muswellbrook	General Dust	Community Response Line	Amended dumping operations and continued to monitor. Caller was advised of operational change and monitoring results.

12/01/2017 3:42pm	Muswellbrook	General Dust	Community Response Line	Caller noted dust near the Denman Road area. Advised caller that Mt Arthur Coal had recently blasted and an investigation was underway. Asked caller whether a follow up call was sought. Caller declined.
12/01/2017 3:30pm	Other	General Dust	Third Party	Letter received from Third Party on Friday 13 January asking for investigation into dust emitting from site. Investigation reported in a reply letter to Third Party determined MAC fired two blasts, the first at 3:24pm, the second around 3:30pm. Normal mining operations also were continuing. Blasts were carried out in accordance with regulatory criteria. Other dust controls were implemented: grader activity reduced, additional water cart deployed to the region. Letter, with supporting documentation, sent to Third Party.
12/01/2017 3:30pm	Other	General Dust	Mt Arthur Coal Reception	Caller did not want to call the Community Response Line and left no call back details
12/01/2017 3:40pm	Other	General Dust	Mt Arthur Coal Reception	Caller did not want to call the Community Response Line and left no call back details

12/01/2017 3.46pm	Roxburgh	Blast	Community Response Line	Caller noted that a gas smell was evident at their residence. Advised caller that Mt Arthur Coal has recently blasted and an investigation was underway. Following the investigation, called back and advised that wind direction and speed did not support dust or fume leaving site.
17/01/2017 11.39am	Muswellbrook	Dust	Third Party	Third party caller noted dust left site on 12/01/2017 around 3.45pm. Advised an internal investigation was underway. Following investigation a report was provided on 19/01/2017.
22/01/2017 10.07pm	Roxburgh	Noise	Community Response Line	Caller noted continuous low frequency noise. Investigation determined MAC is not source of noise. Testing completed and caller was advised of outcome.
23/01/2017 11.26pm	Bureen Road	Light	Community Response Line	Caller did not provide contact number. Advised number of lights to the north/north east, stationary. Investigation revealed location of lights, which were turned off or redirected. Caller did not request to be called back regarding investigation results.
24/01/2017 12.14am	Muswellbrook	Light	Community Response Line	Investigation showed no identifiable external impact. Caller advised of investigation.
27/01/2017 3.14pm	Muswellbrook	Dust	Community Response Line	Caller noted dust from trucks on top of dumps. Modified operations to minimise dust. Caller notified of change.

28/01/2017 8.39pm	Denman Rd	Light	Community Response Line	Stationary white light facing left on upper dump. Investigation conducted and adjustment made.
30/01/2017 12.10am	Roxburgh	Noise	Community Response Line	Caller noted continuous low frequency noise. Investigation determined that MAC was not the source of the noise. What sounds like conveyor belt noise at source of complaint and wind direction north east.
31/01/2017 2.31pm	Roxburgh	Blast	Community Response Line	Caller noted grey/black cloud at 2.15pm and that it shook the house. Investigation revealed no dust nor fume left the site and vibration levels were within regulatory criteria. Caller was notified of outcome of investigation.
