

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
01/05/2011 9:00:00 AM	Castle Rock Road	Operational Noise	Complaint from Castle Rock Road regarding noise from the mine site on the morning of 1 May 2011. Complainant advised of general noise coming from multiple mine sites but believed wind direction to property appeared to be coming from Mt Arthur Coal. Wind direction recorded to be coming from a westerly direction at time of complaint. Monitoring results indicated that Mt Arthur Coal was operating within consent conditions.
02/05/2011 12:46:00 PM	Roxburgh Road	Blasting Dust	A complaint was received through the community response line from a Roxburgh Road resident about dust from a blast in Windmill Pit. The call was returned by the environmental advisor who noted that the wind conditions recorded at the time of the blast were from the west-north-west, away from the resident's property. The environmental advisor also informed the complainant that employees at Mt Arthur Coal at the time of the blast confirmed that they could see the dust from the blast move away from the direction of the complainant's residence and into the pit. The complainant assured the environmental advisor that the dust was from a Mt Arthur Coal blast because they felt the blast just before the dust blew in. The environmental advisor noted that real-time dust results from the monitor closest to the complainant's property were below statutory limits. The complainant requested monitoring results for wind, blast design and real-time dust be forwarded to him. This was arranged by the environmental advisor.
02/05/2011 3:46:00 PM	Hunter Valley	General Dust Blast Vibration	A complaint was received through the community response line regarding blast vibration felt at a residence in Wybong. The environmental advisor returned the call shortly after but there was no answer. A call was received later that day from a Department of Planning compliance officer in relation to this complaint. Blast results for both vibration and overpressure were confirmed to be below statutory limits and results were sent to the compliance officer confirming this. The complainant was then called by the environmental advisor. The complainant confirmed that they felt their floor and windows shake from a blast at 12.35pm. The environmental advisor confirmed that two blasts were undertaken close to this time and that results for both were under statutory limits. Monitoring results were offered to the complainant but these were declined. The complainant also noted that dust levels at their residence increased when mining began in Mt Arthur North. The environmental advisor explained that Mt Arthur Coal operated consistently under

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			<p>statutory limits for dust. The complainant agreed that this was satisfactory practice but noted that they felt that the limits were not adequate.</p>
03/05/2011 11:20:00 AM	South Muswellbrook	Operational Noise	<p>A complainant called Mt Arthur Coal staff directly to report a noise complaint. The Environmental Superintendent returned complainant's call. The complainant reported that noise from Mt Arthur Coal operations had been audible between 7.30 and 8.30am that morning. The complainant inquired whether Mt Arthur Coal had exceeded its noise limits. Noise monitoring results were not available at the time of the conversation. The Environmental Superintendent offered to provide a copy of noise monitoring results to complainant. The complainant accepted the offer and also requested monitoring results from 22 March 2011. Monitoring results from 22 March 2011 were provided immediately. Monitoring results from 3 May 2011 were provided when they became available on 6 May 2011. Monitoring results confirmed compliance with regulatory criteria during the time period associated with the complaint. Although the noise level at 8.30am on 3 May 2011 exceeded the regulatory limit of 39 dBL, an analysis of the audio files revealed that the primary noise source was machinery operating in close proximity to the noise monitor which was not associated with Mt Arthur Coal operations. Weather conditions were suitable for mine operations during the time period associated with the complaint. Wind speed ranged from 1.3 to 2.2 m/s and wind direction was from the north west.</p>
04/05/2011 11:18:00 AM	Roxburgh Road	Blast Vibration	<p>A complaint was received from Roxburgh Road regarding vibration from a blast. Two blasts were fired at the time concerned. Blast overpressure and vibration results for both blasts were within statutory limits. The environmental advisor offered monitoring results to the complainant but these were declined.</p>
06/05/2011 8:00:00 AM	South Muswellbrook	Operational Noise	<p>A complaint was received from resident at Wollombi Road, South Muswellbrook, regarding operational noise throughout the night and early morning. The complainant described hearing trucks running and dozer tracks from the direction of Mt Arthur Coal. The environmental advisor discussed noise monitoring practices and actions taken during the night by open cut examiners to reduce noise levels in response to alerts received from a noise monitor to the west of the operation. The impacts of temperature inversions on noise levels in the cooler months of the year was also discussed. Monitoring results at the Sheppard Avenue noise monitor, nearest the resident, were below statutory limits throughout the time concerned.</p>

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06/05/2011 12:29:00 PM	Antiene	General Dust Blast Vibration	A complaint was received by fax from a resident located in the Antiene area relating to general dust levels and a blast on the 4 May 2011. The complainant was contacted to discuss their concerns. A subsequent visit was undertaken to have a face to face meeting with the community member, with a structural inspection also undertaken on the resident's property.
11/05/2011 11:38:00 AM	Denman Road	Blast Vibration	A complaint was received from a Denman Road resident regarding blast vibration from a blast in Windmill Pit. Monitoring results for vibration and overpressure were below statutory limits.
12/05/2011 11:35:00 AM	Racecourse Road	Blast Vibration	Sheppard Avenue resident called to complain about blast vibration from a blast in Windmill Pit. The complainant described feeling the windows and floor of her house shake and was concerned about damage to her house from blasting. Monitoring results were below statutory limits for the blast concerned.
12/05/2011 11:40:00 AM	Roxburgh Road	Blast Vibration	A complaint was received through the community response line from a resident on Roxburgh Road relating to a blast in the Windmill Pit area. Attempts were made to contact the complainant by phone on three occasions. A letter was subsequently posted with monitoring details from the blast together with contact details for Mt Arthur Coal. Monitoring results at the Denman Road West blast monitor located closest to the resident indicated results were within the statutory limits for ground vibration and overpressure.
18/05/2011 10:02:00 PM	Roxburgh Road	Operational Noise	A complainant called community response line and the Environmental Superintendent returned the complainant's call. The complainant stated that operational noise had been audible at their residence, particularly noise from dozers and trucks. However, the complainant stated that the noise had ceased soon after they called the community response line. The Environmental Superintendent contacted the OCE who confirmed that equipment had been moved soon after the complainant's call. Noise monitoring results were below regulatory limits during the time period associated with the complaint with the exception of one reading. An analysis of the associated audio file revealed that this reading was attributable to traffic noise and not mining operations. Weather conditions were suitable for mine operations at the time of the complaint. Wind speed was approximately 3.5 m/s and wind direction was from the east.
19/05/2011 5:38:00 PM	Roxburgh Road	General Dust	A complainant from Roxburgh Road called regarding dust at their residence. The Environment and Community Manager attempted

to return the call but was unable to contact the complainant on the day of the complaint. The complainant was contacted the following day. Monitoring results were within allowable limits.
