

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
02/02/2011 4:00:00 AM	Denman Road	General Dust	A complaint was received through the Community Response Line to report high levels of dust experienced along Denman Road. The complainant advised there was notable levels of dust from the strong and gusty wind conditions at this time. It was advised that operations were ceased until wind conditions subsided and all available water carts were operating. Monitoring results were offered to the complainant but this was declined. The complainant noted they wished to have their complaint registered as the dust was particularly notable. Meteorological monitoring indicated wind conditions were highly variable at the time and corresponded with a spike in dust levels.
02/02/2011 5:00:00 PM	Denman Road	General Dust	Complainant called the Community Response Line to notify Mt Arthur Coal of high dust levels at the complainant's residence. Environmental Superintendent contacted the complainant, and the complainant stated that dust levels had temporarily been quite high at the complainant's residence, but that subsequently dust levels had declined and were no longer problematic. The high dust levels were attributable to gusty wind conditions, and mine operations in the Mt Arthur North pit had been suspended until wind gusts subsided. Dust monitoring results were compliant with regulatory requirements.
03/02/2011 8:07:00 AM	Denman Road	General Dust	The complainant called the Community Response Line to report concerns about high levels of dark dust experienced while driving along Denman Road on the previous evening. The complainant felt that this dust was generated from both Mt Arthur Coal and a neighbouring mine. The complainant was informed that there were high, gusty winds at this time and, as a result, operations were ceased until wind conditions subsided. Monitoring results were offered to the complainant but this was declined.
04/02/2011 1:05:00 PM	Roxburgh Road	Blasting Dust	The complainant called the Community Response Line to complain about dust from a blast conducted earlier in the day. The Environmental Superintendent contacted the complainant to discuss the complaint. The complainant expressed dissatisfaction that Mt Arthur Coal conducted a blast during ongoing hot dry conditions. However, the complainant also mentioned that the predominant wind direction at the time of the blast would direct dust away from the complainant's residence and into the pit. Environmental Superintendent offered to provide complainant with a copy of monitoring results, but

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09/02/2011 3:06:00 PM	Antiene Road	Train Noise	<p>the complainant declined. Monitoring results confirmed compliance with regulatory criteria. Weather conditions at the time of the blast were suitable for blasting. Real-time dust monitoring results at the station nearest the complainant were well below regulatory thresholds.</p>
09/02/2011 3:06:00 PM	Antiene Road	Train Noise	<p>Complainant sent a fax to Mt Arthur Coal to complain about a blast at 9:20am on 4/2/11 and to complain about train noise. Environmental Superintendent called complainant to discuss the complaint. Environmental Superintendent informed complainant that Mt Arthur Coal blasted at 12:45pm on 4/2/11, but not at 9:20am. Complainant was confident that blast that impacted their residence occurred prior to 12:45pm, and therefore it was not the Mt Arthur Coal blast that caused the impact. Complainant also stated that train noise had been bad during the previous two week-ends, but the complainant could not recall specific time periods. Environmental Superintendent suggested that complainant call the Community Response Line when train noise is excessive so that it can be immediately addressed. Additionally, Environmental Superintendent also suggested that complainant keep a record of train noise events so that it could be compared to train movement records to better identify conditions and sources that contribute to high noise levels, but the complaint was not amenable to the suggestion. Attended noise monitoring is conducted quarterly near the complainant's residence, and monitoring was not scheduled for the days relating to the complaint. Consequently, noise monitoring data was not available for analysis for those days.</p>
10/02/2011 12:30:00 PM	Denman Road	Blast Vibration	<p>The complainant called the Community Response Line regarding a blast that was felt at their residence. The Environmental Superintendent returned the complainant's call. The complainant stated that they were outside at the time of the blast and that they could feel the vibration resulting from the blast. The Environmental Superintendent informed the complainant that blast monitoring results were within regulatory limits and offered to provide the complainant with monitoring results, however this was declined. Ground vibration was 4.04 mm/s and overpressure was 101.8 dBL at the blast monitor nearest the complainant. Weather conditions were suitable for blasting. Wind speed was approximately 0.9 m/s from the north west.</p>