



## Community Complaints Summary

BHP Mt Arthur Community Response Line: 1800 882 044.

August 2018

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Date and time	From	Issue	Lodgement type	Investigation and response to caller
02/08/2018 16:42	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Investigation revealed mining operations had already ceased at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller was advised of investigation and monitoring results.
02/08/2018 22:30	Racecourse Road/Sheppard Avenue	Lighting	Phone Call	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.
08/08/2018 20:15	Racecourse Road/Sheppard Avenue	Lighting	Phone Call	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.

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10/08/2018 9:25	Racecourse Road/Sheppard Avenue	General Dust Email		Investigation revealed mining operations had already ceased at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller was advised of investigation and monitoring results.
17/08/2018 18:08	Racecourse Road/Sheppard Avenue	Blast Vibration	Phone Call	Mt Arthur Coal did not Blast.
22/08/2018 9:01	Racecourse Road/Sheppard Avenue	General Dust Community Response Line		Investigation revealed mining operations had already ceased at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria.
23/08/2018 9:20	Racecourse Road/Sheppard Avenue	General Dust Community Response Line		Investigation revealed mining operations had already ceased at the time. Results at the nearest monitor indicated dust levels were not elevated at the time, and the 24 hour average remained within regulatory criteria. Caller was advised of investigation and monitoring results.
23/08/2018 17:58	Racecourse Road/Sheppard Avenue	Lighting	Phone Call	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.
25/08/2018 21:11	Racecourse Road/Sheppard Avenue	Lighting	Phone Call	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.