



## Community Complaints Summary

BHP Mt Arthur Community Response Line: 1800 882 044.

January 2018

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<b>Date and time</b>	<b>From</b>	<b>Issue</b>	<b>Lodgement type</b>	<b>Investigation and response to caller</b>
02/01/2018 7.23am	Muswellbrook	Noise	Community Response Line	Caller declined to leave any details. Advised they could hear dozers in the distance. No noise recorded over regulatory criteria.
06/01/2018 12.17pm	Denman Rd	Blast	Community Response Line	Investigation revealed there were no exceedances for vibration or noise when blast was fired
06/01/2018 12.15pm	Bengalla Rd	Noise	Community Response Line	Investigation revealed there were no exceedances for vibration or noise when blast was fired
06/01/2018 6.43pm	Roxburgh Rd	Blast	Community Response Line	Investigation revealed there were no exceedances for vibration or noise when blast was fired

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09/01/2018 3.28pm	Muswellbrook	Noise	Community Response Line	Caller advised noise following a blast , There were no exceedances for vibration or noise
09/01/2018 3.51pm	Old Bengalla Rd	Noise	Community Response Line	Caller advised noise following a blast , There were no exceedances for vibration or noise
10/01/2018 10.17am	Denman Rd	Dust	Community Response Line	Call came via Mt Arthur reception. Reported dust over Denman Rd. There were no exceedances for dust reported from site.
16/01/2017 9.53pm	Roxburgh Rd	Lighting	Community Response Line	Caller advised they could see one stationary clear flood light from the site OCE attended property and light was adjusted
21/01/2017	Roxburgh Rd	Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Results at the nearest real-time monitor indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
29/01/2017 6.35pm	Roxburgh Rd	General Dust	Community Response Line	Caller advised they could see dust after strong wind gusts.  No dust was recorded off site.