

BHP Mt Arthur Coal
Community Complaints Summary
Community Response Line # 1800 882 044
Period: August 2019



Date	Time	From	Issue	Lodgment type	Investigation and response to caller
3/08/2019	6.48pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken.
4/08/2019	5.52pm	Linden/Roxburgh Road	General Dust	Community Response Line	Investigation revealed no unusual mining activities were occurring at the time, however action was taken to minimise dust. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller was advised of investigation and actions taken.
7/08/2019	6.30pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken.
8/08/2019	2.41pm	Muswellbrook	General Dust	Community Response Line	Pending further investigation.
12/08/2019	10.21am	Muswellbrook	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.
12/08/2019	10.22am	Muswellbrook	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.
12/08/2019	12.57pm	Muswellbrook	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.
12/08/2019	7.36pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken.
13/08/2019	4.53pm	Denman	Spontaneous Combustion	Community Response Line	Investigation revealed the operations team was managing a spontaneous combustion event in-line with the site procedure. Caller was advised of investigation.
15/08/2019	1:55pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken.
27/08/2019	6.56pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken.