

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
12/11/2010 12:40:00 PM	Thomas Mitchell Drive	Other Environmental	A complaint was received from a community member regarding the weed species, St Johns Wart. The complainant reported areas of weed presence within the rail loop and also further to the north within the boundary fence line. The complainant was advised that a site wide weed audit and action plan had been developed with progressive works to commence soon on addressing high priority areas of weed presence.
15/11/2010 8:30:00 PM	Roxburgh Road	General Dust	Complainant called to notify Mt Arthur Coal that excessive dust had accumulated at his residence. Environmental Superintendent offered to visit residence to observe dust and discuss the situation. Complainant stated that a visit from Mt Arthur Coal was already being arranged and that he would discuss dust issues further during the planned visit.
28/11/2010 8:30:00 PM	Roxburgh Road	Operational Noise	Complainant stated that mining noise was loud at approximately 7:45 pm. However, by 8:30pm the noise had diminished and was no longer disturbing the complainant. The maximum noise level at the monitor nearest the complainant was 25 dBA between 7:00pm and 10:00pm on November 28, 2010, which encompasses the time period noted by the complainant. The noise level of 25 dBA was well below regulatory thresholds. The maximum wind speed was 3.5 m/s between 7:00pm and 10:00pm on November 28, 2010. The predominant wind direction during the time period was from the south west. After conversation with complainant, Environmental Superintendent contacted the open-cut examiner to notify of complaint and to request that open-cut examiner review operations to ensure noise levels remained low.
28/11/2010 9:16:00 PM	Castle Rock Road	Operational Noise	Complainant left message on community hotline at 9:16pm stating that they could hear noise from Mt Arthur Coal. However, the message stated that the complainant did not want a return call that night. Consequently, Environmental Superintendent contacted complainant the following day. The complainant informed Environmental Superintendent that the noise was not particularly loud or bothersome and described the noise as a constant groan in the background. The Environmental Superintendent informed the complainant that noise levels from Mt Arthur Coal were within regulatory criteria and offered to provide results, which the complainant declined. The Environmental Superintendent also informed the complainant that the open-cut examiner had been contacted at the time the complaint was

received and that that the open-cut examiner was asked to review operations and reduce noise generation. The maximum noise level at the monitor nearest the complainant was 25 dBA between 7:00pm and 10:00pm on November 28, 2010, which encompasses the time period noted by the complainant. The noise level of 25 dBA was well below regulatory thresholds. The maximum wind speed was 3.5 m/s between 7:00pm and 10:00pm on November 28, 2010. The predominant wind direction during the time period was from the south west.
