

# Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
05/10/2011 12:02:00 PM	Roxburgh Road	Blast Fume Blast Vibration	A community member contacted Mt Arthur Coal to register a complaint regarding blast vibration and fume from a blast at 12.02 pm. The complainant called Mt Arthur Coal directly and alerted the Environmental Superintendent that the Community Response Line was not operating. The complainant spoke with the Environmental Superintendent and raised concern over the vibration and fume from the blast. Blast monitoring results were below regulatory criteria. Blast overpressure was 109.35 dB and vibration was 4.15 mm/s at the nearest blast monitor (Denman Road West). Temperature was 15.8 degrees Celsius, humidity was 52 per cent and wind speed was 2.1 m/s from the south east. Mt Arthur Coal investigated why the Community Response Line was not operational and the line was repaired. The complainant rang back the same day and spoke with the Environmental Coordinator and requested a copy of the blast monitoring results, which were sent to the complainant the following day.
06/10/2011 10:37:00 AM	Denman Road	Blast Vibration	A community member contacted the Community Response Line to register a complaint regarding blast vibration from CAc1951-T blast in Calool pit at 10.37 am. The Environmental Coordinator returned the complainant's call. Blast monitoring results were below regulatory criteria. Blast overpressure was 94.26 dB and vibration was 0.08 mm/s at the nearest blast monitor. Temperature was 14.5 degrees Celsius, humidity was 79 per cent and wind speed was 0.95 m/s from the south west.
13/10/2011 9:00:00 PM	Roxburgh Road	Lighting	A complaint was received from a Roxburgh Road resident regarding light from Mt Arthur Coal. The Community Superintendent returned the complainant's call and then contacted the Open Cut Examiners regarding vicinity of light in question. The Open Cut Examiners attempted to point lights downward in the potential area of concern. The Superintendent then called the complainant to verify that the problem was solved, but the call was not answered. The following day the Superintendent asked the Chief Surveyor to visit the complainant's residence to ascertain topography etc, to help determine where the group of lights were positioned at Mt Arthur Coal in relation to the residence. The potential lights were then identified and communication sent to all Open Cut Examiners to be aware of the issue and observe light positions, particularly in a due west direction. The Community Superintendent phoned the complainant the following night to understand if lighting was still an issue. The

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			<p>complainant advised that there was no impact at all coming from the mine site in relation to lighting.</p>
14/10/2011 1:27:00 PM	Roxburgh Road	Blast Fume	<p>A community member contacted the community response line to register a complaint regarding blast fume from a blast at 1.19 pm. The Superintendent Community Relations returned the complainant's call and acknowledged that the blast fume was visible as it left the mine site following the blast. The Superintendent also confirmed that blast vibration and overpressure results were below regulatory criteria and that the Environmental Coordinator would forward these results over the coming days, which was done. An internal investigation was undertaken, and this event was also reported to the Office of Environment and Heritage. Investigation outcomes were reported back to the complainant at the completion of the investigation.</p>
14/10/2011 1:47:00 PM	Roxburgh Road	Blast Fume	<p>A community member contacted the Community Response Line to register a complaint regarding blast fume and dust from a blast at 1.19 pm. The Environmental Coordinator returned the complainant's call. The complainant stated that blast fume came on to their property. The Environmental Coordinator confirmed that blast monitoring results were below regulatory criteria and acknowledged that fume was observed leaving the mine site following the blast. An internal investigation was undertaken, and this event was also reported to the Office of Environment and Heritage. Investigation outcomes were reported back to the complainant at the completion of the investigation.</p>
20/10/2011 11:14:00 AM	Denman Road	Blast Vibration	<p>A complainant called the Environmental Coordinator directly to register a complaint about blast vibration. The Environmental Coordinator informed the complainant that the blast concerned was in an area of the Mt Arthur Coal mine that was closer than typical to the complainant's residence and that electronic detonation was used to reduce the impact from blast vibration. The Environmental Coordinator also confirmed that a temporary blast monitor would be installed at the complainant's property within the week so that more accurate feedback could be provided to the complainant on blast vibration. Blast vibration results were within statutory limits and were 2.95 mm/s at the closest monitor.</p>
20/10/2011 11:16:00 AM	Denman Road	Blast Vibration	<p>A complainant called the Community Response Line to register a complainant about blast vibration that was felt at their residence. The Environmental Coordinator promptly returned the call. The environmental coordinator informed the resident that the blast was fired at Mt Arthur Coal</p>

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22/10/2011 10:30:00 PM	Roxburgh Road	Operational Noise	<p>and that it was located in an area of the mine that was closer than typical to the complainant's residence. Blast vibration results were below statutory limits. Blast vibration was 0.27 mm/s at the monitor closest to the complainant's residence.</p>
31/10/2011 5:00:00 AM	Denman Road	General Dust	<p>A complaint was received by the Office of Environment &amp; Heritage Pollution Line regarding dust from the Mt Arthur Coal mine along Denman Road at about 5 am on 31 October 2011. The Office of Environment &amp; Heritage informed the Environment and Community Manager at Mt Arthur Coal the following day. The subsequent investigation confirmed that dust levels were higher than typical for a short period on the morning of 31 October 2011 as wind speeds increased, reaching a maximum of 34 micrograms per cubic metre at 3.30 am. These levels had receded by 5 am and at no time did dust levels exceed the statutory limit. The investigation also revealed that not all watercarts were operating at Mt Arthur Coal on the morning concerned due to manning and maintenance issues. The results of this investigation were communicated to the Office of Environment &amp; Heritage and also to the Mt Arthur Coal production department to reinforce watercart operation as a key component of Mt Arthur Coal's integrated strategy to prevent dust emissions.</p>