



Community Complaints Summary

BHP Mt Arthur Coal Community Response Line: 1800 882 044

March 2019

Date and time	From	Issue	Lodgement type	Investigation and response to caller
05/03/2019 9:45	Racecourse Road/Sheppard Avenue	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.
08/03/2019 20:27	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

12/03/2019 12:45	Roxburgh Road	Low Frequency 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.
19/03/2019 10:48	Muswellbrook	Other	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.
20/03/2019 12:46	Roxburgh Road	Low Frequency 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.
23/03/2019 23:56	Roxburgh Road	Low Frequency 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.
24/03/2019 12:03	Roxburgh Road	Low Frequency 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.
