

Community Complaints Summary

| Date and time | From | Issue | Lodgement type | Investigation and response to caller |
|---------------------|--------------|-------------------|-------------------------|--|
| 02/08/2015 12:28 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 03/08/2015 14:55 | Regulator | Other | Lodged with Third Party | As part of its blasting procedures, Mt Arthur Coal places reduced speed signs along a public road approximately one hour before the anticipated time of the blast event. These signs are put in place for the safety of both the general public and company personnel who are located along the roadway in preparation for a blast. Investigation revealed that speed limit signs were erected within the timeframe set out in Mt Arthur Coal's blasting procedures, which aim to ensure the safety of Mt Arthur Coal personnel and community members. |
| 06/08/2015 19:42 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 08/08/2015 13:33 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 08/08/2015 19:05 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 13/08/2015 22:10 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 14/08/2015 11:00 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 16/08/2015 17:08 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 17/08/2015 16:23 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 19/08/2015 22:54 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |

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| 20/08/2015 8:29 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 20/08/2015 19:45 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 21/08/2015 18:33 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 21/08/2015 9:45 | Regulator | Other | Lodged with Third Party | As part of its blasting procedures, Mt Arthur Coal places reduced speed signs along a public road approximately one hour before the anticipated time of the blast event. These signs are put in place for the safety of both the general public and company personnel who are located along the roadway in preparation for a blast. Investigation revealed that speed limit signs were erected within the timeframe set out in Mt Arthur Coal's blasting procedures, which aim to ensure the safety of Mt Arthur Coal personnel and community members. |
| 23/08/2015 11:36 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 23/08/2015 18:35 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 25/08/2015 17:50 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 25/08/2015 17:45 | Muswellbrook | Lighting | Community Response Line | Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation results and action taken. Caller advised they were satisfied that the issue had been resolved |
| 26/08/2015 8:22 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 26/08/2015 17:27 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 28/08/2015 16:25 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |

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| 29/08/2015 17:40 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 30/08/2015 23:33 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |
| 31/08/2015 11:30 | Racecourse Road | Blast Overpressure | 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. |
| 31/08/2015 20:01 | Roxburg 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. Caller advised they were satisfied that the issue had been resolved |
| 31/08/2015 15:48 | Muswellbrook | 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 internal benchmarks. Caller did not request to be called back regarding investigation and monitoring results. |