



Community Complaints Summary

BHP Mt Arthur Coal Community Response Line: 1800 882 044

February 2019

Date and time	From	Issue	Lodgement type	Investigation and response to caller
03/02/2019 23:26	Roxburgh Road	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor were unavailable due to monitor being non-operational.
04/02/2019 17:46	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.

04/02/2019 17:49	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.
06/02/2019 4:48	Roxburgh Road	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor were un available due to monitor being non-operational.
08/02/2019 11:33	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 within regulatory criteria.
08/02/2019 12:00	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 within regulatory criteria.
11/02/2019 22:28	Roxburgh Road	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor were un available due to monitor being non-operational.

15/02/2019 12:58	Muswellbrook	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.
20/02/2019 11:45	Roxburgh Road	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 regulatory criteria.
21/02/2019 10:56	Muswellbrook	Blast Dust	Community Response Line	Investigation revealed weather conditions were suitable for blasting 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.
28/02/2019 1:05	Roxburgh Road	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.
