

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
06/12/2011 4:45:00 PM	Thomas Mitchell Drive	Other Environmental	<p>The Community Relations Coordinator received a complaint via a phone call to the main office regarding the presence of weeds at Mt Arthur Coal. The Complainant stated that they saw St Johns Wort located from the main entrance of the site to the railway line (while travelling along Thomas Mitchell Drive) and wanted to find out if and when anything was going to be done about it. The complainant was concerned that they had also witnessed the weed during the prior year, and were not informed of any plans that Mt Arthur Coal had in place to control these weeds. The complainant was concerned that the St Johns Wort hadn't been treated and that there was only a small window of opportunity to do so. The Community Relations Coordinator committed to ascertain the status of the weed and treatment. On returning the complainant's call, the Community Relations Coordinator confirmed that Mt Arthur Coal had been aware of the weed and that weed spraying had commenced on the Monday, including at the location identified by the complainant.</p>
20/12/2011 12:00:00 PM	Roxburgh Road	Blast Fume	<p>A complainant contacted the Community Response Line to register a complaint regarding blast fume from Mt Arthur Coal. The complainant spoke with the Community Superintendent and advised that the blast fume was orange in colour and moved toward the complainant's property. The complainant advised the Superintendent that they were not requesting monitoring results in this specific case. A preblast assessment prior to the blast confirmed that the wind speed and direction was suitable for the blast fired. Observations at the time of the blast confirmed that the wind was from the south east and that blast fume did not leave site.</p>
30/12/2011 9:25:00 AM	Roxburgh Road	Other Environmental Odour	<p>A Roxburgh Road resident called to register a complaint regarding odour from spontaneous combustion at their property on 29 December at approximately 5 am. The complainant asked whether there were new spontaneous outbreaks at Mt Arthur Coal. The Environmental Advisor informed the complainant that spontaneous combustion outbreaks were limited to the old Bayswater areas of the mine site and, because activities in this area were limited, new outbreaks were not common and generally minimal in size. The Environmental Advisor also explained that Mt Arthur Coal continuously attempted to seal some areas of spontaneous combustion outbreaks as part of an on going management plan. The complainant also noted that he had sighted an outbreak of St Johns Wort near the boundary of</p>

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			<p>the Mt Arthur Coal site along Denman Road, near the Bengalla Road intersection. The complainant also noted concerns about weeds at a Roxburgh Road property owned by Mt Arthur Coal. The complainant requested that he be informed about Mt Arthur Coal's weed management program, particularly when spraying was planned. The Environmental Advisor committed to providing this information to the complainant.</p>