



Community Complaints Summary

BHP Mt Arthur Coal Community Response Line: 1800 882 044

November 2018

Date and time	From	Issue	Lodgement type	Investigation and response to caller
4/12/2018 10:21	Other	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.
9/12/2018 10:02	Roxburgh 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
20/12/2018 20:17	Thomas Mitchell Drive	Other	Community Response Line	Caller thanked for information supplied.

23/12/2018 22:40	Roxburgh 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
24/12/2018 11:04	Muswellbrook	Other	Community Response Line	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.
24/12/2018 14:16	Denman 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 not within regulatory criteria. Caller was advised of investigation and monitoring results.
24/12/2018 14:23	Racecourse Road/Sheppard Avenue	Blast Vibration	Phone Call	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated overpressure noise and ground vibration levels were not within regulatory criteria. Caller was advised of investigation and monitoring results.

24/11/2018 – 01/12/2018	Other	Train Noise	Other	Investigation revealed trains were not operating 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.
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