

BHP Mt Arthur Coal
 Community Complaints Summary
 Community Response Line # 1800 882 044
 Period: Jun-20



Date	Time	From	Issue	Lodgement type	Investigation and response to caller
3/06/2020	11.25am	Dorset Road	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. Caller advised he was unable to find the Community Response Line phone number on the BHP website. The number is listed on the BHP website, under Environment, Regulatory Information, NSWEC Mt Arthur Coal.
3/06/2020	11.27am	Ridglands Road	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.
8/06/2020	11.04pm	Roxburgh Road	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.
18/06/2020	11.53pm	Roxburgh Road	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.
27/06/2020	9.56pm	Roxburgh Road	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.