

**BHP Mt Arthur Coal**  
**Community Complaints Summary**  
**Community Response Line # 1800 882 044**  
**Period: Oct-20**



| <b>Date</b> | <b>Time</b> | <b>From</b>   | <b>Issue</b> | <b>Lodgement type</b>   | <b>Investigation and response to caller</b>  |
|-------------|-------------|---------------|--------------|-------------------------|--|
| 7/10/2020   | 8:21pm      | Roxburgh Road | Lighting     | Community Response Line | Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation and action taken.                        |
| 11/10/2020  | 8:06pm      | Roxburgh Road | Lighting     | Community Response Line | Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation and action taken.                        |
| 15/10/2020  | 9:42pm      | Roxburgh Road | Lighting     | Community Response Line | Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation and action taken.                        |
| 19/10/2020  | 5:36am      | Roxburgh Road | Noise        | Community Response Line | Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results. |
| 19/10/2020  | 8:41pm      | Roxburgh Road | Lighting     | Community Response Line | Investigation revealed location of lights, which were redirected or turned off. Caller was advised of investigation and action taken.                        |
| 26/10/2020  | 12:34am     | Roxburgh Road | Noise        | Community Response Line | Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results. |