

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



Date	Time	From	Issue	Lodgment type	Investigation and response to caller
10/07/2019	5.57pm	Racecourse Road/Sheppard Avenue	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and issue rectified.
10/07/2019	9.35pm	Racecourse Road/Sheppard Avenue	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
13/07/2019	6.08pm	Racecourse Road/Sheppard Avenue	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and issue rectified.
18/07/2019	8.38pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and issue rectified.
19/07/2019	6.38pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and issue rectified.
25/07/2019	7.21pm	Racecourse Road/Sheppard Avenue	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and issue rectified.
27/07/2019	7.08pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and issue rectified.
27/07/2019	7.10pm	Racecourse Road/Sheppard Avenue	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and issue rectified.
29/07/2019	9.44pm	Racecourse Road/Sheppard Avenue	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
30/07/2019	6.09pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and issue rectified.