

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
22/06/2011 2:00:00 PM	Hunter Valley	Blast Vibration	The Environment Advisor received a phone call from a Bengalla Road resident who reported that their house shook due to a blast at 1.55pm. This time corresponded with a blast at Mt Arthur Coal. Blast monitoring results were within statutory limits. The complainant did not request a copy of the results.
22/06/2011 2:02:00 PM	Denman Road	Blast Vibration	Complainant contacted the Community Response Line to register a complaint, and the Environmental Superintendent returned the complainant's call. The complainant stated that the blast caused the their residence to shake. The Environmental Superintendent informed the complainant that blast monitoring results were below statutory limits. The complainant requested a copy of the blast monitoring results. This was sent to the complainant. The Environmental Superintendent informed the Drill and Blast Superintendent of the complaint to ensure the complainant's feedback is accounted for in the design of future blasts. Monitoring results were below statutory limits. Results from the monitor nearest the blast were 114.0 dB for overpressure and 2.61 mm/s for vibration. Weather conditions were suitable for blasting activities. Wind speed was 8.8 m/s and wind direction was from the west south west.