

Bengalla Mine Community Complaints Register 2018



In accordance with Environmental Protection Licence (EPL) 6538 the Bengalla Mining Company Pty Limited (BMC) operates a 24 Hour Complaints hotline for the purpose of receiving any complaints from members of the public in relation to activities conducted at the Bengalla Mine (Bengalla) or by BMC vehicle or mobile plant. The BMC notifies the public of the complaints line telephone number (Ph. 1800 178 984) via the Bengalla website.

This register is provided in accordance with the requirements of EPL 6538 and State Significant Development (SSD) 5170 (as modified).

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	2/01/18	05:40 PM	Hotline	1	Air Quality (Dust)	At 17:40 hrs on 02/01/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to alleged inadequate dust suppression at Bengalla. The complainant requested a call back as soon as possible. The complainant, who lives to the west of Bengalla within 2 km of the Project Boundary, stated that they had driven along Wybong Road and that they believed that excessive levels of dust was going across the road. The complainant also stated that they had received an increased number of community concerns regarding dust at coal mines over the last few months.	The Open Cut Examiner (OCE) on duty phoned the complainant around 17:48 hrs and left a voice message. The complainant contacted the OCE around 17:57 hrs. The OCE advised the complainant that watercarts were operating and that dust mitigation measures were being implemented as per the environmental approvals. The Environmental Advisor spoke to the complainant on the phone on 03/01/18 at around 15:02 hrs. The Environmental Advisor provided the complainant with the daily rolling average particulate matter less than 10 microns (PM10) for real-time monitors EPA22, EPA23, and EPA 24 (19 ug/m3 22 ug/m3 and 20 ug/m3 respectively). These are not compliance monitors. The Environmental Advisor advised the complainant that two out of five watercarts were operating with three down due to unplanned maintenance at the time of the complaint. The complainant asked if operations get modified when watercarts are not operational. The Environmental Advisor informed that complainant that they would look into their query. The complainant did not require any further phone calls.
2	6/01/18	12:16 PM	Hotline	2	Blast (Vibration)	At 12:16 hrs on 06/01/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to their house shaking badly after a blast. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back as soon as possible.	Bengalla Mining Company Pty Ltd (BMC) fired blast S31-16-IB-PF2 at 10:50:36 Hrs on 06/01/18. The Open Cut Examiner (OCE) on duty phoned the complainant and advised the complainant that BMC blasted during the morning around 11:00 hrs. The OCE advised that Mount Arthur Coal (MAC) had a blast planned for between 10:00 Hrs and 14:00 Hrs.
3	9/01/18	04:37 PM	Hotline	2	Blast (Vibration)	At 16:37 hrs on 09/01/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to their house shaking badly after a blast at around 15:25 Hrs. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	Bengalla Mining Company Pty Ltd (BMC) fired blasts S30-23-PS-BRWN and S31-27-IB-VA at 15:20 and 15:21 Hrs respectively on 09/01/18. The Moore and Collins blast monitor results were: • S30-23-PS-BRWN - ground vibration 0.63 and 0.65 mm/s and overpressure 96.8 and 98.7 dBL respectively; and • S31-27-IB-VA - ground vibration 2.31 and 0.8 mm/s and overpressure 96.5 and 93.9 dBL respectively. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor phone the complainant around 08:35 Hrs on 10/01/18 and provided the blast results for the Bengalla blasts at 15:20 and 15:21 hrs on 09/01/18. The complainant also enquired about a blast around 16:40 hrs on 09/01/18, the Environmental Advisor informed the complainant that Bengalla did not blast at this time. The Environmental Advisor confirmed that the complaint would be logged as an official complaint.
4	16/01/18	12:41 PM	Hotline	3	Air Quality (Blast Dust & Fume)	At 12:41 hrs on 16/01/18, the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to a dust cloud and fume from blasting at 11:30 hrs. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Environmental Advisor phone the complainant around 12:50 Hrs on 16/1/18 and provided the blast details for the Bengalla Mine blasts S30-25-IB-BR2A and S31-25-IB-VA at 11:20 and 11:21 Hrs respectively on 16/01/18. The Environmental Advisor provided blast details including number of holes and tonnes of explosive used. Environmental Advisor also provided the weather conditions at the time of the blast. Wind speed was 7.8 m/s. No fume was recorded in either blast. The results for the Moore blast monitor were provided as follows: S30-25-IB-BR2A - ground vibration 0.2 mm/s and overpressure 112.1 dBL; and S31-25-IB-VA - ground vibration 3.28 mm/s and overpressure 107.5 dBL. The lower limit blast criteria are 115 dBL and 5 mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor confirmed that the complaint would be logged as an official complaint and a formal letter would be provided. The letter was placed in outgoing mail on 17/01/18.
5	24/01/18	11:49 AM	Hotline	4	Air Quality (Dust)	At 11:49 hrs on 24/01/18, the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to "dust coming out of the mines". The complainants location at the time of the complaint is unknown and the complainant did not request a call back.	Following the complaint separate inspections were undertaken by the OCE (12.5), Environmental Advisor and Production Services Superintendent. The Environmental Advisor did not observe dust leaving site and the operations were being managed to minimise dust on site. Operations at the north end of the pit, including the dragline, were shut down for most of the morning and at the time of the complaint and inspections.
6	29/01/18	11:19 AM	Hotline	2	Blast (Vibration)	At 11:19 hrs on 29/01/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to 'a blast that shook the whole house'. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	Bengalla Mining Company Pty Ltd (BMC) fired two blasts on 29/01/18. The blast results for the Moore and Collins blast monitors were as follows: S30-04-IB-VA and S30-02-PS-VA (11:12:48 hrs): - Moore = 104.7 dBL and 2.55 mm/s. - Collins = 108 dBL and 1.09 mm/s. S31-05-IB-MA1 (11:13:36 hrs): - Moore = 101.5 dBL and 1.31 mm/s. - Collins = 104.8 dBL and 0.26 mm/s. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor phoned the complainant at around 11:35 hrs on 29/01/18 and provided the blast results.
7	29/01/18	02:16 PM	Hotline	3	Blast (Vibration & Overpressure)	At 14:16 hrs on 29/01/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast overpressure and vibration. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	Bengalla Mining Company Pty Ltd (BMC) fired two blasts on 29/01/18. The blast results for the Moore blast monitor was as follows: S30-04-IB-VA and S30-02-PS-VA (11:12:48 hrs): 104.7 dBL and 2.55 mm/s. S31-05-IB-MA1 (11:13:36 hrs): 101.5 dBL and 1.31 mm/s. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor phoned the complainant at around 13:38 hrs on 29/01/18 and provided the blast results. The Environmental Advisor confirmed that the complaint would be lodged as an official complaint. The complainant requested a letter with the blast details. The letter was placed in outgoing mail on 30/01/18.
8	30/01/18	03:16 PM	Hotline	2	Air Quality (Dust)	At 15:16 hrs on 30/01/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust from the contractor work at the Bengalla dam precinct west of Bengalla Link Road. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant noted that while driving home along Bengalla Link Road they did not observe any watercarts operating at the dam precinct. The complainant requested a call back.	The Environmental Advisor phoned the complainant back around 15:18 hrs and advised that there is a watercart assigned to the works west of Bengalla Link Road and that the Environmental Advisor would go and inspect the area. The Environmental Advisor and the Project Supervisor inspected the area at approximately 15:30 hrs. The Project Supervisor advised that the watercart is currently filling up at the water-plant in town. The Environmental Advisor observed the watercart returning from town and commence watering the project area. The Project Supervisor advised that they were obtaining a larger water cart and committed to looking into options for filling up the watercart from the Bengalla operations. The Environmental Advisor phoned the complainant around 16:10 hrs and advised them of the findings.
9	5/02/18	11:30 AM	Hotline	5	Blast (Vibration & Overpressure)	At 11:30 hrs on 05/02/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to an alleged very loud blast. The complainant lives to the west of Bengalla within approximately 1 km of the Project Boundary. The complainant requested a call back.	The Environmental Advisor phoned the complainant and advised that the Bengalla Mining Company Pty Ltd (BMC) had fired blast S31-23-IB-VA at 11:26 hrs on 05/02/18. The complainant asked for their complaint to be recorded as an official complaint and did not require any further details. The Environmental Advisor confirmed that the complaint would be recorded as an official complaint.

10	5/02/18		Email	6	Air Quality (Blast Fume)	In an email dated 05/02/18 the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Ltd (BMC) that the EPA had received a report alleging that a blast was conducted at Bengalla Mine (Bengalla) at approximately 11.30am. The blast was alleged to have resulted in a dust plume leaving Bengalla and an odour being detected by the complainant. The complainant described the odour as burnt explosives – chemical. In the email dated 05/02/18 the EPA requested that BMC provide a report on the blast to the EPA by 12/02/18.	In an email dated 12/02/18 BMC provided the EPA with the following information: • The fume rating of the blast in question: 0 • A video of the blast • Explosives Used: ANFO plus 15 m Fortan 1.2 toe charge. • Sleep Time: 3.5 days • The blasting contractor/ shotfirer: BMC Shotfirer • The airblast overpressure level and ground vibration peak particle velocity monitoring results. - The blast overpressure and ground vibration recorded at the three blast monitoring points identified in Environmental Protection Licence (EPL) 6538 was as follows: MRE (EPA 12): 96.8 dBL and 5.53 mm/s; SCH (EPA 19): 99.7 dBL and 0.51 mm/s; BLK (EPA 20): 87.3 dBL and 0.56 mm/s. As per EPL 6538 conditions L5, the lower limit blast criteria are 115 dBL and 5 mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. • Weather conditions - Inversion Strength (deg./100m): -2.2 - Wind Speed (m/s): 2.2 - Wind Direction (deg.): 229.9 (south-westerly)
11	7/02/18	10:59 AM	Hotline	5	Blast (Vibration)	At 10:59 hrs on 07/02/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards a blast. The complainant lives to the west of Bengalla within approximately 1 km of the Project Boundary. The complainant requested a call back.	Bengalla Mining Company Pty Ltd (BMC) fired blast S31-22-IB-VA at 10:55:58 hrs on 07/02/18. The blast results for the Moore blast monitor were 98.1 dBL and 3.74 mm/s. The blast results for the Collins blast monitor were 102.3 dBL and 1.89 mm/s The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor phoned the complainant at 11:05 hrs on 07/02/18 and provided the blast results. The Environmental Advisor confirmed that the complaint would be lodged as an official complaint.
12	7/02/18	11:03 AM	Hotline	2	Blast (Vibration)	At 11:03 hrs on 07/02/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	Bengalla Mining Company Pty Ltd (BMC) fired blast S31-22-IB-VA at 10:55:58 hrs on 07/02/18. The blast results for the Moore blast monitor were 98.1 dBL and 3.74 mm/s. The blast results for the Collins blast monitor were 102.3 dBL and 1.89 mm/s The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor phoned the complainant at 11:17 hrs on 07/02/18 and provided the blast results. The Environmental Advisor confirmed that the complaint would be lodged as an official complaint.
13	12/02/18	03:05 AM	Hotline	2	Blast (Vibration)	At 15:05 hrs on 12/02/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	Bengalla Mining Company Pty Ltd (BMC) fired blast S31-21-IB-VA at 14:55:13 hrs on 12/02/18. The Environmental Advisor phoned the complainant at 15:18 hrs on 12/02/18 and provided the relevant blast results. The blast results for the Moore blast monitor were 112.3 dBL and 2.99 mm/s. The blast results for the Collins blast monitor were 106.5 dBL and 1.71 mm/s The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The complainant queried how BMC determines if over 5% of blasts are above 115 dBL and 5mm/s. The Environmental Advisor explained that out of the 71 blasts undertaken in the last six months only two blasts had readings above 115 dBL and 5mm/s. The Environmental Advisor advised the complainant that the Collins and Moore monitors were last calibrated on 09/01/18 and 05/01/18 respectively. The complainant noted that they have been feeling the blasting more at their residence of late.
14	16/02/18	05:47 PM	Hotline	7	Air Quality (Dust)	At 17:47 hrs on 16/02/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to alleged major dust and wind in the past 10-minutes. The complainant lives to the north-east of Bengalla within approximately 2 km of the Project Boundary. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned the complainants phone call and advised that the Bengalla operations had been shut down for the past 20-minutes however watercarts were still operating.
15	17/02/18	03:54 PM	Hotline	3	Blast (Vibration & Overpressure)	At 15:54 hrs on 17/02/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to a blast at 15:49 hrs. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned the complainants phone call at 15:55 hrs on 17/01/18. The complainant requested the results via telephone and letter. The OCE advised that the Environmental personnel would contact the complainant and provide the blast results. Bengalla Mining Company Pty Ltd (BMC) fired blast S31-18-IB-VA at 15:49:42 hrs on 17/01/18. The blast results for the Moore blast monitor were 99.4 dBL and 4.85 mm/s. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor phoned the complainant at 08:54 hrs on 19/02/18 and provided the blast results and the blast criteria. The Environmental Advisor advised the complainant that the blast monitors are calibrated three monthly and that the Moore monitor was calibrated in January 2018. The Environmental Advisor confirmed that a letter with the blast details would be sent to the complainant. The letter was placed in outgoing mail on 19/01/18.
16	17/02/18	03:56 PM	Hotline	5	Blast (Vibration)	At 15:56 hrs on 17/02/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards a blast. The complainant lives to the west of Bengalla within approximately 1 km of the Project Boundary. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned the complainants phone call at 16:23 hrs on 17/01/18. The complainant ask for their complaint to be recorded as an official complaint and did not require any details. The OCE confirmed that the complaint would be recorded as an official complaint.
17	19/03/18	09:10 AM	Hotline	2	Air Quality (Dust)	At 09:10 hrs on 19/03/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned the complainants phone call and advised that dust management actions were in place and that the OCE would continue to review the operations throughout the day.
18	29/03/18	04:08 PM	Hotline	8	Air Quality (Blast Fume)	At 16:08 hrs on 29/03/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast fume. The complainant was phoning on behalf of the MACH Energy (MACH) construction personnel. The complainant requested a call back.	On 29/03/18 Bengalla Mining Company Pty Ltd (BMC) fired two blasts - S30-10-IB-BR1 and S33-08-IB-WW3 at 15:06:50 hrs and 15:08:29 hrs respectively. At the time of the blasts the wind speed was approximately 3 m/s and the wind direction was from the east-south-east. The post blast fume was rated 2B for S30-10-IB-BR1 and 0 (no fume) for S33-08-IB-WW3. The Open Cut Examiner (OCE) on duty returned the complainants phone call on 29/03/18. The complainant advised the OCE that the complainant believed that there had been insufficient notification regarding the Bengalla blasts. The OCE advised the complainant that the Environment team would contact the complainant with further details. The Environment team contacted the complainant at 10:20 hrs on 09/04/18. The complainant advised that this was not the first time that they had raised their concerns with BMC in regards to airborne contaminants from Bengalla blasts impacting on MACH construction personnel. The complainant advised that BMC's recent SMS blast notifications did not allow enough time for MACH construction personnel to retreat to shelter points. The Environmental Advisor and the complainant discussed that BMC is going to provide MACH contactors with four BMC digital radios. The Environmental Advisor confirmed that the complaint would be recorded and that the complainant concerns would be passed onto BMC management.
19	9/04/18	11:32 AM	Hotline	3	Blast (Vibration)	At 11:32 hrs on 09/04/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	Bengalla Mining Company Pty Ltd (BMC) fired blast S31-16-IB-VA at 11:19:35 hrs on 09/04/18. The blast results for the Moore blast monitor were 96.4 dBL and 3.47 mm/s. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor phoned the complainant around 11:46 hrs on 09/04/18 and provided the blast results. The complainant also advised that they had felt vibration from a blast the previous week. The Environmental Advisor confirmed that the complaint would be lodged as an official complaint and a formal letter would be provided. The letter was placed in outgoing mail on 09/04/18.
20	9/04/18	-	Phone	6	Air Quality (Blast Fume)	The Environmental Protection Authority (EPA) advised Bengalla Mining Company Pty Ltd (BMC), by phone, that the EPA had received a complaint regarding a blast undertaken on 09/04/18. The EPA requested information regarding the blast.	In an email dated 12/04/18 BMC provided the EPA with information (being the predictive forecast and shot firer's daily report) for the blast at 11:19 hrs on 09/04/18. The blast fume was rated 1A.

21	11/04/18	11:50 AM	Email	6	Air Quality (Dust)	<p>In an email dated 12/04/18 the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Ltd (BMC) that the EPA had received a phone call alleging that a cloud of dust was observed to be coming from Bengalla Mine (Bengalla) at 11:50 hrs on 11/04/18. The complainant advised the EPA that it appeared that there was a fire and that the wind was still.</p> <p>In the email dated 12/04/18 the EPA requested that BMC provide the EPA with information on activities occurring at Bengalla on 11/04/18 between 11am and 12pm including dust management measures and/or controls implemented, weather conditions and details of any other reports provided to BMC. The EPA also requested that BMC include this complaint in the Bengalla records and reporting.</p>	<p>In an email dated 18/04/18 the Bengalla Mining Company Pty Ltd (BMC) provided the EPA with the following information on activities occurring at Bengalla on 11/04/18 between 11:00 hrs and 12:00 hrs:</p> <ul style="list-style-type: none"> • The maximum wind speed recorded was 3 m/s and the wind was from the north-east to east-north-east; • A blast (S30-06-IB-BR2C) was fired at 11:40:15 hrs. The blast fume was rated 0 and dust was rated 2 out of 5; • The dragline did not operate due to unscheduled maintenance. • 4 out of 5 watercarts operated at varying times. WC0043 was down due to unscheduled maintenance; • 3 out of 4 graders operated at varying times. GR005 was down due to scheduled maintenance. • 14 out of 16 dozers operated at varying times. DZ011 and DZ012 did not operate at all; • 2 out of 4 drills operated at varying times. DR005 and DR006 were down due to maintenance; • 5 out of 7 diggers operated at varying times. EX004 did not operate due to blasting and scheduled maintenance. EX007 did not operate during this period due to blasting; • 29 out of 31 trucks operated at varying times. <p>The complaint has been documented in the Bengalla complaints register.</p>
22	28/04/18	06:35 PM	Hotline	9	Air Quality (Dust) / Other (Odour)	<p>At 18:36 hrs on 28/04/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust and odour across Wybong Road. The complainant lives to the west of Bengalla within 8 km of the Project Boundary. The complainant requested a call back on the following Monday.</p>	<p>On Monday 30/04/18 at 09:35 hrs the Environmental Advisor phoned complainant - no answer. At 13:00 hrs the Environment Advisor phoned the complainant again and spoke with complainant's son who advised that the complainant would be home after 14:00 hrs. At 14:50 hrs the Environment Advisor phoned complainant and spoke with the complainant's wife. The Environment Advisor provided their contact details. No further contact has been made by the complainant.</p>
23	2/05/18	10:30 AM	Phone	6	Air Quality (Dust)	<p>On 02/05/18 the Environmental Protection Authority (EPA) phoned the Environment and Approvals Superintendent regarding a complaint received alleging dust leaving Bengalla Mine across Wybong Road between 09:30 hrs and 10:30 hrs on 02/05/2018.</p>	<p>The Environment and Approvals Superintendent and Environment Advisor travelled to Wybong Road at approximately 11:00 hrs on 02/05/18. While attending Wybong Road photos were taken of the Bengalla operations. The photos and a summary of the operating status of the dragline between 07:00 hrs and approximately 11:30 hrs was provided to the EPA in an email dated 02/05/18.</p>
24	5/05/18	02:06 PM	Hotline	10	Air Quality (Dust)	<p>At 14:06 hrs on 05/05/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust around 11:00 hrs and 13:30 hrs. The complainants location at the time of the complaint is unknown and the complainant did not request a call back.</p>	<p>On 05/05/18 the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (hourly average wind speed less than 5.6 m/s). Standard operations were undertaken including the operation of four watercarts throughout the day.</p>
25	6/05/18	08:19 AM	Hotline	11	Air Quality (Dust)	<p>At 08:19 hrs on 06/05/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust from the dragline. The complainants location at the time of the complaint is unknown. The complainant requested a call back.</p>	<p>On 06/05/18 the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (hourly average wind speed less than 5.6 m/s). The dragline generally operated throughout the day with regular short environmental delays to minimize dust. Four out of five watercarts operated throughout the day.</p> <p>The Environmental Advisor phoned the complainant around 08:20 hrs on 08/05/18. The complainant advised that the Open Cut Examiner (OCE) on duty had returned their call on 06/05/18.</p>
26	7/05/18	10:47 AM	Email	6	Air Quality (Dust)	<p>In an email dated 07/05/18 the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Ltd (BMC) that the EPA had received a report alleging that "horrendous dust is coming from both the Bengalla Mine and Mount Pleasant Mine. Thick yellow dust is affecting traffic on Wybong Rd and possibly other roads in vicinity, west of Muswellbrook. The dust is not so thick it's a traffic hazard but it is thick enough to be a health concern. The dust was even worse yesterday (06/05/18). No wind, so the dust affecting Wybong Rd can only be coming from these mines".</p> <p>In the email dated 07/05/18 the EPA requested that BMC investigate and advise the EPA of all measures taken to mitigate and manage dust generated at Bengalla Mine (Bengalla) for both 06/05/18 and 07/05/18.</p>	<p>In an email dated 10/05/18 BMC provided the EPA with the following information:</p> <p>On 6 and 7 May 2018 the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan.</p> <p>In relation to activities at Bengalla on 6 and 7 May 2018:</p> <ul style="list-style-type: none"> • No blasting was undertaken on Sunday 6 May 2018. • Blasts S32-04-IB-WW4 and S30-23-CI-BYWN were fired at 11:21:39 hrs and 11:23:58 hrs respectively on Monday 7 May 2018. • The dragline generally operated with regular short environmental delays to minimize dust; • All 4 graders operated at varying times; • All 4 drills operated at varying times and were located in pit; • All 7 diggers operated at varying times (with 6 out of the 7 located in pit). No topsoil loading was undertaken; • 4 out of 5 water carts operated at varying times. WC004 was down due to scheduled maintenance; • 15 out of 16 dozers and 31 out of 32 trucks operated at varying times. T017 was down due to unscheduled maintenance; • Dumping generally occurred on the lower, central and upper dumps. <p>The 24-hour average PM10 measurements recorded at Bengalla's three EPA real time air quality monitors were all below 50 ug/m3.</p>
27	11/05/18	08:25 AM	Hotline	12	Air Quality (Dust)	<p>At 08:25 hrs on 11/05/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust. The complainants location at the time of the complaint is unknown. The complainant requested a call back.</p>	<p>The Senior Environmental Advisor phoned the Open Cut Examiner (OCE) on duty and enquired about the current operations. The OCE advised that the dragline was pulled up, diggers and drills were operating in-pit, dumping was restricted to the lower dumps and 3 out of 5 watercarts were operating.</p> <p>At approximately 08:30 hrs the Senior Environmental Advisor phoned the complainant. The complainant advised that they were driving along Denman Road and observed dust coming from the southern end of the Bengalla pit and blowing towards Muswellbrook.</p> <p>The Senior Environmental Advisor phoned the OCE and provided the details of the complaint. The OCE advised that they would review and modify the operations where required. A high risk windspeed alert came through at 08:38 hrs and the OCE subsequently ceased operations.</p>
28	16/07/18	12:30 PM	Email	6	Air Quality (Dust)	<p>In an email dated 17/07/18 the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Ltd (BMC) that the EPA had received a complaint at 12:30 hrs on 16/07/18.</p> <p>The complainant was driving along Denman Road and alleged that they observed excessive dust emissions from the Bengalla Mine (Bengalla) blowing towards the Muswellbrook Racecourse. The complainant observed plant operating at Bengalla, including dozers.</p> <p>In the email dated 17/07/18 the EPA requested that BMC provide the EPA with feedback in a timely manner.</p>	<p>In an email dated 27/07/18 the BMC provided the EPA with the following information.</p> <p>With regards to day shift at Bengalla on 16/07/18:</p> <ul style="list-style-type: none"> • The meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s). • The wind direction varied with the predominant wind directions being northerly, north-easterly and westerly. • No blasting was undertaken. • The dragline operated at various times; • 4 out of 5 watercarts operated at various times. WC0043 was down for scheduled maintenance; • 4 out of 4 graders operated at various times; • 14 out of 16 dozers operated at various times; • 4 out of 4 drills operated at various times and were located in pit; • 7 out of 8 diggers operated at various times and were located in pit; • 31 out of 32 trucks operated at various times. <p>The 24-hour average PM10 measurements recorded at Bengalla's real-time air quality monitors were all below 50 ug/m3.</p>
29	17/07/18	03:42 PM	Hotline	13	Air Quality (Dust)	<p>At 15:42 hrs on 17/07/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust coming off the Bengalla operations. The complainants location at the time of the complaint is unknown. The complainant requested a call back.</p>	<p>The Senior Environmental Advisor phoned the Open Cut Examiner (OCE) on duty and enquired about the current operations. The OCE advised that they were currently at the southern lookout and could not identify dust coming off the Bengalla operations from the southern end of the pit. At the time the meteorological conditions were within the medium risk category described in Table 11 of the Air Quality Management Plan (hourly average wind speed between 5.6 and 10 m/s). The OCE advised that the only equipment operating was excavator 7 (located in pit) and the associated equipment. Excavator 7 was extracting coal, no trucks were going to the dumps. Four watercarts were also operating. The Senior Environmental Advisor was situated off of Wybong Road looking into the Bengalla pit and could not identify dust coming off the Bengalla operations from the northern end of the pit.</p> <p>The Senior Environmental Advisor phoned the complainant at approximately 15:44 hrs and left a voicemail message. The Senior Environmental Advisor phoned the complainant again at approximately 16:30 hrs but did not reach the complainant. No further contact has been received from the complainant in regards to this complaint.</p>
30	23/07/18	11:30 AM	Hotline	14	Air Quality (Dust)	<p>At approximately 11:30 hrs on 23/07/18 the complainant phoned the Bengalla Mine (Bengalla) Control Room in regards to dust and blasting. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary.</p> <p>The Control Room personnel advised the Senior Environmental Advisor and the Community Relations Specialist of the complaint.</p> <p>The Community Relations Specialist phoned the complainant and the complainant advised that they were concerned about the dust on Saturday 21/07/18. The complainant asked BMC to provide them with a letter with details of how BMC had modified the Bengalla operations on 21/07/18 to minimise dust.</p>	<p>With regards to day shift on Saturday 21/07/18, the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s) and standard operations were occurring.</p> <p>A letter regarding operational activities on day shift 21/07/18 and blasting on 23/07/18 was placed in outgoing mail on 27/07/18.</p>
31	23/07/18	11:30 AM	Hotline	14	Blast (Vibration & Overpressure)	<p>At approximately 11:30 hrs on 23/07/18 the complainant phoned the Bengalla Mine (Bengalla) Control Room in regards to dust and blasting. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary.</p> <p>The Control Room personnel advised the Senior Environmental Advisor and the Community Relations Specialist of the complaint.</p> <p>The Community Relations Specialist phoned the complainant and the complainant advised that the vibration from the blast fired on 23/07/18 lasted for an extended period of time and rumbled the complainant's residence. The complainant advised that their property was covered in dust on 23/07/18 and the complainant was concerned that BMC had fired a blast during already dusty conditions. The complainant requested that a letter with the blast details be provided to them by the end of the week.</p>	<p>Bengalla Mining Company Pty Ltd (BMC) fired two blasts on 23/07/18. The blast results for the Moore blast monitor, the closest monitor to the complainant's residence, was as follows:</p> <p>S31-02-IB-VA (11:18:11 hrs): 94.9 dBL and 2.56 mm/s. S33-02-IB-WW3 (11:19:02 hrs): 98.2 dBL and 0.54 mm/s.</p> <p>The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s.</p> <p>The Air Quality Management Plan (AQMP) states that no blasting is to be undertaken when wind speeds exceed 10 meters per second (m/s). At the time of the blast the meteorological conditions were within the low risk category described in Table 11 of the AQMP (wind speeds less than 1 m/s).</p> <p>A letter regarding the blast event on 23/07/18 was placed in outgoing mail on 27/07/18.</p>

32	23/07/18	11:54 AM	Hotline	3	Blast (Vibration & Overpressure)	At 11:54 hrs on 23/07/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast overpressure and vibration. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	Bengalla Mining Company Pty Ltd (BMC) fired two blasts on 23/07/18. The blast results for the Moore blast monitor, the closest monitor to the complainant's residence, was as follows: S31-02-IB-VA (11:18:11 hrs): 94.9 dBL and 2.56 mm/s. S33-02-IB-WW3 (11:19:02 hrs): 98.2 dBL and 0.54 mm/s. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Senior Environmental Advisor phoned the complainant and provided the blast results. The Senior Environmental Advisor confirmed that the complaint would be lodged as an official complaint. The complainant requested a letter with the blast details. The letter was placed in outgoing mail on 24/07/18.
33	24/07/18	10:04 AM	Hotline	16	Air Quality (Dust)	At 10:04 hrs on 24/07/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust coming out of the pit. The complainants location at the time of the complaint is unknown and the complainant did not request a call back.	At the time of the complaint the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s). Four watercarts were operating, the dragline was operating with regular short environmental delays to minimize dust and all diggers and drills were operating in pit
34	24/07/18	-	Email	15	Air Quality (Dust)	In an email dated 24/07/18 the Department of Planning and Environment (DPE) advised the Bengalla Mining Company Pty Ltd (BMC) that the DPE had received a complaint alleging that high levels of dust was coming off all three mines surrounding Muswellbrook on 24/07/18. In the email dated 24/07/18 the DPE requested that BMC provide the DPE with a report by 31/07/18.	In an email dated 31/07/18 BMC provided DPE with the requested information. The 24-hour average particulate matter less than 10 microns (PM10) recorded at BMC's real time air quality monitors on 24/07/18 were generally below 50ug/m3. Dust monitors 3 and 4 recorded readings above 50 ug/m3 however, the Bengalla Mine (Bengalla) only contribution was estimated to be 18 ug/m3 and 20 ug/m3 respectively. On 24/07/18 the day shift meteorological conditions, recorded at the Bengalla Meteorological Station, were generally within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s), except for a period of approximately 5 hours when the conditions were within the medium risk category (wind speeds between 5.6 and 10 m/s). In relation to day shift activities at Bengalla on 24/07/18, all five watercarts operated at varying times, no blasting or topsoil loading was undertaken and all diggers and drills operated in pit.
35	10/08/18	11:19 AM	EPA	17	Air Quality (Dust)	In an email dated 10/08/18 the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Ltd (BMC) that the EPA had received a complaint alleging that the Bengalla "mine is extremely dusty today....The weather is not very hot or windy today". The complainant observed "truck movements, involved in hauling and dumping material. A water cart appears to be operating but it is not keeping up with the dust". The EPA requested that BMC review operations and dust management techniques and provide the EPA with the findings and/or actions. The EPA also requested that BMC contact the complainant.	The Senior Environmental Advisor phoned the Open Cut Examiner (OCE) on duty to obtain operational details which were communicated to the Environment and Approvals Superintendent. At the time the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s). The Environment and Approvals Superintendent phoned the EPA on 10/08/18 and advised them of the operations occurring on 10/08/18. The Senior Environmental Advisor phoned the complainant at 16:11 hrs on 10/08/18 to discuss the complaint. The complainant advised that they have been driving on Edderton Road and observing significant plumes of brown dust rising into the air above Bengalla. The complainant did not request any further details.
36	10/08/18	-	Email	6	Air Quality (Dust)	In an email dated 10/08/18 the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Ltd (BMC) that the EPA had received a complaint alleging that while driving along Edderton Road the complainant observed "significant plumes of brown dust rising into the air above the Bengalla Mine. There is no wind today, caller advised it is "dead still". Other mines in the area are not similarly dusty today". The EPA requested that BMC review operations and dust management techniques and provide the EPA with the findings and/or actions.	The Senior Environmental Advisor phoned the Open Cut Examiner (OCE) on duty to obtain operational details which were communicated to the Environment and Approvals Superintendent. At the time the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s). The Environment and Approvals Superintendent phoned the EPA on 10/08/18 and advised them of the operations occurring on 10/08/18.
37	17/08/18	05:00 PM	Phone	18	Air Quality (Dust)	On at approximately 17:00 hrs on 17/08/18 the complainant contacted the Dispatch personnel in regards to dust from Bengalla Mine (Bengalla) blowing towards the Muswellbrook Racecourse. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant advised that at the same time everyday high levels of dust blow towards the Racecourse.	The OCE spoke with the complainant and advised that the complaint would be passed onto the Environment Team who would phone the complainant next week. The OCE conducted a dust assessment of the pit directly after the complaint. The with speed at the time of the assessment was 5.7 m/s. One excavator and the dragline was stopped and five watercarts were in use. The Senior Environmental Advisor phone the complainant around 13:20 hrs on 23/08/18. The complainant advised that they had tried phoning the hotline however they kept being redirected to another mining company. The Senior Environmental Advisor advised the complainant that they would investigate the issues with the hotline. The Senior Environmental Advisor phoned the 24 Hour Complaints Hotline and was directed to the Bengalla Mining Company Pty Limited. The Senior Environmental Advisor also contacted the service provider and requested that they investigate the issue.
38	17/08/18	09:25 PM	Phone	19	Air Quality (Dust)	At approximately 21:25 hrs on 17/08/18 the complainant contacted the Dispatch personnel in regards to dust allegedly coming from Bengalla Mine (Bengalla) towards the Muswellbrook Racecourse in the afternoons particularly when there is no wind. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant requested that someone conduct an assessment of the current conditions.	The OCE sent an employee out to the Racecourse to assess the conditions. At the time of the complaint the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s) and standard operations were occurring.
39	19/08/18	-	Phone	20	Air Quality (Dust)	On 19/08/18 the complainant contacted the Chief Executive Officer (CEO), via text message, in regards to concerns about the impacts of dust on their family. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant provided photos to the CEO.	The CEO advised the complainant, via text message, that the dragline and the truck fleet had been down for quite a lot of the day and that the Mine Manager had reviewed the operations via the Bengalla Mine (Bengalla) video cameras. The CEO stated that they would send further details of action taken to reduce dust through to the complainant on Monday 20/08/18. The complainant expressed further concerns about the impacts of dust on their family. At 15:22 hrs on Monday 20/08/18 the complainant emailed the CEO in regards to the details of action taken to reduce dust. At 16:15 hrs the CEO emailed the complainant the details of the environmental downtime for the fleet on day shift 19/08/18. The CEO advised that in addition to the details provided that there is further downtime for fleet that is down for maintenance. The dragline was down for 9.42 hours with around 280 hours for environmental delays across the whole fleet on dayshift 19/08/18. The CEO requested that the complainant contact the complaints hotline directly going forward.
40	20/08/18	11:35 AM	Hotline	2	Blast (Vibration & Overpressure)	At 11:43 hrs on 20/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast overpressure and vibration. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	An Environmental Advisor phoned the complainant at 12:00 hrs on 20/08/18 and provided the S32-02-IB-PF2 blast results from the Moore and Collins blast monitors: Moore: 100.4 dB and 1.43 mm/s. Collins: 96.7 dB and 0.38 mm/s. The complainant requested that the complaint be recorded as an official complaint and mentioned that they had not felt the impacts from blasting at Bengalla as frequently as of late. The Environmental Advisor confirmed that the complaint would be recorded as an official complaint.
41	21/08/18	11:40 AM	Hotline	20	Air Quality (Dust)	At 11:40 hrs on 21/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust from Bengalla blowing towards the Muswellbrook Race Course. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Senior Environmental Advisor phoned the Open Cut Examiner (OCE) on duty to obtain operational details. The OCE advised that they were inspecting the pit and had assigned people to inspect nearby areas including the Racecourse, Wybong Road and Bengalla Road but did not identify a dust issue at the time of the inspections. The OCE advised that all five watercarts were operating at the time of the complaint and that the OCE would temporarily cease part of the operations to allow the watercarts to apply more water. The Senior Environmental Advisor phoned the complainant to discuss the complaint. The complainant expressed their concerns in regards to dust impacting on their residence and their business. The Senior Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint and would be passed onto the management team. Following the phone call the Senior Environmental Advisor and the Environment and Approvals Superintendent attended Bengalla Road, the Muswellbrook Racecourse and Wybong Road but did not identify any dust issues. The Senior Environmental Advisor discussed the complaint with the Bengalla management personnel.
42	22/08/18	09:14 AM	Hotline	20	Air Quality (Dust)	At 09:14 hrs on 22/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust from Bengalla on night shift of the 22/08/18. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	The Senior Environmental Advisor phoned the Open Cut Examiner (OCE) on duty to obtain operational details. The OCE advised that standard operations were in effect, four watercarts were operating and that dumping was not being undertaken at the top of the Overburden Emplacement Area (OEA) at the time of the complaint. The Senior Environmental Advisor phoned the complainant who advised that they were concerned with the level of dust from Bengalla that morning and during the previous nightshift. The complainant also had concerns with regards to the dust generated by the Bengalla traffic attending the Racecourse that morning influencing the results at the dust monitor at the Racecourse. The Senior Environmental Advisor advised the complainant that the dust monitor at the Racecourse (to the west of Sheppards Avenue) is not a Bengalla monitor and that Bengalla does not have access to the data at that monitor. The Senior Environmental Advisor explained that Bengalla does have a dust monitor located north of Racecourse Road and that this monitor is located back from the road so that it should not be influenced by traffic. The Senior Environmental Advisor advised the complainant that their complaint would be recorded and would be passed onto the management team. The Senior Environmental Advisor confirmed that they would email the complainant the reference details for their complaints. The Senior Environmental Advisor passed the details of the complaint onto the Bengalla management personnel. In an email dated 24/08/18 the Environment and Approvals Superintendent emailed the complainant the identification numbers for their complaints recorded in the Bengalla Mining Company Pty Limited (BMC) complaints register.

43	22/08/18	03:43 PM	Hotline	20	Air Quality (Dust)	At 15:43 hrs on 22/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to ongoing dust from an access road between Bengalla and the Racecourse. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	<p>The Senior Environmental Advisor phoned the complainant and explained that the access road that the complaint was referring to is the Old Belt Road. This access road is not an active haul road but is used to access the Bengalla Homestead and the rehabilitation areas. The Senior Environmental Advisor advised the complainant that the Senior Environmental Advisor would contact the relevant personnel to have a watercart water the Old Belt Road while it is in frequent use.</p> <p>The Senior Environmental Advisor confirmed that they would email the complainant the reference details for their complaints by the end of the week. The Senior Environmental Advisor confirmed that dust monitor at the Racecourse (to the west of Sheppards Avenue) is not a Bengalla monitor and that the Bengalla monitor is located approximately 150m north of the Racecourse between Racecourse Road and the Hunter River.</p> <p>The details of the complaint were passed onto the Bengalla management personnel.</p> <p>At approximately 07:00 hrs on 23/08/18 the Senior Environmental Advisor contacted the Bengalla Infrastructure and Project Team and requested that they utilise a watercart while using the Old Belt Road. The Infrastructure and Project Team personnel confirm that they would utilise a watercart.</p> <p>In an email dated 24/08/18 the Environment and Approvals Superintendent emailed the complaint the identification numbers for their complaints recorded in the Bengalla Mining Company Pty Limited (BMC) complaints register.</p>
44	22/08/18	03:44 PM	Hotline	19	Air Quality (Dust)	At 15:44 hrs on 22/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust from the Bengalla Old Belt Road. The complainant also advised that the dust over the last month and the dust from blasting has been particularly bad. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	<p>The Senior Environmental Advisor phoned the complainant and explained that the access road that the complaint was referring to is the Old Belt Road. This access road is not an active haul road but is used to access the Bengalla Homestead and the rehabilitation areas. The Senior Environmental Advisor advised the complainant that the Senior Environmental Advisor would contact the relevant personnel to have a watercart water the Old Belt Road while it is in frequent use.</p> <p>The complainant asked if it would be possible to meet with Bengalla personnel to discuss mitigation options. The Senior Environmental Advisor advised that they would pass the details of the complaint onto the management team.</p> <p>At approximately 07:00 hrs on 23/08/18 the Senior Environmental Advisor contacted the Bengalla Infrastructure and Project Team and requested that they utilise a watercart while using the Old Belt Road. The Infrastructure and Project Team personnel confirmed that they would utilise a watercart.</p>
45	22/08/18	06:10 PM	Hotline	20	Noise	At 18:10 hrs on 22/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to noise, including horns and rumbling, from a train in the afternoon. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned the complainants phone call and advised the complainant that no trains were in the Bengalla rail loop at the time of the complaint, the Bengalla operations had not changed from earlier in the day and that the loading units were operating below the surface at that time.
46	22/08/18		Email	6	Other (Waste)	In an email dated 27/08/18 the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Ltd (BMC) that on 22/08/18 the EPA received a report alleging that "there is a lot of rubbish being dumped on Bengalla Mine site next to the Hunter River. Bengalla has made no effort to clean up the rubbish". The EPA has requested that BMC review, action and provide comment to the EPA in regards to the complaint.	In an email dated 10/09/18 BMC advised the EPA that a member of the Muswellbrook community has made BMC aware of illegal rubbish dumping that has occurred between the Hunter River embankment and the BMC land. On 13/06/18 BMC met with the member of the Muswellbrook community and identified the locations of the illegal rubbish dumps in the river alignment. On 04/07/18 BMC undertook a title search to identify the landholder of the land the rubbish is insitu.
47	23/08/18	08:36 AM	Hotline	20	Air Quality (Dust)	At 08:36 hrs on 23/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust coming off trucks blowing down onto the Muswellbrook Racecourse. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	<p>The Senior Environmental Advisor and Environment and Approvals Superintendent attended Bengalla Road to the south east of the operations and Wybong Road around 09:20 hrs.</p> <p>The Senior Environmental Advisor phoned the complainant around 09:28 hrs and advised that during the inspection they had observed a dust haze across the site but did not identify any point source dust leaving the mine site at the time of the inspection. The complainant stated that they had taken photos of the dust and that at the time of the complaint the dust was pretty bad and appeared to be from trucks dumping a dry dusty material. The Senior Environmental Advisor advised the complainant that all four watercarts were operating, only two diggers were operating and that the dragline was down for maintenance.</p> <p>The Senior Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint and would be passed onto the management team.</p>
48	23/08/18	02:30 PM	Hotline	19	Air Quality (Dust)	At 14:30 hrs on 23/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dump trucks creating dust across the Muswellbrook Racecourse. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	<p>The Senior Environmental Advisor phoned the Open Cut Examiner (OCE) on duty to obtain operational details. The OCE advised that meteorological conditions were within the low risk category (wind speeds less than 5.6 m/s) and that standard operations are occurring including dumping to the macro-relief area. The OCE advised that an inspection would be undertaken and they would temporarily suspend dumping to the macro-relief area. Five watercarts are operating and the dragline is down for maintenance.</p> <p>The Senior Environmental Advisor phoned the complainant around 14:35 hrs and advised the complainant of the current operations and of the dumping changes being made by the OCE.</p>
49	23/08/18	05:01 PM	Hotline	19	Air Quality (Dust)	At 17:01 hrs on 23/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust. The complainant requested a call back. The complainant phoned the Dispatch personnel and mentioned that there was dust covering the Racecourse area and that it is like that all day everyday. The complainant lives to the east of Bengalla within 2 km of the Project Boundary.	<p>The Dispatch personnel directed the complainant to the 24 Hour Complaints Hotline and passed the phone call onto the Open Cut Examiner (OCE) on duty.</p> <p>The OCE advised the complainant that the operations were currently running to the mid level dumps and that all loading units were operating below the surface.</p>
50	23/08/18	05:18 PM	Hotline	21	Air Quality (Dust)	At 17:18 hrs on 23/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	<p>The Open Cut Examiner (OCE) on duty phoned the complainant and was advised by the complainant that dust blows across the Muswellbrook Racecourse at the same time everyday. The complainant stated that they believed that it was not just Bengalla that contributed to the dust.</p> <p>The OCE advised the complainant that the operations had been ceased for a substantial period during the shift and that the operations were currently running to the mid level dumps. The OCE also advised that the loading units were operating below the surface and the dragline was not operating as it was on service.</p>
51	24/08/18	03:16 PM	Email	6	Air Quality (Blast Dust)	In an email dated 27/08/18 the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Ltd (BMC) that on 24/08/18 the EPA received a report alleging that "Dust from Bengalla Coal Mine - affecting area between Bengalla and Denman. A shot was let off between about 3.10-3.15pm. Caller drove past on Denman Rd at 3.16pm and stopped to take a photo of the massive dust plume. Whole mine site shrouded in dust cloud. Cloud drifted off mine in south westerly direction towards Wybong. Will affect everyone between Bengalla and Denman". The EPA has requested that BMC review, action and provide comment to the EPA in regards to the complaint.	<p>On 24/08/18 BMC fired blasts S32-05-IB-PF2 and S35-11-IB-WW3 at 15:12:50 and 15:14:51 hrs respectively. At the time that the blasts were fired the meteorological conditions recorded at the BMC weather stations were as follows:</p> <p>S32-05-IB-PF2 (15:12:50 hrs): - Wind speed: 3.40 metres/second (m/s); and - Wind direction: 139 degrees (south-easterly).</p> <p>S35-11-IB-WW3 (15:14:51 hrs): - Wind speed: 3.60 m/s; and - Wind direction: 125 degrees (south-easterly).</p> <p>The blast fume and dust ratings (out of five) recorded for the blasts were, fume 0 and dust 3 for both blasts.</p> <p>The blasts were undertaken as per the Bengalla Air Quality Management Plan control measures for blasting and the Blast Management Plan.</p> <p>The blast results for overpressure and ground vibration at the three compliance monitors identified in Environmental Protection Licence (EPL) 6538 were below the lower limit blast criteria of 115 dBL and 5mm/s. 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s.</p>
52	29/08/18	03:10 PM	Phone	5	Blast (Vibration & Overpressure)	At approximately 15:10 hrs on 29/08/18 the complainant phoned the Bengalla Mine (Bengalla) Senior Environmental Advisor in regards to a blast shaking their residence. The complainant lives to the west of Bengalla within approximately 1 km of the Project Boundary.	<p>The Senior Environmental Advisor confirmed that Bengalla Mining Company Pty Ltd (BMC) had fired a blast [S32-20-IB-VA] at 15:06:25 hrs and advised the complainant that their complaint would be recorded as an official complaint. The complainant did not require any further details.</p> <p>The blast results for overpressure and ground vibration at the three compliance monitors identified in Environmental Protection Licence (EPL) 6538 were below the lower limit blast criteria of 115 dBL and 5mm/s. 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s.</p>

53	29/08/18	03:17 PM	Hotline	19	Air Quality (Dust)	At 15:17 hrs on 29/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust from blasting and from trucks on the dump blowing towards the Muswellbrook Racecourse. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Senior Environmental Advisor phoned the Open Cut Examiner (OCE) on duty to obtain operational details. The Senior Environmental Advisor then phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) had recently fired a blast and that during the blast, trucks were running to the upper levels of the dump. The Senior Environmental Advisor advised the complainant that the OCE had said that the truck would be running to the middle and/or lower dumps after the blast. The complainant said that could still see a truck still at the upper dump. The Senior Environmental Advisor suggested that the truck may be finishing off their last run to the upper dump. At 15:41 hrs the complainant phoned the Senior Environmental Advisor in regards to trucks still on the upper dumps. The Senior Environmental Advisor reiterated that the OCE had advised that the trucks would be moving to lower dumps. The Senior Environmental Advisor advised that they would contact the OCE to confirm the change. The Senior Environmental Advisor attempted to phone the OCE to obtain further details but went to message bank. At approximately 15:50 hrs the complainant's wife phoned the Senior Environmental Advisor and advised that they could still see trucks on the upper dumps. The Senior Environmental Advisor advised that the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s) and as such operations can occur at the upper dumps. However the Senior Environmental Advisor confirmed that the OCE had advised that the trucks would move to the lower dumps soon but had not provided a specific time. The Senior Environmental Advisor advised that they would contact the OCE to reconfirm the details. The Senior Environmental Advisor contacted the OCE who confirmed that the diggers, for the trucks running to the upper dumps, were relocating and that the dumping at the upper dumps should cease within approximately 30 minutes.
54	29/08/18	04:03 PM	Hotline	20	Air Quality (Dust)	At 16:03 hrs on 29/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to trucks running to the top of the dump and creating dust. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	The Senior Environmental Advisor advised that they had spoken with the Open Cut Examiner (OCE) on duty who had advised that the diggers, for the trucks running to the upper dumps, were relocating and that the dumping at the upper dumps should cease in approximately 15 minutes. However the Senior Environmental Advisor also advised that the meteorological conditions were within the low risk category described in Table 11 of the Air Quality Management Plan (wind speeds less than 5.6 m/s) and as such operations can occur at the upper dumps. The Senior Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint and would be passed onto the management team.
55	29/08/18	04:03 PM	Hotline	20	Noise	At 16:03 hrs on 29/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to train and dozer track noise during the previous night. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant also advised that they had phoned the Complaints Hotline several times last night and were unable to get through to Bengalla.	The Senior Environmental Advisor advised that they would follow up with the Complaints Hotline service provider regarding the alleged issues with the Hotline. The Senior Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint and would be passed onto the management team. During the relevant night shift trains were scheduled for 19:25 hrs on 28/08/18 and 02:30 hrs on 29/08/18.
56	30/08/18	07:05 AM	Hotline	20	Air Quality (Spontaneous Combustion)	At 07:05 hrs on 30/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to visible plumes of dust or gas material. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	The Senior Environmental Advisor phoned the complainant and advised that the Open Cut Examiner (OCE) on duty was sending someone out to assess the situation. The Senior Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint and would be passed onto the management team. The Senior Environmental Advisor and the Environment and Approvals Superintendent attended Denman Road, Bengalla Road and Wybong Road to assess the situation. At approximately 08:58 the complainant phoned the Senior Environmental Advisor to enquire about further details in regards to their complaint. The Senior Environmental Advisor advised that spontaneous combustion had been identified, remedial works were in progress and that the spontaneous combustion is expected to be dugout in the next couple of days.
57	31/08/18	01:20 PM	Hotline	18	Air Quality (Dust)	At 13:20 hrs on 31/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust coming out of Bengalla over the Muswellbrook Racecourse. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Environment and Approvals Superintendent obtained operational details from the Dispatch personnel. The Environment and Approvals Superintendent then phoned the complainant and advised that at the time of the complaint the Bengalla equipment was generally shutdown except for one digger (located in pit) and the trucks servicing that digger.
58	31/08/18	05:03 PM	Hotline	19	Air Quality (Dust)	At 17:03 hrs on 31/08/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	The Environment and Approvals Superintendent obtained operational details from the Dispatch personnel. The Environment and Approvals Superintendent then phoned the complainant and advised that at the time of the complaint that the dragline, two diggers and five trucks were operating.
59	1/09/18	12:08 PM	Hotline	20	Air Quality (Dust)	At 12:08 hrs on 01/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to an issue at the Muswellbrook Racecourse. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty phoned the complainant and was advised by the complainant that dust from Bengalla was coming from the northern side of the pit and traveling around the Overburden Emplacement Area (OEA) towards the Racecourse. The OCE advised the complainant that due to the recent rain event the spoils and roads are still moist and sealed and that the Dragline gas been operating intermittently.
60	3/09/18	03:13 PM	Hotline	5	Blast (Vibration and Overpressure)	At approximately 15:13 hrs on 03/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking their residence. The complainant lives to the west of Bengalla within approximately 1 km of the Project Boundary. The complainant requested a call back.	An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blasts S32-16-IB-VA, S35-26-IB-PF1 and S35-27-IB-PF1 at 15:09 hrs and 15:11 hrs on 03/09/18. The Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint. The complainant inquired if the blasts have been increased in charge. The complainant did not require any further details.
61	3/09/18	03:16 PM	Hotline	2	Blast (Vibration and Overpressure)	At approximately 15:16 hrs on 03/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blasts S32-16-IB-VA, S35-26-IB-PF1 and S35-27-IB-PF1 at 15:09 hrs and 15:11 hrs on 03/09/18. The Environmental Advisor provided the complainant with the Moore and Collins blast results: Moore: S32-16-IB-VA (15:09 hrs): 2.34 mm/s and 104.9 dBL. S35-26-IB-PF1 and S35-27-IB-PF1 (15:11 hrs): 0.23 mm/s and 118.4 dBL. Collins: S32-16-IB-VA (15:09 hrs): 1.29 mm/s and 108.8 dBL. S35-26-IB-PF1 and S35-27-IB-PF1 (15:11 hrs): 0.16 mm/s and 115.10 dBL. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The complainant inquired if BMC could provide maintenance services on cracked tanks. The Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint. A letter summarising the complainant's complaints year to date and notifying the complainant regarding access to a the dilapidation assessment for their residence and additions, including tanks was placed in outgoing mail on 10/09/18.
62	14/09/18	10:57 AM	Hotline	5	Blast (Vibration and Overpressure)	At approximately 10:57 hrs on 14/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant lives to the west of Bengalla within approximately 1 km of the Project Boundary. The complainant requested a call back.	An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S32-14-IB-VA at 10:54 hrs on 14/09/18. The Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint. The complainant did not require any further details.
63	14/09/18	11:04 AM	Hotline	2	Blast (Vibration and Overpressure)	At approximately 11:04 hrs on 14/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking their residence. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S32-14-IB-VA at 10:54 hrs on 14/09/18. The Environmental Advisor provided the complainant with the Moore and Collins blast results as follows: Moore:3.04 mm/s and 98.00 dBL. Collins:2.24 mm/s and 93.30 dBL. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint.
64	14/09/18	11:14 AM	Hotline	18	Blast (Vibration and Dust)	At approximately 11:14 hrs on 14/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust and vibration from blast impacting the complainant's residence. The complainant requested a call back.	An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S32-14-IB-VA at 10:54 hrs on 14/09/18. The complainant requested the blast data. The blast results for overpressure and ground vibration at all blast monitors was below the lower limit blast criteria of 115 dBL and 5mm/s. 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The blast results were emailed to the complainant as requested.
65	15/09/18	04:05 PM	Hotline	20	Air Quality (Dust)	At 16:05 hrs on 15/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to a lot of dust allegedly leaving Bengalla. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.	At the time of the complaint the meteorological conditions were within the medium risk category described in Table 11 of the Air Quality Management Plan (hourly average wind speed between 5.6 and 10 m/s). At the time of the complaint all 5 watercarts were operating; all 4 drills operated in-pit; 3 out of 7 excavators were not operating, the 4 operating excavators were located in pit; 5 out of 11 dozers and 7 out of 32 trucks were not operating.
66	19/09/18	05:23 PM	Hotline	19	Air Quality (Dust)	At approximately 17:23 hrs on 19/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to the "amount of dust coming out of the mine". The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant also alleged that they were not receiving return phone calls from their complaints. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty phoned the complainant and advised them of the dust mitigation measures undertaken including ceasing dust generating activities during the high air quality risk periods (approximately 9:30 - 10:30 hrs), operating in-pit and dumping to lower dumps during medium air quality risk periods, undertaking regular pit inspections and 5 watercarts operating.
67	19/09/18	05:53 PM	Hotline	22	Air Quality (Dust)	At approximately 17:53 hrs on 19/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to the amount of dust. The complainant lives to the east of Bengalla within 2 km of the Project Boundary. The complainant requested a call back from the general manager.	The Open Cut Examiner (OCE) on duty phoned the complainant and advised them of the dust mitigation actions undertaken including ceasing dust generating activities during the high air quality risk periods (approximately 9:30 - 10:30 hrs), operating in-pit and dumping to lower dumps during medium air quality risk periods, undertaking regular pit inspections and 5 watercarts operating.
68	28/09/18	03:07 PM	Hotline	18	Air Quality (Dust)	At approximately 15:07 hrs on 28/09/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust coming out of the pit and across the Muswellbrook Racecourse. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Senior Environmental Advisor phoned the complainant at approximately 15:14 hrs and advised the complainant that they had spoken with the Open Cut Examiner (OCE) on duty who had advised that four watercarts were operating and that the OCE was undertaking an inspection. The Senior Environmental Advisor advised the complainant that the meteorological conditions had just changed to medium risk conditions and that the OCE was modifying the operations in response, including moving equipment in-pit and dumping to the lower dumps. The Senior Environmental Advisor assured the complainant that their complaint would be recorded as an official complaint and that Management would be notified of the complaint.

69	3/10/18	04:29 PM	Hotline	19	Air Quality (Dust)	At approximately 16:29 hrs on 03/10/18 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to the "big black plumes" from Bengalla blowing over the Racecourse. The Muswellbrook Racecourse is located to the east of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Environment and Approvals Superintendent phoned the complainant and left a voicemail message with contact details. The complainant phoned the Environment and Approvals Superintendent at approximately 16:42 hrs. The Environment and Approvals Superintendent advised the complainant that the pit cameras had been reviewed and that the review did not identify plumes of dust leaving the site. The Environment and Approvals Superintendent also advised that Bengalla was currently in low risk meteorological conditions.
70	9/10/18	03:03 PM	Hotline	2	Blast (Vibration and Overpressure)	At approximately 15:03 hrs on 9/10/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking their residence. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S32-02-IB-VA at 14:55 hrs on 09/10/18. The Environmental Advisor provided the complainant with the Moore and Collins blast results as follows: Moore: 94.8 dBL and 3.08 mm/s Collins: 90.7 dBL and 0.84 mm/s The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint.
71	9/10/18	03:14 PM	Hotline	3	Blast (Vibration and Overpressure)	At approximately 15:14 hrs on 9/10/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking their residence. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S32-02-IB-VA at 14:55 hrs on 09/10/18. The Environmental Advisor provided the complainant with the Moore and Collins blast results as follows: Moore: 94.8 dBL and 3.08 mm/s Collins: 90.7 dBL and 0.84 mm/s The Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint. The complainant requested a letter with the blast details. The letter was placed in outgoing mail on 11/10/18.
72	10/10/18	02:00 PM	In Person	23	Other (Pothole on Bengalla Rd)	At approximately 14:00 hrs on 10/10/18 the complainant attended the administration office at Bengalla Mine (Bengalla) and advised that they had blown a tyre on their vehicle as a result of hitting a pothole on Bengalla Road.	The Infrastructure Maintenance Planner inspected the tyre and directed the complainant to Sydney Street Tyres for repairs to be undertaken at Bengalla Mining Company Pty Limited's (BMC) cost. The Infrastructure Maintenance Planner advised the complainant that BMC are aware of the pothole and are awaiting on approval to undertake the works.
73	31/10/18	05:45 AM	Email	6	Air Quality (Dust)	In an email (01/11/18) the Environmental Protection Authority (EPA) advised that "the EPA has recently received two (2) reports in relation to alleged dust coming from Bengalla Mine yesterday 31 October 2018". The EPA provided the following incident description: "Excessive amounts of dust coming from Bengalla mine on Wybong Rd between Bengalla and Mount Pleasant mines. Effects visibility and air quality. Caller advised issue is occurring everyday. Caller noticed it today (31/10/18) at about 05.45." The EPA requested that Bengalla Mining Company Pty Limited (BMC) provide the EPA "...within seven (7) days details on the activities at Bengalla mine between 5.00am and 8.00am Thursday 31 October 2018". Details are to include: 1) Activities conducted 2) List all equipment, machinery in operation 3) Details any other dust generating activities in operation 4) Dust mitigation measures in place and implemented 5) Records of watercart movements 6) Volume and records of water used for dust suppression during this time.	In an email dated 22/11/18 BMC provided the EPA with a letter detailing a response to each of the six points and providing the watercart dot matrix plots.
74	31/10/18	04:35 PM	Email	6	Air Quality (Dust)	In an email (01/11/18) the Environmental Protection Authority (EPA) advised that "the EPA has recently received two (2) reports in relation to alleged dust coming from Bengalla Mine yesterday 31 October 2018". In a second email (02/11/18) the EPA provided the following incident description: "Excessive dust heading south from the dragline at Bengalla Coal Mine, Bengalla Rd, Muswellbrook. Caller says the dust was particularly bad at 07:00 and dissipated somewhat during the day but now has started billowing up again at 16:35". The EPA has requested that within 7 days BMC provide the EPA with: 1.Activities conducted on the Bengalla coal mine 2.List all equipment, machinery in operation 3.Details any other dust generating activities in operation 4.Dust mitigation measures in place and implemented 5.Records of watercart movements 6.Volume and records of water used for dust suppression during this time.	In an email dated 22/11/18 BMC provided the EPA with a letter detailing a response to each of the six points and providing the watercart dot matrix plots.
75	2/11/18	09:00 AM	Email	6	Air Quality (Dust)	In an email (02/11/18) the Environmental Protection Authority (EPA) advised the Bengalla Mining Company Pty Limited (BMC) that the EPA had received a complaint in relation to Bengalla Mine (Bengalla). The EPA provided the following incident description for BMC's rerecords and action: "High dust levels coming from Mount Pleasant and Bengalla Mine, Muswellbrook. Caller was driving along Wybong Rd at 09:00. Winds NW. Caller believes the water trucks will not be sufficient to control the dust levels".	In an email dated 22/11/18 BMC advised the EPA that BMC would record the complaint.
76	13/11/18	03:23 PM	Hotline	15	Air Quality (Dust)	At approximately 15:23 hrs on 13/11/18 a Senior Compliance Officer (the Officer) from the Department of Planning and Environment (DPE) phoned the Bengalla Mine (Bengalla) 24-hour complaints hotline in regards to "dust and air quality on and around the site". The Senior Compliance Officer requested a call back. In an email (15/11/18) the Officer advised the Environment and Approvals Superintendent that: "... a Department Compliance Officer was driving through the Muswellbrook area on Tuesday 13 November 2018. While driving along Wybong Road at approximately 2:45PM, the Officer observed dust generating activities at the Bengalla Mine and continued to observe these activities for approximately 20 minutes". In the email (15/11/18) the Officer provided "some of the photographs of these observations" and advised that "the Department is investigating a potential breach of Schedule 3 condition 19 of SSD 5170". The Officer requested the information for Tuesday 13 November 2018.	The Senior Environmental Advisor returned the Officer's call and was advised by the Officer that further details would be provided to the Environment and Approvals Superintendent. In an email (23/11/18) BMC provided the Officer with a letter detailing a response including the following for the day shift on 13 November 2018: • Water dot matrix plots; • Data from Bengalla's real time air quality monitors and Bengalla's three EPA real time air quality monitors; and • Meteorological data from the Bengalla weather station . In the letter BMC submits that it implemented all reasonable and feasible measures to minimise the dust emissions of the development and that it has otherwise complied with Schedule 3 Condition 19 of SSD-5170.
77	21/12/18	04:50 PM	Hotline	24	Other	At approximately 16:50 hrs on 21/12/18 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a Bengalla light vehicle pulling out from the Bengalla access road onto Bengalla road in front of the complainants vehicle and driving too fast. The complainant requested a call back.	The Senior Environmental Advisor returned the complainants phone call on 28/12/18 and advised that the complaint would be recorded and that management would be advised.