

**BHP Mt Arthur Coal**  
**Community Complaints Summary**  
**Community Response Line # 1800 882 044**  
**Period: November 2019**



Date	Time	From	Issue	Lodgment type	Investigation and response to caller
4/11/2019	10.51am	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 advised of investigation results.
4/11/2019	5.00pm	Singleton	Off-site bus pick up/drop off point	Community Response Line	Investigation revealed the existing bus pick up/drop off point would be better suited to a different location to allow for improved traffic flow and parking options. Caller advised of investigation results.
7/11/2019	12.59pm	New England Highway	General Dust	Community Response Line	Investigation revealed operations had been modified. Dust monitoring results indicated levels were within regulatory criteria. Caller advised of investigation and monitoring results.
10/11/2019	10.41am	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Operations were modified. Dust monitoring results indicated levels were within regulatory criteria. Caller advised of investigation and monitoring results.
12/11/2019	2.29pm	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Investigation revealed operations had been modified. Dust monitoring results indicated levels were within regulatory criteria. Caller advised of investigation and monitoring results.
28/11/2019	10.08pm	Roxburgh Road	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Noise monitoring results indicated noise levels were within regulatory criteria. Caller advised of investigation and monitoring results.