



## Community Complaints Summary

BHP Mt Arthur Coal Community Response Line: 1800 882 044

May 2019

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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>
02/05/2019 13:16	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.
08/05/2019 21:32	Muswellbrook	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was not advised of investigation results and action taken.

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08/05/2019 18:30	Racecourse Road/Sheppard Avenue	Lighting	Community Response Line	Investigation revealed location of lights, which were redirected or turned off. Caller was not advised of investigation results and action taken.
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18/05/2019 22:44	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 regulatory criteria.
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