



## Community Complaints Summary

BHP Mt Arthur Coal Community Response Line: 1800 882 044

October 2018

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<b>Date and time</b>	<b>From</b>	<b>Issue</b>	<b>Lodgement type</b>	<b>Investigation and response to caller</b>
06/10/2018 17:45	Other	Spontaneous Combustion	Community Response Line	Investigation revealed spontaneous combustion activity at the time of the call. Mining operations were altered to reduce spontaneous combustion related activity. Caller was advised of investigation.
09/10/2018 20:22	Racecourse Road/Sheppard Avenue	General Dust	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.
26/10/2018 10:32	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 did not request to be called back regarding investigation and monitoring.

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