

**BHP Mt Arthur Coal**  
**Community Complaints Summary**  
**Community Response Line #1800 882 044**  
**Period: July 22**



| <b>Date</b> | <b>Time</b> | <b>From</b>   | <b>Issue</b>    | <b>Lodgement type</b>   | <b>Investigation and response to caller</b>  |
|-------------|-------------|---------------|-----------------|-------------------------|--|
| 20/07/2022  | 6.39pm      | Roxburgh Road | Light           | Community Response Line | Complaint not received due to a fault from the phone line carrier not notifying the production number. Rectified now and tested. |
| 20/07/2022  | 10.50pm     | Roxburgh Road | Light           | Community Response Line | Investigation revealed location of stationary lights, which was switched off to the resident's satisfaction.                     |
| 26/07/2022  | 6:49pm      | Roxburgh Road | Light           | Community Response Line | Several lights were altered to mitigate impacts to the complainant's satisfaction.   |
| 28/07/2022  | 10:04am     | Denman Road   | Blast Vibration | Community Response Line | Blast results were in line with our approval.  |