

Community Complaints Summary



Date & Time	From	Issue	Investigation and Response to Complainant
02/11/2011 12:30:00 PM	Denman Road	Blast Vibration	The complainant rang the Community Response Line regarding blast vibration. The Community Superintendent returned the call but was unable to contact the complainant and left subsequent messages. Blast vibration results were below statutory limits. Vibration was recorded at 0.34mm/s at the nearest monitor.
16/11/2011 11:00:00 AM	Antiene	Train Noise	Correspondence was received by fax from a complainant regarding noise that sounded like tipping and reversing sounds on the night of the 12 November, noise from trains on the night of the 13 November, and noise and vibration from a blast on 14 November 2011. The Community Relations Coordinator contacted the complainant to ascertain further details about noise concerns and to confirm that Mt Arthur Coal did not blast on the 14 November. During the discussion, the complainant confirmed that the noises sounded like dragging or tipping and that the train noises started early evening. The Community Relations Coordinator confirmed that rail movements on the 13 November were significantly lower than the previous seven day average. The complainant further noted that train noise on the night of the 15 November was significant and that they were going to send further correspondence regarding train noise on this night. The Community Relations Coordinator committed to finding out the number of train movements on the night of the 15 November. The Community Relations Coordinator made a follow-up phone call to the complainant on the 18 November to discuss train movements and confirmed that three train movements occurred between the hours of 6 pm on the 15 November and 6 am on the 16 November.
23/11/2011 12:06:00 PM	Antiene	Train Noise General Dust Lighting	A complaint was received by fax on 23 November 2011 raising concerns about noise on the night on 21 November 2011 and dust levels in general. The Environmental Coordinator attempted to call the complainant on a number of occasions to ascertain further details until they were able to speak to the complainant on 29 November. The Environmental Coordinator advised the complainant that it was unlikely that Mt Arthur Coal operations were the source of the noise on the night of 21 November because operations were significantly reduced due to wet conditions and trains were not operating at this time. The complainant raised additional concerns about a constant noise on the night of 20 November and train engine noise during the early morning hours of 29 November. The Environmental Coordinator could not identify the source of the noise on 20

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29/11/2011 10:00:00 PM	Edderton Road	Lighting	<p>November and committed to investigating train movements on 29 November. It was later confirmed that there were two trains loaded between midnight and 6 am on that day. Both trains loaded and departed quickly and would have been unlikely to cause a protracted engine idling noise. The Environmental Coordinator confirmed that the complainant's concern about dust was general and not related to a specific period of time. Mitigation measures implemented at the residence in accordance with Project Approval 09_0062 to mitigate the impacts of dust were discussed along with dust control measures implemented at Mt Arthur Coal. The complainant also raised concern about a light shining onto Thomas Mitchell Drive. The Environmental Coordinator committed to investigating the source of the light and arranging for the light to be moved if it was found to be shining onto the road. On investigation the source of the light could not be found.</p>
30/11/2011 10:00:00 PM	Edderton Road	Lighting	<p>A person driving along Edderton Road called the Community Response Line to register a complaint about lights shining onto Edderton Road from the direction of Mt Arthur Coal operations. The Environmental Superintendent immediately contacted the Open Cut Examiners who inspected the lights in question and reoriented their direction. The complainant was then contacted and advised of the action taken.</p> <p>A complaint was received from the same complainant who called the previous night regarding lights shining onto Edderton Road. The complainant noted that the lights had improved but were still shining onto the road. The Environmental Superintendent contacted the Open Cut Examiner and lights at the Edderton Road maintenance shut down pad were moved in response to the complainant's concern. Maintenance personnel were also advised to inspect lighting direction each evening to ensure that there is no off-site impact.</p>