

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



<b>Date</b>	<b>Time</b>	<b>From</b>	<b>Issue</b>	<b>Lodgement type</b>	<b>Investigation and response to caller</b>
1/9/21	9:16pm	Bureen Rd Bureen	Lighting	Community Response Line	Investigation revealed location of stationary lights, which were adjusted to the resident's satisfaction.
1/9/21	9:48pm	Bureen Rd Bureen	Lighting	Community Response Line	Investigation revealed location of stationary lights, which were adjusted to the resident's satisfaction.
2/9/21	9:23pm	Roxburgh Rd Muswellbrook	Lighting	Community Response Line	Investigation revealed location of stationary lights, which were adjusted to the resident's satisfaction.
3/9/21	7:51pm	Roxburgh Rd Muswellbrook	Lighting	Community Response Line	Investigation revealed location of stationary lights, which were adjusted to the resident's satisfaction.
5/9/21	7:18pm	Roxburgh Rd Muswellbrook	Lighting	Community Response Line	Investigation revealed location of one stationary light, which was adjusted to the resident's satisfaction.
6/9/21	10:32am	Roxburgh Rd	Availability of customer service on Community Response Line	Community Response Line	Investigation with phone service provider found the Community Response Line was attended on 3 September between 7-8pm.
9/9/21	2:28pm	Racecourse Rd Muswellbrook	Blasting	Community Response Line	Monitoring results indicated overpressure and vibration levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
11/9/21	7:45pm	Roxburgh Rd Muswellbrook	Lighting	Community Response Line	Investigation revealed location of one stationary light, which was adjusted to the resident's satisfaction.

16/9/21	2:57pm	Skelleter Stock Rte Muswellbrook	Availability of Community Consultative Council (CCC) minutes on BHP website	NSW Department of Planning, Industry & Environment	Investigation revealed the BHP website had been rebuilt and relaunched on 7 September and not all CCC minutes had successfully migrated across to the new site. CCC minutes were uploaded to BHP's website on 17 September.
17/9/21	8:05pm	Roxburgh Rd Muswellbrook	Lighting	Community Response Line	Investigation revealed location of stationary light, which was adjusted to the resident's satisfaction.
19/9/21	9:32pm	Roxburgh Rd Muswellbrook	Lighting	Community Response Line	Investigation revealed location of stationary lights, which were adjusted to the resident's satisfaction.
24/9/21	7:35pm	Roxburgh Rd Muswellbrook	Lighting	Community Response Line	Investigation revealed location of stationary light, which were adjusted to the resident's satisfaction.
27/9/21	7:57pm	Bureen Rd Bureen	Lighting	Community Response Line	Investigation revealed location of stationary lights, which were adjusted. Further light positioning adjustments made on following day to ensure continued mitigation of impacts.
30/9//21	9:38pm	Roxburgh Rd Muswellbrook	Noise	Community Response Line	Nearest real-time monitor did not record any exceedances or distribute any alerts. Caller was advised of investigation and monitoring results.