

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



Date	Time	From	Issue	Lodgement type	Investigation and response to caller
2/05/2020	6.15pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and actions taken.
7/05/2020	8.36am	Muswellbrook	Off-site bus route	Email	Investigation revealed the Greyhound Bus Service was using Skellatar Stock Route to transport employees to MAC for work. When notified of issue (load limit restriction of 10T), the bus company immediately amended their bus route to exclude Skellatar Stock Route.
22/05/2020	7.15pm	Roxburgh Road	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and actions taken.