

BHP Mt Arthur Coal
 Community Complaints Summary
 Community Response Line # 1800 882 044
 Period: October 2023



Date	Time	From	Issue	Lodgment type	Investigation and response to caller
02/10/23	8:59am	Roxburgh Road	Dust	Community Response Line	Investigation revealed results at the nearest monitor indicated dust levels were elevated at the time, and the 24-hour average for mine incremental contribution remained within regulatory criteria. Operational changes were made in response to conditions, and reasonable and feasible avoidance and mitigation measures regarding particulate matter emissions were in place in accordance with the approved Air Quality Management Plan (AQMP).
16/10/23	8:38am	Roxburgh Road	Dust	Community Response Line	Investigation revealed results at the nearest monitor indicated dust levels were elevated at the time, and the 24-hour average for mine incremental contribution remained within regulatory criteria. Operational changes were made in response to conditions, and reasonable and feasible avoidance and mitigation measures regarding particulate matter emissions were in place in accordance with the approved Air Quality Management Plan (AQMP).
24/10/23	8:30pm	Roxburgh Road	Lighting	Community Response	Lighting adjusted in response to the call.
30/10/23	8:00pm	Roxburgh Road	Lighting	Community Response	Lighting adjusted in response to the call.