

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
17/01/2011 12:16:00 PM	Denman Road	Blast Vibration	The complainant placed a call to the community response line stating that a blast had shaken their residence. This call was promptly returned by the environmental advisor. The complainant was informed that blast overpressure and ground vibration results for the blast were within acceptable limits. The complainant was offered a copy of the results but this was declined.
31/01/2011 11:35:00 AM	Denman Road	Blast Vibration	The complainant called Mt Arthur Coal to complain about blast vibration. In particular, the complainant emphasized that the blast was unusually long. The Environmental Superintendent explained to the complainant that the blast had been designed to minimise vibration and that the design resulted in longer vibration duration while effectively reducing the strength of vibration. The Environmental Superintendent also informed the complainant that the blast was compliant with regulatory criteria and the complainant did not request to be provided with a copy of monitoring results. Blast monitoring results were compliant with regulatory thresholds. Blast vibration at the monitoring station nearest the resident was 2.91 mm/s and overpressure was 99.4 dBL. Weather conditions were suitable for blasting. Wind speed was 1.8 m/s from the west.
31/01/2011 12:00:00 PM	Denman Road	Blast Vibration	The complainant called the community response line to complain about 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 99.4 dBL and blast vibration was 2.91 mm/s. Weather conditions at the time of the blast were favourable for blasting which were assessed as part of the pre-blast approval process. A copy of the blast monitoring results was offered to the complainant, this was declined.
31/01/2011 5:34:00 PM	Denman Road	General Dust	The complainant called the community response line regarding recent dust levels noted across Denman Rd. The complainant was concerned about increasing dust levels during recent weeks. The Environmental Superintendent advised of recent control measures and mining activity within the northern section of the operation. A copy of the monitoring results was offered to the complainant, however, these were declined.