

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
09/12/2010 2:02:00 PM	Denman Road	Blast Vibration	The complainant called regarding a blast that was felt at their residence. The Environmental Superintendent returned the complainants call. Blast results were within statutory limits. At the monitoring station closest to the complainant, blast overpressure was 100.9dB and blast vibration was 4.78 mm/s. Weather conditions at the time of the blast were favourable with wind speed approximately 3.5 m/s from the north east. A copy of the blast monitoring results was offered to the complainant, however this was declined. The complainant appreciated the prior phone call in the morning advising of the planned blast.
09/12/2010 2:02:00 PM	Roxburgh Road	Blast Vibration	The complainant called regarding a blast that was felt at their residence and concerns of increased frequency of blasting in the future. The Environmental Superintendent returned the complainants call to discuss further. Blast results were within statutory limits for the Windmill pit blast. At the monitoring station closest to the complainant, blast overpressure was 100.9dB and blast vibration was 4.78 mm/s. Weather conditions at the time of the blast were favourable with wind speed approximately 3.5 m/s from the north east. A copy of the blast monitoring results was offered to the complainant, however this was declined. The complainant was advised that further blasting is planned within the Windmill pit area but improved technology and blasting techniques would be used to minimise vibration impact levels.
31/12/2010 11:27:00 AM	South Muswellbrook	General Dust	Complainant stated that dust accumulation on the roof of their residence had increased during the past two months. Environmental Superintendent informed complainant that monitoring results were well below regulatory thresholds, wind direction was not generally conducive to the transport of dust from the mine site to the residence during the past two months, and that nothing had been identified that would have changed dust impacts during the past two months as compared to previous months. Environmental Superintendent offered to provide monitoring results, but the complainant declined. Dust monitoring data revealed that dust levels at the monitor nearest the complainant were approximately 2 g/m ² in December and approximately 0.7 g/m ² in November, which are well below the regulatory threshold of 4 g/m ² per month. Wind direction during November and December was predominantly from the southeast and northwest.

Date & Time	From	Issue	Investigation and Response to Complainant
31/12/2010 12:41:00 PM	Roxburgh Road	General Dust	<p>Complainant stated that dust was particularly bad during the morning and preceding evening. Environmental Superintendent informed complainant that open cut examiner had been contacted and would enact additional dust control measures. Complainant confirmed that by the afternoon dust was no longer a problem. Environmental Superintendent offered to provide dust monitoring results, but complainant declined. Monitoring results demonstrated compliance with applicable regulatory thresholds. The peak 24-hour average for PM10 was 28 ug/m3 during the time period associated with the complaint, which was well below the regulatory threshold of 50 ug/m3. Wind direction was variable, but was generally from the south and southwest. Wind speed also varied, peaking at nearly 10 m/s but was generally between 0 and 5 m/s.</p>