

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
02/03/2011 8:13:00 AM	Denman Road	General Dust	A complaint was received from a resident located along Denman Road. The complainant expressed concern regarding the increasing level of dust impacting their property. A secondary issue related to no formal response received following a submission following the Environmental Assessment. Mt Arthur Coal representatives contacted the resident and followed up with a visit to their residence to discuss dust levels and management measures. A copy of the formal response to submissions was provided.
03/03/2011 10:40:00 AM	Roxburgh Road	Blast Vibration	The complainant called Mt Arthur Coal regarding blast vibration and the call was returned by the environmental advisor. The complainant described feeling three waves of vibration at 10:30 to 10:40 that prevented him from drinking a glass of water which he was holding at the time. The environmental advisor confirmed that Mt Arthur Coal did have a blast at this time. The highest vibration recorded was 0.04 mm/s at the Edinglassie monitor and the highest overpressure recorded was 101.5 dBL at the Antiene monitor. These results were below development consent conditions and were described to the complainant. The complainant also raised concerns about the impacts of blasting to concrete areas and structures on his property from both expansion and from surrounding mines. The environmental advisor informed the complainant of baseline structural assessments that would be carried out as a part of the Mt Arthur Coal Consolidation Project Approval. The complainant advised that he would like his property to be included in these assessments. This was arranged by the environmental advisor and completed in the following weeks.
05/03/2011 10:11:00 AM	Hunter Valley	General Dust	A complaint was received through the community response line. The complaint related to dust and noise concerns. A Mt Arthur Coal representative attempted on a number of occasions to return the call to discuss the complainant's concerns. The resident was unable to be contacted.
06/03/2011 8:30:00 AM	Roxburgh Road	General Dust	Complainant called the community response line on Sunday morning. Attempts were made by the environmental superintendent to return the call with no success. The complainant then rang Mt Arthur Coal directly on Monday morning. The call was received by the environmental advisor. The complainant explained that a large amount of dust had settled on his car over Saturday night leading to a concern about dust levels during this time. The complainant requested dust results

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11/03/2011 11:18:00 AM	Muswellbrook	Other Environmental	<p>from a Mt Arthur Coal real-time dust monitor at Roxburgh Road at this time. The environmental advisor noted that this monitor was currently unavailable and was awaiting parts for repairs. The complainant expressed concern that monitoring equipment was often unavailable. The results from the nearby Denman Road West monitor were then reviewed. The complainant was informed that the real-time dust results at this monitor were below consent conditions between 6pm Saturday, March 5, and 8am Sunday, March 6, and that the 24 hour average was also below consent conditions. The complainant then raised concerns about adequate response to dust readings. The environmental advisor informed the complainant about the real-time response process at Mt Arthur Coal.</p>
11/03/2011 11:18:00 AM	Muswellbrook	Other Environmental	<p>Department of Planning (DoP) informed the Environmental Superintendent that a community complaint had been received regarding fume from a blast. DoP inquired about the cause of the fume. The Environmental Superintendent and Drill and Blast Superintendent investigated the blast and determined that a moderate amount of fume had resulted from the blast due to wet conditions. The Environmental Superintendent informed DoP of the cause, and DoP informed the complainant.</p> <p>Weather conditions were suitable for blasting at the time of the blast. Wind speed was approximately 2.5 m/s and wind direction was from the southwest.</p>
12/03/2011 10:32:00 PM	Castle Rock Road	Operational Noise	<p>The complainant called the community response line to advise that there was noise 'permeating through the house'. Upon receiving the complaint, the OCE was contacted to discuss current operations. Mining locations had not changed significantly over the past three weeks. Weather conditions were very calm and still. The OCE advised that earlier in the night, all trucks had been moved to lower dumps, and that nothing was dumping high. Also, the shovels and excavators being used in northern pits were low in the pit. This was explained to the complainant. No further action required.</p>
16/03/2011 11:18:00 AM	Denman Road	Blast Vibration	<p>Complainant called the community response line to complain about a blast, and Environmental Superintendent returned the complainant's call. Complainant stated that the blast had caused their home to shake. All monitoring results were within statutory limits. The results at the blast monitor nearest the resident were 0.46 mm/s for blast vibration and 74.7 dBL for blast overpressure. Weather conditions were favorable for blasting. Wind speed was 1.7 m/s and wind direction was from the west. Environmental Superintendent offered to provide monitoring results, but this was declined.</p>

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19/03/2011 9:50:00 AM	Castle Rock Road	Operational Noise	<p>Complainant called community response line regarding operational noise, and Environmental Superintendent returned complainant's call. The complainant stated they could hear operational noise from Mt Arthur Coal from approximately 8:00-9:00am. The complainant also stated that the noise was not loud or bothersome, but they called because they felt that operational noise from Mt Arthur Coal should be inaudible at their residence. Environmental Superintendent offered to provide monitoring results, but the complainant declined. Environmental Superintendent called OCE and informed them of complaint. The OCE undertook review of operations to ensure noise levels were minimised. Weather conditions at the time of the complaint were suitable for mine operations. Wind speed was approximately 1 m/s and wind direction was from the east. Noise levels at the monitor nearest the complainant were within regulatory criteria during the time period associated with the complaint, ranging from approximately 21 dBA to 36 dBA.</p>
23/03/2011 11:00:00 AM	Skeletar Stock Route/TMD	Blast Vibration Blasting Dust	<p>The complainant called the community response line to register concern about blast vibration and plume from a blast that morning. The call was promptly returned by the Environmental Advisor who explained that vibration results had not yet been received. The complainant requested that these results be posted when they became available. This was completed by the Environmental Advisor. The complainant noted that the vibration could be felt over a long period in separate sections, where the vibration subsided and then returned. The Environmental Advisor explained that this was due to the use of electronic detonation which segmented the shot to reduce vibration levels. The impacts of water from rain on blast fumes was also discussed, as was the practice of firing in suitable environmental conditions to minimise impacts from dust and fume. The Environmental Advisor explained that the blast seen was likely to be over the active mining area, rather than over residential land, as a result of this practice.</p>
23/03/2011 11:16:00 AM	Denman Road	Blast Vibration	<p>Complainant called community response line regarding blast vibration, and Environmental Superintendent called the complainant. The complainant expressed concern that blast vibration lasted longer than usual. Environmental Superintendent explained that new technology was being applied to reduce blast vibration, and that the technology resulted in longer blast duration. Environmental Superintendent offered to provide complainant with a copy of blast monitoring results, but the complainant declined. Monitoring results were within regulatory criteria. Blast monitor nearest the complainant recorded vibration of 0.13 mm/s and overpressure of 98.2 dBL. Weather conditions were suitable for</p>

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30/03/2011 3:40:00 PM	Denman Road	Blast Vibration	<p data-bbox="948 114 1528 174">blasting. Wind speed was approximately 5.5 m/s and wind direction was from the west.</p> <p data-bbox="948 232 1528 450">The complainant called the community response line to report blast vibration felt at their residence. The complainant reported that the impacts were enough to wake her sleeping child. Monitoring results were below development consent conditions and were offered to the complainant but these were declined.</p>