

**BHP Mt Arthur Coal**  
**Community Complaints Summary**  
**Community Response Line # 1800 882 044**  
**Period: July-21**



<b>Date</b>	<b>Time</b>	<b>From</b>	<b>Issue</b>	<b>Lodgement type</b>	<b>Investigation and response to caller</b>
6/07/2021	9:45pm	Roxburgh Rd, Mangoola	Lighting	Community Response Line	Investigation revealed location of stationary lights, which were switched off.
7/07/2021	10:59am	Roxburgh Rd, Mangoola	Other	Phone call to Reception	Investigation revealed that lighting complaint reported to Community Response Phone Line was only communicated to MAC team via email and not the usual text message. As a result, the MAC team did not receive an alert via mobile phone and therefore could not immediately respond to the complaint.
23/07/2021	4:23pm	Racecourse Rd, Muswellbrook	Blasting	Community Response Line	Vibration results from the blast exceeded the approval limit of 10mm/s at one blast monitor on Denman Road west. All other blast monitors recorded results well below this level. Caller was advised of investigation.
26/07/2021	8:01am	Roxburgh Rd, Mangoola	Blasting	Community Response Line	Vibration results from the blast exceeded the approval limit of 10mm/s at one blast monitor on Denman Road west. All other blast monitors recorded results well below this level. Caller was advised of investigation.
30/07/2021	11:15am	Bureen Rd, Denman	Blasting	Community Response Line	Overpressure and vibration results from the blast were within approval limits. Caller was advised of investigation.