

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
04/01/2012 11:15:00 AM	Denman Road	Blast Vibration	A Denman Road resident called the Community Response Line to register a complaint about blast vibration that was felt at their residence at approximately 11.11 am. The Environmental Manager asked the complainant if they would like further information on the blast. This offer was declined. All blast monitoring results were within statutory limits.
04/01/2012 11:20:00 AM	Denman Road	Blast Vibration	A Denman Road resident called the Community Response Line to register a complaint about a second blast vibration that was felt at their residence at approximately 11.19 am. The Environmental Manager confirmed that Mt Arthur Coal had blasted at this time and asked the complainant if they would like further information on the blast. This offer was declined. All blast monitoring results were within statutory limits.
16/01/2012 3:30:00 AM	Roxburgh Road	Operational Noise	A complaint was received from a near-neighbour regarding a low-frequency pulsating noise that could be heard at their residence. The complainant requested not to be contacted that night and confirmed that they had phoned both Mt Arthur Coal and a neighbouring mine as they were unable to ascertain the direction or location that the noise was coming from. The Community Relations Coordinator returned the complainant's call the following day and confirmed that low level operational noise could be audible at the Denman Road West monitor throughout periods of the night, however, the noises were predominantly truck engine and reverse beeping sounds, not low frequency activities that were identified by the complainant as being the issue. The Community Relations Coordinator confirmed that a report on the results from recent monitoring activities at their residence was currently being reviewed internally and that Mt Arthur Coal would be in contact in the coming weeks to discuss these. High winds were recorded throughout the night of concern from a south east direction. At the time of the complaint weather conditions were suitable for operations at 17.3 degrees, no rain or temperature inversions, 85 per cent humidity and a wind speed of 3.1 m/s.
18/01/2012 4:30:00 PM	Denman Road	General Dust	An anonymous complaint was received by the Department of Planning and Infrastructure in relation to dust from Mt Arthur Coal in the vicinity of Denman Road. A Department of Planning and Infrastructure compliance officer immediately contacted the Mt Arthur Coal Environment and Community Manager to report the complaint. The Environment and Community Manager confirmed

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19/01/2012 2:53:00 AM	Roxburgh Road	Operational Noise	<p>that dust levels at all real-time PM10 dust monitors were below statutory limits. Six water carts were also operating with three of these focused in the northern end of the pit. Earlier in the afternoon trucks had also been stopped on a ramp in the northern end of the pit due to dust levels until a water cart was able to apply dust suppressant in this area. Upon receiving the complaint the Environment and Community Manager requested an Open Cut Examiner to immediately inspect the northern end of the pit and modify operations if necessary to reduce dust levels. Wind at the time of the complaint was from the south east at 3-4 metres per second.</p>
22/01/2012 12:23:00 AM	Roxburgh Road	Operational Noise	<p>A complaint was received from a Roxburgh Road resident regarding a constant pulsating noise that was preventing the complainant from sleeping. The complainant noted that they could not determine the direction of the noise. The complainant requested not to be called back that night. The Environmental Coordinator called the overburden Open Cut Examiner immediately to discuss current operations, but was unable to determine the source of the noise. The Environmental Coordinated noted that no high noise level alarms had been received from teh real-time noise monitoring system. The Environmental Coordinator called the complainant back later that day and advised that monitoring results were below regulatory limits. Temperature was approximately 19.8 degrees Celsius at the time of the complaint with no rain or temperature inversion, 89.5 per cent humidity and a wind speed of 0.87m/s from the north east.</p>
22/01/2012 12:23:00 AM	Roxburgh Road	Operational Noise	<p>A community member contacted the Community Response Line to register a complaint regarding a constant pulsating noise that was preventing the complainant from sleeping. The complainant requested not to be called back that night. The Environmental Coordinator called the overburden Open Cut Examiner at the time of the complaint to discuss current operations, however, the source of the noise could not be determined. The Environmental Coordinated noted that no high noise level alarms had been received from the real-time monitoring system. The Environmental Coordinator attempted to contact the complainant on the following Monday, Tuesday and Wednesday with no success. The Environmental Coordinator contacted the complainant on the Friday and advised that monitoring results were below regulatory limits at the nearest noise monitor (NC01 - Denman Road West). Temperature was approximately 19.6 degrees Celsius, with no rain, 83 per cent humidity and a wind speed of 4.25 m/s from the south east.</p>
	Roxburgh Road	Operational Noise	A complainant called the Community Response

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27/01/2012 11:00:00 PM			<p>Line to report hearing a continuous pulsating noise coming from a mine site. The complainant advised they were not sure if it was coming from Mt Arthur Coal or Mangoola Coal, but that they had also rung Mangoola Coal to advise of the same issue. The Community Coordinator called the Open Cut Examiner at the time of the complaint but the source of the noise could not be determined. Noise levels on the night of the complaint were below statutory limits at the closest monitor.</p>
30/01/2012 11:39:00 AM	Denman Road	Blast Vibration	<p>A Denman Road resident called the Community Response Line to register a complaint about blast vibration. The complainant noted that the vibration from the blast could not be felt as much as some previous blasts, but that it could be felt at their residence. The Environmental Superintendent confirmed that Mt Arthur Coal had recently blasted. A copy of the monitoring results from the blast monitor at the complainant's residence was emailed to the complainant. The Environmental Advisor also called the complainant the following day to discuss their concerns further. The Environmental Advisor confirmed that results from the two blasts that were fired in succession at the time concerned recorded results below statutory limits at the blast monitor installed at the resident's property. The likelihood that blast vibration would continue to be felt at the resident's property while mining was in close proximity was also discussed, as was Mt Arthur Coal's commitment to maintain overpressure and vibration results below statutory limits.</p>