



Community Complaints Summary

BHP Mt Arthur Community Response Line: 1800 882 044.

July 2018

Date and time	From	Issue	Lodgement type	Investigation and response to caller
04/07/2018 11:41	Denman Road	Blast Fume	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.
04/07/2018 13:51	Denman Road	Blast Fume	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.
12/07/2018 9:44	Muswellbrook	Other	Lodge With Third Party	Investigation revealed dump heights were well under the max limit allowed to the mine. The Department of Planning and Environment was advised of findings.

18/07/2018 15:00	Denman	General Dust Other		Investigation revealed that the percentage target for rehab was completed and exceeded in FY18. Caller was advised of investigation findings.
20/07/2018 21:00	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
31/07/2018 11:01	Muswellbrook	Blast Fume	Community Response Line	Investigation revealed weather conditions were suitable for blasting at the time. Results indicated fume, overpressure noise and ground vibration levels were within regulatory criteria. Caller was advised of