

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
01/07/2011 7:56:00 AM	Roxburgh Road	Operational Noise	A complaint was received from a resident on Roxburgh Road in relation to noise levels from the previous night between 11pm and 3am. Noise levels during the night were within statutory limits at the real time noise monitor between the mine and the complainants residence. Mining noise could be heard when audio from the closest monitor was reviewed during the hours of concern. It was noted by the complainant that noise was generally received at the property from multiple sources. The environmental advisor confirmed that monitoring would be carried out at the property during the following weeks to obtain site specific data to assist in determining impact.
04/07/2011 12:00:00 PM	Denman Road	Lighting	A complainant called to report that two lights from Mt Arthur Coal were shining on Denman Road the previous night at approximately 10pm, impacting the vision of drivers on the road. The Environmental Advisor informed the complainant that the open cut examiners would be notified to relocate the lights so that this did not reoccur.
13/07/2011 9:24:00 PM	Edderton Road	Lighting	A complainant called regarding lights shining onto Edderton Road from the general direction of Mt Arthur North. The Environment and Community Manager returned the call. The complainant gave a good description of where they saw lights shining onto the road, and expressly stated that they wished the call to be logged as a complaint. The Open Cut Examiner was contacted and immediately went out to Edderton Road to investigate. Lights from two work areas were moved in order to minimise light spill from the area.
18/07/2011 1:59:00 PM	Denman Road	Blast Vibration	A complainant contacted the Community Response Line and the Environmental Superintendent returned complainant's call. The complainant stated that blast vibration caused their house to shake and that they could hear the blast. The complainant requested that blast monitoring results be provided. The Environmental Superintendent sent monitoring results to the complainant. Blast monitoring results were below regulatory criteria at the monitor closest to the complainant's residence. Blast overpressure was 97.5 dBL and vibration was 3.57 mm/s. Weather conditions were assessed during the pre blast inspection as suitable for blasting. Wind speed was 8.7 m/s and wind direction was from the west.
	Hunter Valley	General Dust	A complaint was forwarded to Mt Arthur Coal from

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22/07/2011 3:27:00 PM			<p>the Department Trade, Investment, Regional Infrastructure & Services. The Department had received a complaint from a community member relating to general dust management and a blasting plume on Friday 8 July. No name or contact details were provided by the complainant to enable further details to be confirmed relating to the complaint. Mt Arthur Coal did not blast on 8 July. Details related to Mt Arthur Coal's dust control practices and monitoring results were provided to the representative at the Department. Real time air quality monitoring indicated that Mt Arthur Coal was within regulatory requirements.</p>
31/07/2011 9:15:00 PM	Roxburgh Road	Lighting	<p>A Roxburgh Road resident placed a call to the Community Response Line to request that a light be moved that was shining into their residence. The Environmental Coordinator immediately contacted an Open Cut Examiner and requested that the offending light be reoriented away from the residence and other off-site areas. The Open Cut Examiner carried out this request promptly.</p>