

Community Complaints Summary

Date & Time	From	Issue	Investigation and Response to Complainant
05/09/2011 11:30:00 AM	Denman Road	Blast Vibration	A community member contacted the Community Response Line to register a complaint regarding blast vibration. The Environmental Coordinator returned the complainant's call. The complainant stated they felt two lots of vibration through their house and noticed that the vibration lasted for a longer period of time than usual. The Environmental Coordinator confirmed that blast monitoring results were below regulatory criteria. Blast overpressure was 105.01 dB and vibration was 0.33 mm/s at the nearest blast monitor (Yammanie - BP06). The blast utilised an electronic detonation technique that minimises blast vibration and can be felt for a longer period of time than other blasts. Temperature was 19.5 degrees, humidity 45 per cent and wind speed was 1.3 m/s from the west.
05/09/2011 11:30:00 AM	Denman Road	Blast Vibration Blasting Dust	A community member contacted the Community Response Line to register a complaint regarding blast vibration and dust from a blast in Windmill Pit at 11.26 am. The Environmental Coordinator returned the complainants call. The complainant stated that they felt the house shake and noticed an orange plume of dust following the blast. The Environmental Coordinator confirmed that blast monitoring results were below regulatory criteria. Blast overpressure was 105.84 dB and vibration was 4.15 mm/s at the nearest blast monitor (Denman Road West). The real time dust result at the nearest dust monitor (Denman Road West - DC01) was 8 ug/m3. Temperature was 19.5 degrees, humidity 45 per cent and wind speed was 1.3 m/s from the west. These wind conditions resulted in the orange plume dissipating without leaving site. The complainant requested a copy of the blast monitoring results, which were sent to the complainant later that day.
05/09/2011 11:33:00 AM	Roxburgh Road	Blast Vibration General Dust	A Roxburgh Road resident called the Community Response Line to register a complaint about vibration from a blast that shook their house. The Environmental Advisor returned the complainant's call and informed the complainant that all blast monitoring results were below statutory limits. The Environmental Advisor also noted that the vibration results at the monitor closest to the resident were higher than would be typically experienced due to the size and location of the blast. The complainant expressed concern that monitoring results at the closest monitor may not reflect the vibration at their residence due to differences in geology. The Environmental Advisor advised the complainant that the placement of a temporary blast monitor in the Roxburgh Road

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05/09/2011 11:21:00 PM	Roxburgh Road	Operational Noise	<p>area was currently being investigated. The complainant requested a copy of the blast monitoring results, which were posted to the complainant. The complainant also registered a complaint about high dust levels over the previous few days. All real-time dust results were below statutory limits during this time.</p>
05/09/2011 11:21:00 PM	Roxburgh Road	Operational Noise	<p>The complainant contacted the Community Response Line to register a complaint regarding mine operational noise that was affecting their sleep. The complainant requested that they not be contacted until the following day. The Community Relations Coordinator immediately phoned the Open Cut Examiner who committed to modifying operations to dump lower. The Community Relations Coordinator contacted the complainant the following day to discuss the complaint, the Open Cut Examiner's response and to confirm that noise monitoring results were within regulatory limits. The complainant commented that the noise was constant and they were finding it difficult to block out the low frequency pulsating noise they heard and were finding it difficult to sleep. The complainant commented that they had also registered a complaint with another neighbouring mine as they could not identify which mine the noise was coming from. The Community Relations Coordinator again confirmed with the complainant that the temporary noise monitoring would be set-up at their property during the week, at which point they could discuss their noise concerns further. Noise monitoring (Denman Road West) was below regulatory limits. Weather was suitable for operations. At the time of the complaint temperature was 13.6 degrees, 69% humidity, no rainfall was recorded and windspeed was north west at 1.8 m/s.</p>
12/09/2011 9:30:00 AM	Roxburgh Road	General Dust	<p>The complainant called the Environmental Superintendent to register a complaint about the accumulation of dust at their residence. The complainant stated that dust had accumulated outdoors on the roof of their residence, on their vehicle, and inside their residence. The Environmental Superintendent confirmed that air quality monitoring results were below regulatory criteria at the monitoring station nearest the complainant. The Environmental Superintendent conveyed the complainant's concerns to the Acting Manager Environment and Community and followed up with the complainant later in the week. The depositional dust monitoring results at the monitor closest to the complainant's residence was 0.9 grams / square metre / month for September 2011, below the statutory limit of 4 grams / square metre / month .</p>
15/09/2011 4:00:00 PM	Denman Road	Blast Vibration	<p>A Denman Road resident called the community response line to register a complaint about blast</p>

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26/09/2011 11:05:00 AM	Thomas Mitchell Drive	Blast Vibration	<p>vibration that was felt at their residence. The environmental coordinator contacted the complainant. The environmental coordinator informed the complainant that the vibration and overpressure results from the blast concerned were within statutory limits. Overpressure was recorded as 107.5 dB and vibration as 0.37 mm/s at the monitor closest to the residence.</p>
26/09/2011 11:15:00 AM	Denman Road	Blast Vibration	<p>A community stakeholder contacted the Community Response Line to notify Mt Arthur Coal of a blast they had felt. The stakeholder noted that the vibration from the blast had shaken the building of their business premises quite violently for approximately four seconds. The stakeholder commented that they just wanted to notify and register this event with Mt Arthur Coal as it was the most vibration they had felt in 15 years of being at the premises located in the nearby industrial estate. The Community Relations Coordinator immediately contacted the community stakeholder to discuss their concern. The Community Relations Coordinator confirmed that a blast had occurred in Calool pit and that blast monitoring results were under the regulatory limit, including the nearest Yammanie monitor which recorded 0.24 mm/s. Weather conditions were suitable for blasting. Temperature was 14.8 degrees. Wind speed was east south east at 7.6m/s and no rainfall was recorded.</p>
26/09/2011 11:15:00 AM	Denman Road	Blast Vibration	<p>The complainant contacted the Community Response Line to register a complaint regarding blast vibration. The Environmental Superintendent called the complainant who stated that the vibration from a blast caused their residence to shake. The Environmental Superintendent confirmed for the complainant that blast results were below regulatory criteria. Blast overpressure was 107.76 dB and blast vibration was 0.24 mm/s. Weather conditions were suitable for blasting at the time of the blast. Wind speed was approximately 6 m/s and wind direction was from the south east.</p>