

Community Complaints Summary

Date and time	From	Issue	Lodgement type	Investigation and response to caller
02/05/2015 19:47	Other	Lighting	Community Response Line	Investigation revealed locations of lights were shining into the residence. OCE fixed during shift and caller was satisfied with this upon call back the following day.
04/05/2015 20:29	Denman Road	Lighting	Community Response Line	Investigation revealed lighting location was the issue. The on-shift OCE adjusted these after complaint was received and notified caller, who was satisfied with this response.
07/05/2015 8:36	Denman Road	Other	Community Response Line	Investigation revealed that at the time of complaint, wind was blowing in a NW direction at 4m/s and therefore not coming from Mt Arthur Coal. Caller was provided with the wind direction and speed information and caller advised the smell had subsided since their call.
13/05/2015 8:24	Roxburgh Road	Lighting	Community Response Line	Investigation revealed lighting location was the issue. On-shift OCE redirected these after call was received and resident was satisfied with this outcome.
14/05/2015 11:10	Other	Blast	Community Response Line	Investigation revealed the blast was within criteria. Upon call back, resident wished to advise that they felt large vibration from under the house that went on for 10 seconds. Their glass windows shook and they thought it was an earthquake. Resident was satisfied that blast was within criteria, but wanted to advise us that they felt it in Wybong. Resident was satisfied with response.
20/05/2015 10:32	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. Caller was advised of investigation and monitoring results.
20/05/2015 10:32	New England Highway	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.
20/05/2015 10:32	Muswellbrook	Blast Vibration	Lodged with Third Party	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.
20/05/2015 10:32	Muswellbrook	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.
21/05/2015 13:12	Antiene	Blast Overpressure Noise	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.
23/05/2015 18:00	Other	Odour	Phone Call	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest wind monitor indicated no notable wind activity. Caller was advised of investigation and monitoring results.
23/05/2015 18:00	Other	Odour	Lodged with Third Party	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest wind monitor indicated no notable wind activity. Caller was advised of investigation and monitoring results.
27/05/2015 9:39	Roxburgh Road	Lighting	Community Response Line	Caller was notified that no unusual operations occurring at the time of the complaint.

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27/05/2015 11:28	New England Highway	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.
28/05/2015 9:20	Antiene	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.