

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
02/04/2011 3:54:00 PM	Denman Road	General Dust	A complaint was received from a resident along Denman Road relating to general dust levels visible at the operation. The complainant was contacted to discuss concerns and current conditions. The OCE was contacted to ensure operations modified accordingly and ensure all available water carts utilised. Dry conditions and a change in wind conditions were noted during the afternoon which contributed to an increase in real time monitoring levels at the Denman Road West monitor.
18/04/2011 8:30:00 AM	Roxburgh Road	Operational Noise	Complainant called community response line to register a complaint regarding operational noise. Environmental Superintendent called the complainant to discuss complaint. Complainant stated that operational noise was audible outdoors at the complainant's residence. Environmental Superintendent committed to contact the OCE and request a review of operations to ensure noise is managed effectively. Environmental Superintendent offered to call the complainant later in the morning to confirm that noise levels had diminished, but the complainant declined a follow-up phone call. Environmental Superintendent contacted the OCE and requested a review of operations to minimise noise and the OCE fulfilled the request. Noise monitoring results were compliant with regulatory requirements. Weather conditions fluctuated during the time period associated with the complaint, with wind direction shifting from east to west and wind speeds varying from 0.2 to 4.7 m/s.
18/04/2011 10:30:00 AM	Roxburgh Road	Operational Noise	Complainant called community response line to register a complaint regarding operational noise. Environmental Superintendent called the complainant to get additional information. Complainant stated that mine noise was audible at the complainant's residence. Environmental Superintendent committed to contact the OCE and request a review of operations to ensure noise is managed effectively. Environmental Superintendent contacted the OCE and requested a review of operations to minimise noise and the OCE fulfilled the request. Environmental Superintendent followed-up with a phone call to the complainant to verify noise levels had diminished. Complainant did not answer the phone, so Environmental Superintendent left a message with contact details so the complainant could contact Environmental Superintendent directly with any additional issues related to the noise complaint. Noise monitoring results were compliant with

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19/04/2011 1:35:00 PM	Muswellbrook	Other Environmental	regulatory requirements. Weather conditions fluctuated during the time period associated with the complaint, with wind direction shifting from east to west and wind speeds varying from 0.2 to 4.7 m/s.
19/04/2011 1:40:00 PM	Roxburgh Road	Other Environmental	Complainant contacted Community Response Line to report an orange plume. Environmental Superintendent called the complainant, and the complainant stated that an orange plume at Mt Arthur Coal was visible from South Muswellbrook. Complainant asked for wind speed and direction at the time of the blast responsible for the orange plume, and the Environmental Superintendent provided the requested information. Wind speed at the time of the blast was approximately 0.6 m/s from the north west.
19/04/2011 1:40:00 PM	Roxburgh Road	Other Environmental	A complaint was received through the Community Response Line in relation to blast fumes at a Roxburgh Road residence from a blast at approximately 1:20pm. The environmental advisor confirmed that Mt Arthur Coal blasted at this time. The environmental advisor also noted that wind results at this time indicated that the wind direction was from the north west, away from the residence concerned. The complainant requested wind monitoring results as well as further information on the blast, which was provided.
24/04/2011 5:30:00 AM	Roxburgh Road	Operational Noise	Complainant contacted Community Response Line to report noise impact. Environmental Superintendent called the complainant to acquire further detail. The complainant stated that mine operational noise was audible at their residence. Environmental Superintendent contacted OCE, and OCE reviewed operations to ensure noise was managed appropriately. Environmental Superintendent then called complainant to verify that noise impacts had been mitigated. Complainant confirmed that noise impacts had been mitigated. Noise levels were below statutory limits at the time. Wind conditions were variable during the time period associated with the complaint. Wind speed varied from approximately 0.2 to 3.0 m/s and wind direction was predominantly from the east.
25/04/2011 5:23:00 PM	Roxburgh Road	Operational Noise	Complaint from Roxburgh Road regarding noise from the mine site on 25 April 2011. Noise experienced during the night of 24 April and early morning of 25 April. Complainant advised of a general 'machinery hum' coming from the direction of Mt Arthur Coal. Monitoring indicated that Mt Arthur Coal was below development consent conditions on this night.