

Community Complaints Summary

Date and time	From	Issue	Lodgement type	Investigation and response to caller
08/11/2014 20:13	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.
10/11/2014 10:28	Muswellbrook	Operational Noise	Community Response Line	Received from the NSW Environment Protection Authority on behalf of a resident. 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. The Authority was advised of investigation and monitoring results.
13/11/2014 23:05	Muswellbrook	Operational Noise	Community Response Line	Received from the NSW Environment Protection Authority on behalf of a resident. 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. The Authority was advised of investigation and monitoring results.
13/11/2014 14:27	Edderton Road	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.
17/11/2014 18:48	Racecourse Road	General 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.
20/11/2014 13:08	Racecourse Road	Blast 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 did not request to be called back regarding investigation and monitoring results.
23/11/2014 7:38	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. Caller was advised of investigation and monitoring results.
28/11/2014 9:15	Denman Road	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.