

**BHP Mt Arthur Coal**  
**Community Complaints Summary**  
**Community Response Line #1800 882 044**  
**Period: October 21**



<b>Date</b>	<b>Time</b>	<b>From</b>	<b>Issue</b>	<b>Lodgement type</b>	<b>Investigation and response to caller</b>
2/10/21	7:04pm	Roxburgh Road, Muswellbrook	Lighting	Community Response Line	Investigation revealed location of one stationary light, which was adjusted to the resident's satisfaction.
4/10/21	5:08pm	Roxburgh Road, Muswellbrook	Lighting	Community Response Line	Nearest real-time monitor did not record any exceedances or distribute any alerts. Caller was advised of investigation and monitoring results.
13/10/21	8:32pm	Roxburgh Road, Muswellbrook	Lighting	Community Response Line	Investigation revealed location of stationary lights, which was switched off to the resident's satisfaction.
21/10/21	8:00pm	Roxburgh Road, Muswellbrook	Lighting	Community Response Line	Investigation revealed location of stationary light, which was adjusted to the resident's satisfaction.
22/10/21	12:00pm	Denman Road, Muswellbrook	Other	Community Response Line	Immediate installation of a dedicated traffic controller to direct truck movements entering and exiting BHP property.
30/10/21	5:22pm	Shephard Avenue Muswellbrook	General Dust	Community Response Line	Operations were modified to lower levels in response to airborne dust evident due to strong southerly winds. No dust monitor exceedances were recorded for the period. Caller was advised of result.