

# Bengalla Mine Community Complaints Register 2019



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	5/01/19	08:58 PM	Hotline	1	Air Quality (Dust)	At approximately 20:58 hrs on 05/01/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to "dust coming over the hill around the three mines". The complainant did not provide any further details and did not requested a call back.	Around the time of the complaint 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). At the time of the complaint 4 out of 6 watercarts were operating. The dragline was operating but entered a short dust delay following receipt of the complaint. 5 out of 16 dozers, 4 out of 32 trucks and 2 out of 4 drills were not operating at the time of the complaint. The 2 operating drills were located in pit.
2	22/01/19	08:43 AM	Hotline	2	Other	At approximately 08:43 hrs on 22/01/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to "...60km zone at the new gateway, no roadworks, not necessary...". The complainant lives to the west of Bengalla within approximately 3 km of the Project Boundary. The complainant requested a call back.	At approximately 08:49 hrs on 22/01/19 the Senior Environmental Advisor phoned the complainant. The complainant enquired as to why the 60km signs were still in place on Bengalla Road as there are no longer road works occurring. The complainant asked when the signs would be removed. The Senior Environmental Advisor advised the complainant that they would follow-up and call the complainant back with further details.  At approximately 08:50 hrs on 23/01/19 the Senior Environmental Advisor phone the complainant and left a voice message advising that the 60km signs would be removed this week however, they may need to be reinstated in February or March 2019 when the Bengalla dam precinct works recommence.
3	11/02/19	03:32 PM	Hotline	3	Blast (Overpressure / Vibration)	At approximately 15:32 hrs on 11/02/19 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 blast S33-24-IB-VA at 15:22:26 hrs on 11/02/19. The Environmental Advisor provided the complainant with the Moore and Collins blast results as follows:  Moore: 97.8 dBL and 0.89 mm/s Collins: 105.1 dBL and 1.07 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.
4	18/02/19	11:00 AM	Email	4	Air Quality (Dust)	In and email (20/02/19) the Department of Planning and Environment (DPE) advised the Bengalla Mining Company Pty Ltd (BMC) that the DPE had received a complaint regarding "dust in the Muswellbrook area during the afternoon of Monday 18 February 2019. The complainant alleges that there was a large dust cloud over Muswellbrook emanating from the mines surrounding the town, that hung around for several hours".  The DPE requested the BMC provide the DPE with a response to the complaint.	On 01/03/19 BMC provided DPE with the requested information and advised DPE that:  The daily (24-hour) PM10 averages for 18/02/19 recorded at BMC's real-time monitors and EPA monitors were all below 50 ug/m3. No air quality alarms were triggered during the period 11:00 hrs and 23:59 hrs.  On 18/02/19 the meteorological conditions were within the low risk category described in Table 11 of the BMC's Air Quality Management Plan (AQMP) for all of the day. BMC implemented the usual mitigation measures for day to day mining operations in accordance with the management actions for low risk conditions outlined in Table 9 of the AQMP. All six watercarts operated at various times on 18 February 2019.

5	18/02/19	11:44 AM	Hotline	3	Blast (Overpressure / Vibration)	<p>At approximately 11:44 hrs on 18/02/19 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.</p> <p>The complainant also expressed interest in dust mitigation measures as it is his understanding the property is located within the mitigation zone as per SSD 5170.</p>	<p>An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blasts S32-15-IB-BR1 at 11:29 hrs and S33-18-IB-VA at 11:36 hrs on 18/02/19. The Environmental Advisor provided the complainant with the Moore and Collins blast results as follows:</p> <p>S32-15-IB-BR1: Moore: 92.2 dBL and 0.64 mm/s; Collins: 87.2 dBL and 0.20 mm/s.</p> <p>S33-18-IB-VA: Moore: 93.8 dBL and 2.49 mm/s; Collins: 93.9 dBL and 1.53 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 Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint. The Environmental Advisor also advised the complainant that they would investigate the status of the residence with respect to the dust mitigation zone.</p>
6	26/02/19	11:04 AM	Hotline	5	Blast (Overpressure / Vibration)	<p>At 11:04 hrs on 26/02/19 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards a blast that shook their residence. The complainant lives to the west of Bengalla within approximately 1 km of the Project Boundary. The complainant requested a call back.</p>	<p>The Senior Environmental Advisor phoned the complainant around 11:15 hrs and left a voice message confirming that Bengalla Mining Company Pty Ltd (BMC) had fired two blasts around 11:00 hrs [S32-13-IB-BR1 at 11:00:55 hrs and S33-15-IB-VA at 11:01:40 hrs] and that the complaint would be recorded as an official complaint. The Senior Environmental Advisor also provided their contact details in the event that the complainant required further information.</p> <p>The blast results for overpressure and ground vibration at the three compliance monitors 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>
7	5/03/19	12:00 AM	Hotline	3	Blast (Overpressure / Vibration)	<p>At approximately 15:46 hrs on 05/03/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to two blasts at 15:38 and 15:40 that shook their residence. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.</p> <p>The complainant also enquired about their earlier query in regards to dust mitigation measures for their residence.</p>	<p>The Senior Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blasts S32-22-IB-BR1 and S32-22-PS-BRWN at 15:36:36 hrs and S35-25-IB-PF2 and S34-24-IB-PF2 at 15:39:43 hrs on 05/03/19. The Senior Environmental Advisor provided the complainant with the Moore and Collins blast results as follows:</p> <p>S32-22-IB-BR1 &amp; S32-22-PS-BRWN: Moore: 102.8 dBL and 0.67 mm/s Collins: 97.5 dBL and 0.65 mm/s</p> <p>S35-25-IB-PF2 &amp; S34-24-IB-PF2: Moore: 97.2 dBL and 1.27 mm/s Collins: 102.5 dBL and 0.55 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 Senior Environmental Advisor also advised the complainant that BMC is currently investigating the complainants eligibility with respect to the dust mitigation measures for their residence and will advise the complainant of the outcome via a letter.</p>
8	15/03/19	09:07 PM	Hotline	6	Visual (Light)	<p>At approximately 21:07 hrs on 15/03/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to three sets of lights shining south towards Denman Road impacting visibility. The complainant requested a call back.</p>	<p>The Open Cut Examiner (OCE) on duty inspected the set-up of the lights on the overburden emplacement area. The OCE turned off two of the lights and repositioned the third. On 15/03/19 the OCE spoke with the Senior Environmental Advisor who confirmed that they would contact the complainant and advise them of the changes. At approximately 08:15 hrs on 15/03/19 the Senior Environmental Advisor phoned the complainant and left a voice message advising them of the changes made to the lighting setup. The Senior Environmental Advisor also provided the complainant with their contact details.</p>
9	26/04/19	01:15 PM	Hotline	7	Air Quality (Dust)	<p>At approximately 13:15 hrs on 26/04/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to "dust coming over the walls towards the race track". The complainant did not request a call back.</p>	<p>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 greater than 5.6 m/s). The Environmental Advisor attended the Racecourse in response to the complaint. The Environmental Advisor contacted the Open Cut Examiner who confirmed all available watercarts were being utilized and trucks were dumping to low and medium dumps.</p>

10	26/04/19	03:13 PM	Hotline	8	Blast (Overpressure / Vibration)	At approximately 15:13 hrs on 26/04/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the 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 S33-02-IB-VA at 14:59:10 hrs on 26/04/19. The Environmental Advisor provided the complainant with the following information:  Moore: 102.7 dBL and 2.31 mm/s and 321 tonnes of explosive.  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 29/04/19.
11	26/04/19	03:17 PM	Hotline	9	Blast (Overpressure / Vibration)	At approximately 15:17 hrs on 26/04/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant lives appx 2.5 km to the east of Bengalla. The complainant requested a call back.	An Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S33-02-IB-VA at 14:59:10 hrs on 26/04/19. The complainant did not request any further information. The Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint.
12	30/04/19	01:12 PM	Hotline	3	Blast (Overpressure / Vibration)	At approximately 13:12 hrs on 30/04/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast that shook their residence. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Senior Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S33-03-IB-VA at 13:02:06 hrs on 30/04/19. The Senior Environmental Advisor provided the complainant with the Moore and Collins blast results as follows:  Moore: 99.0 dBL and 4.35 mm/s Collins: 92.2 dBL and 1.39 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 advised the complainant that the blast monitors are maintained and calibrated regularly.  The Senior Environmental Advisor advised the complainant that they would follow-up with regards to the complainants eligibility with respect to the dust mitigation measures for their residence.
13	2/05/19	03:25 PM	Hotline	3	Blast (Overpressure / Vibration)	At approximately 15:25 hrs on 02/05/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast that shook their residence. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Senior Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S33-05-IB-VA at 15:22:09 hrs on 02/05/19. The Senior Environmental Advisor provided the complainant with the Moore and Collins blast results as follows:  Moore: 99.8 dBL and 3.11 mm/s Collins: 91.0 dBL and 0.97 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.
14	2/05/19	03:29 PM	Hotline	8	Blast (Overpressure / Vibration)	At approximately 15:29 hrs on 02/05/19 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.	The Senior Environmental Advisor phoned the complainant and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S33-05-IB-VA at 15:22:09 hrs on 02/05/19. The Senior Environmental Advisor provided the complainant with the Moore blast results as follows:  Moore: 99.8 dBL and 3.11 mm/s  The Senior 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 03/05/19.
15	7/05/19	02:10 PM	Hotline	10	Air Quality (Dust & Odour)	At approximately 14:10 hrs on 07/05/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust and odour from a blast blowing across their residence near 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 and confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S33-07-IB-VA at 14:00:45 hrs on 07/05/19. The Senior Environmental Advisor confirmed that the complainant would be recorded as an official complaint.  The complainant enquired about the cause of the odour from the blast. The Senior Environmental Advisor advised that they would obtain further details and phone the complainant back. The Senior Environmental Advisor phoned the complainant back on 08/05/19 and left a voice mail message.  The fume characteristics of blast S33-07-IB-VA were rated a 1A (slight NOx gas - localised across only few holes).
16	7/05/19	02:12 PM	Hotline	11	Air Quality (Dust)	At approximately 14:12 hrs on 07/05/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust from a blast blowing across their residence. 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 confirmed that Bengalla Mining Company Pty Ltd (BMC) fired blast S33-07-IB-VA at 14:00:45 hrs on 07/05/19. The Senior Environmental Advisor confirmed that the complainant would be recorded as an official complaint.

17	9/05/19	06:21 PM	Hotline	6	Visual (Light)	At approximately 18:21 hrs on 09/05/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to two bright lights shining back towards the town.	At the end of the day shift the day shift Open Cut Examiner (OCE) undertook an offsite lighting inspection. During the night shift Bengalla Mining Company Pty Ltd (BMC) personnel also undertook an offsite lighting inspection. Neither the OCE nor BMC personnel observed any lighting issues during the inspections. A light on the wantana dump was repositioned later in the night shift as a result of changing dumps locations.
18	21/05/19	12:24 PM	Email	12	Blast (Overpressure / Vibration)	At 10:43 hrs on 27/05/19 the Environmental Protection Authority (EPA) emailed Bengalla Mining Company Pty Limited (BMC) in regards to a blast complaint made to the EPA.  On 21/5/19 at 12:24 hrs the EPA received a complaint that on 21/05/19 a blast undertaken at the Bengalla Mine (Bengalla) allegedly created excessive noise and vibration that was felt and heard at the Muswellbrook Shire Council (MSC) Administration building and over part of the Muswellbrook urban area. The MSW Administration building is approximately 6km east-south-east of Bengalla.	In an email dated 29/05/19 BMC advised the EPA that:  <ul style="list-style-type: none"> <li>On 21/05/19 BMC fired blast S37-15-IB-WW3 at 10:58:50 hrs.</li> <li>The explosives used in the blast comprised 131 t Ammonium Nitrate Fuel Oil, 138 t Fortan and 45 t of Fortis.</li> <li>The blast sleep time was 3.5 days.</li> <li>At the time of the blast the wind speed was around 1.8 m/s, the wind direction was from the north and the inversion strength was 2.0 °C/100m.</li> <li>The blast results for compliance blast monitors were all below the lower limit blast criteria of 5 mm/s and 115 dBL as follows: Blake: 0.12 mm/s and 97.7 dBL; Moore: 0.89 mm/s and 106.0 dBL; and School: 0.06 mm/s and 103.8 dBL.</li> <li>The blast fume was rated a 3A.</li> <li>BMC undertook the following measure to minimise the blast vibration and overpressure impacts: A pre-blast vibration analysis predicted vibration of less than 5mm/s at each of the blast monitors. The blast hole depths were limited to 15 m; and The shot was divided into two initiation points.</li> </ul>
19	27/05/19	02:11 PM	Hotline	13	Air Quality (Dust)	At 14:11 hrs on 27/05/19 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 Senior Environmental Advisor phoned the complainant and advised that only two reject trucks and three watercarts were operating at the time of the complaint. The Senior Environmental Advisor advised that the complaint would be recoded as an official complaint and that management would be informed. The complainant requested that he be provided with the monitoring results and controls implemented via email. The Senior Environmental Advisor advised that the requested information would required BMC Management approval.
20	30/05/19	-	Email	14	Other	On 30/05/19 the complainant contacted the Muswellbrook Shire Council (MSC) in regards to the "area where the semi-trailers stop on the corner of Bengalla Link Road and Denman Road has washed away severely". The MSC passed the complainant complaint onto Bengalla Mining Company Pty Limited (BMC).	On 30/05/19 the Community Relations Specialist contacted the MSC and the complainant and advised them that BMC have assessed the area and will arrange for maintenance to be undertaken.
21	7/06/19	02:53 PM	Hotline	15	Blast (Overpressure / Vibration)	At approximately 14:53 hrs on 07/06/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking their residence close to 10:00 hrs that morning. The complainant lives to the west of Bengalla.	An Environmental Advisor phoned the complainant and advised that Bengalla Mining Company Pty Ltd (BMC) fired blast S34-04-IB-WW4-B1 at 09:57:38 hrs on 07/06/19. The complainant did not request any further information. The Environmental Advisor advised the complainant that their complaint would be recorded as an official complaint.
22	11/06/19	11:08 PM	Hotline	16	Noise	At approximately 23:08 hrs on 11/06/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to noise. The complainant did not request a call back.	Around 23:00 hrs on 11/06/19 Bengalla Mining Company Pty Ltd (BMC) personnel undertook supplementary attended noise monitoring at Wybong Road (28.9 dB), Denman Road (36.9 dB) and Racecourse Road (35.9 dB). The noise noted for the Racecourse Road location was considered to be predominantly from sources other than Bengalla.
23	5/07/19	04:12 PM	Hotline	17	Air Quality (Blast Fume)	At approximately 16:12 hrs on 05/07/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to an "orange pollutant in the atmosphere". The complainant requested a call back.	The Senior Environmental Advisor reviewed the pit cameras and spoke with the OCE who had recently completed a pit inspection. Neither the OCE nor the Senior Environmental Advisor identified an 'orange pollutant in the atmosphere' at that time. At approximately 16:15 hrs on 05/07/19 the Senior Environmental Advisor called the complainant and left a voice mail message with their contact details. At approximately 16:26 hrs on 05/07/19 the complainant phoned the Senior Environmental Advisor and left a voice mail message.  Around 09:50 hrs on 08/07/19 the complainant phoned the Senior Environmental Advisor and advised that the complaint was in regards to a blast fired on Thursday 04/07/19. Bengalla Mining Company Pty Ltd (BMC) fired blast S39-29-IB-RL142 at 16:08 hrs on Thursday 04/07/19. The blast fume was rated 3C. The complaint did not request any details. The Senior Environmental Advisor advised that the complaint would be recorded as an official complaint.
24	10/07/19	06:00 PM 06:19 PM 07:10 PM 09:22 PM 10:24 PM 10:41 PM 11:48 PM	Hotline	13	Noise	At 18:00 hrs on 10/07/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline and requested a call back. The complainant called again at 18:19 hrs and 19:10 hrs as they had not yet received a response.  At 21:22 hrs on 10/07/19 the complainant phoned the Bengalla 24 hr complaints hotline and requested a call back. The complainant phoned again at 22:24 hrs and 22:42 hrs as they had not yet received a response to the complaint at 21:22 hrs.  At 23:48 hrs on 10/07/19 the complainant phoned the Bengalla 24 hr complaints hotline in regard to rattling noise from dozers and diggers digging. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty phoned the complainant. The complainant advised that the complaint was in regards to noise. The OCE informed the complainant that the OCE had shut down the central 16 dump and had requested that the dozers remain in first gear.  The OCE on duty phoned the complainant and advised that supplementary attended noise monitoring had just been undertaken and changes would be made to the operations as required. Around 21:40 hrs on 11/07/19 Bengalla Mining Company Pty Ltd (BMC) personnel undertook supplementary attended noise monitoring at Wybong Road (33.9 dB), Denman Road (33.7 dB) and Racecourse Road (40.0 dB).  Around 12:25 hrs on 12/07/19 Bengalla Mining Company Pty Ltd (BMC) personnel undertook supplementary attended noise monitoring at Wybong Road (33.9 dB), Denman Road (35.1 dB) and Racecourse Road (40.1 dB). The noise noted for the Racecourse Road location was considered to be predominantly from sources other than Bengalla.

25	20/07/19	01:04 PM	Hotline	13	Air Quality	At approximately 13:04 hrs on Saturday 20/07/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to "dust coming from pit today". The complainant requested a call back.  The complainant phoned again at 13:33 hrs as they had not yet received a response.	The Open Cut Examiner (OCE) on duty returned a call to the complainant at approximately 16:45 hrs and left a message. The complainant phoned back at approximately 19:00 hrs. The OCE apologised about the late return call and asked for details of where the dust was coming from.
		01:33 PM					
26	27/07/19	9:08AM	Hotline	18	Air Quality (Dust)	At approximately 09:08 hrs on Saturday 27/07/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to "constant dust that leaves the mine". The complainant requested a call back at 11:15 hrs that day.	The Open Cut Examiner (OCE) on duty did not return a call to the complainant that day. An Environmental Advisor returned a call to the complainant at approximately 11:35 hrs on Monday 29/07/19 however the complainant did not answer. The Environmental Advisor left a message confirming the complaint was received, will be reported to management and a work phone number was supplied if the complainant had any further questions.
27	29/07/19	09:43 PM	Hotline	13	Noise	At 21:43 hrs on 29/07/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to noise and requested a call back. The complainant called again at 21:55 hrs as they had not yet received a response.	Following the complaint the D28 dozer parked up and was replaced with WD2. The OCE then returned a call to the complainant at approximately 10:05pm and advised the complainant of the dozer swap. The complainant also asked for a phone call from the BMC CEO the following day. An operator completed a noise assessment at the racecourse at the time of the complaint. Noise levels reported were 32.1dB with the track dozer operating and 32.7dB with the wheel dozer operating.
		09:55 PM					
28	1/08/19	06:17 PM	Hotline	6	Visual (Light)	At approximately 18:17 hrs on 1/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to "the main light which is very bright." The complainant requested a call back.	The light was adjusted to reduce impact.
29	5/08/19	16:22 PM	Email	1	Air Quality (Dust)	At approximately 16:22 hrs on 5/08/19 the Environmental Protection Authority (EPA) emailed Bengalla Mining Company Pty Ltd (BMC) detailing a complaint they received in regards to air quality resulting from a blast fired on 3/08/19. The complaint refers to a "dust cloud at about 4pm on Saturday". The EPA requested the following: •Time of blast: •What the acceptable metrological conditions are for a blast. •What were the metrological conditions at the time of the blast. •Any other environmental considerations considered prior to blasting. •Was there anything out of the ordinary recorded for the blast. •Anything further you may consider appropriate.	BMC replied to the EPA's email on 8/08/19 with the required information.
30	8/08/19	03:23 PM	Hotline	19	Air Quality (Dust)	At approximately 15:23 hrs on Thursday 08/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to "dust coming off the mine". The complainant requested a call back.	An Environmental Advisor phoned the complainant at approximately 15:35 hrs and advised the complainant that BMC had been in high risk air quality conditions for approximately one hour and all dust generating activities on site were temporarily suspended until conditions reduce to medium to low risk conditions.
31	9/08/19	11:21 AM	Hotline	1	Air Quality (Dust)	At approximately 11:21 hrs on Friday 09/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust coming from the mine. The complainant did not request a call back.	Around the time of the complaint the meteorological conditions were within the high risk category described in Table 11 of the Air Quality Management Plan (hourly average wind speed greater than 10 m/s). At the time of the complaint 3 out of 5 watercarts were operating and all dust generating activities had ceased.
32	9/08/19	12:16 PM	Hotline	13	Air Quality (Dust)	At approximately 12:16 hrs on Friday 09/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust coming from the mine. The complainant requested a call back.	An environmental Advisor phoned the complainant and advised that met conditions at Bengalla were within the high risk category described in Table 11 of the Air Quality Management Plan and that all dust generating activities had ceased. The complainant requested a call from the environment superintendent. The Environment Superintendent returned a call that day.
33	10/08/19	10:45 AM	Hotline	13	Air Quality (Dust)	At approximately 10:45 hrs on Saturday 10/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust coming out of the pit. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned calls to the complainant at approximately 10:50 and 11:11 hrs on the day however the complainant did not answer. The OCE notified the environment team via email.
34	14/08/19	07:30 PM	Hotline	20	Visual (Lighting)	At approximately 19:30 hrs on 14/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to lighting on Wybong Rd causing a safety hazard.. The complainant requested a call back.	The lighting near Wybong Rd was adjusted to reduce impact to road users.
35	15/08/19	9:56: AM	Hotline	4	Air Quality (Dust)	At approximately 9:56 hrs on 15/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust on Wybong Rd. The complainant requested a call back.	The Environment Superintendent phoned the Department of Planning, Industry and Environment (the Department) and undertook an inspection of the Wybong Rd area. Data was also provided to the Department including equipment dot trace maps, meteorological data, air quality data and inspection photos.
36	16/08/19	09:02 AM	Hotline	21	Air Quality (Dust)	At approximately 9:02 hrs on 16/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to air quality over Wybong Rd and the wider area. The complainant requested a call back.	The Environment Superintendent phoned the complainant an inspection of the Wybong Rd area was undertaken. Operations were reviewed.

37	18/08/19	11:52 AM	Hotline	13	Air Quality (Dust)	At approximately 11:52 hrs on 18/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust leaving the pit. The complainant requested a call back. The complainant phoned again at 14:06 hrs in regard to dust still leaving the pit.	The Open Cut Examiner (OCE) on duty returned a call to the complainant and explained the modified pit activities- no work on rehab, dragline parked periodically and working at reduced capacity and excavators parked up periodically.
		02:06 PM					
38	18/08/19	07:00 PM	Hotline	13	Air Quality (Dust) and Noise	At approximately 19:00, 19:42 and 22:55 hrs on 18/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust and noise. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned a call to the complainant at 20:00 and 23:00 hrs and explained the pit activities as wind conditions increased. Extra noise monitoring was sent to the race course area throughout the shift. High dumps on Wybong and Wantana Dumps were closed all shift.
		07:42 PM					
		10:55 PM					
39	20/08/19	04:48 PM	Hotline	13	Air Quality (Dust)	At approximately 16:48 hrs on 20/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust coming out of the mine site. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned a call to the complainant, inspected the area of concern and made changes as required.
40	24/08/19	12:32 PM	Hotline	23	Air Quality (Dust)	At approximately 12:32 hrs on 24/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust coming from the southern end of the mine near Denman Rd. The complainant did not request a call back.	A community response officer was sent to inspect the A community response officer was sent to the south of the mine to inspect dust levels. Pit operations were reviewed and modified accordingly.
41	24/08/19	08:32 PM	Hotline	13	Noise	At approximately 20:32 hrs on 24/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to noise coming out of the pit. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned a call to the complainant and advised a community response officer was on the way to undertake supplementary attended noise monitoring. The monitoring returned noise levels below attended noise monitoring compliance criteria in all areas with the exception of the south-west corner of the racecourse which had minimal audible noise from Bengalla. A horn from a loader at Bengalla was observed by the officer. The loader was parked then relocated.
42	26/08/19	10:53 AM	Hotline	3	Blast (Overpressure / Vibration)	At approximately 10:53 hrs on 26/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast which shook their residence. The complainant lives to the west of Bengalla.	An environmental advisor returned a call to the complainant and reported the blast results as follows:
43	31/08/19	09:28 AM	Hotline	22	Blast (Overpressure / Vibration)	At approximately 09:28 hrs on 31/08/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking their residence close to 11:00 hrs the previous morning. The complainant lives to the north of Bengalla.	An Environmental Advisor returned a call to the complainant at 17:15 hrs on 3/09/19 and confirmed Bengalla did fire a shot at approximately 11:00 am on 30/08/19 and that the complaint has been reported as an official complaint.
44	3/09/19	04:21 PM	Hotline	11	Air Quality (Dust)	At approximately 16:21 hrs on 03/09/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust coming out of the mine site. The complainant requested a call back.	An Environmental Advisor returned a call to the complainant at 17:03 hrs and left a voice message advising they'll return another call tomorrow.
45	6/09/19	01:11 PM	Hotline	13	Air Quality (Dust)	At approximately 13:11 hrs on 06/09/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust coming from the pit. The complainant requested a call back. Following a returned call from an Environmental Advisor the complainant phoned the hotline again in regard to dust coming from the pit and not being happy with earlier response. The complainant requested another call back.	An Environmental Advisor returned a call to the complainant at 14:25 hrs and advised windspeeds were in the high risk category and dust generating activities had ceased prior to the high risk alarm.
		02:59 PM					
46	20/09/19	07:42 PM	Hotline	13	Lighting	At approximately 19:42 hrs on 20/09/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline and did not disclose the reason for the complaint. The complainant phoned the hotline again at 20:11 hrs and disclosed that the call was regarding lighting shining on his house. Calls were made again at 20:43 hrs and 21:37 hrs after not receiving return phone calls.	The Open Cut Examiner (OCE) on duty inspected the direction of the light and redirected accordingly.
47	22/09/19	08:14 PM	Hotline	13	Lighting	At approximately 20:14 hrs on 22/09/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to lighting.	The Open Cut Examiner (OCE) on duty inspected the direction of the light and redirected accordingly.
48	23/09/19	05:10 PM	Hotline	24	Air Quality (Dust)	At approximately 17:10 hrs on 23/09/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned a call to the complainant, left a voice message and reviewed the pit operations.
49	24/09/19	09:15 PM	Hotline	13	Lighting	At approximately 21:15 hrs on 24/09/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to lighting. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned a call to the complainant and advised they would inspect the lighting. The lighting setups at Wantana 17 and Wybong 15 were corrected.
50	28/09/19	09:22 AM	Hotline	13	Air Quality (Dust)	At approximately 09:22 hrs on 28/09/19 the complainant phoned the Bengalla	The Open Cut Examiner (OCE) on duty returned a call to the complainant and advised the mine was

		11:11 AM			and Other (Odour)	Mine (Bengalla) 24 hr complaints hotline in regard to a smell of gas and sulphur. The complainant phoned again at 11:11 and 11:34 hrs in regard to having not received a call back. The complainant phoned again at 12:16 hrs and 12:55 hrs in regard to not having recieved a call back from a complaint regarding dust.	operating in accordance with consent conditions. Prior to the first complaint regarding dust the OCE had parked the dragline, closed Wybong 15 dump and ceased rehabilitation work. This was completed prior to entering medium risk air quality conditions (>5.6 m/s).
		11:34 AM					
		12:16 PM					
		12:55 PM					
51	2/10/19	02:55 PM	Hotline	3	Blast (Overpressure / Vibration)	At approximately 14:55 hrs on 02/10/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast which shook their residence. The complainant lives to the west of Bengalla.	An environemntal advisor returned a call to the complainant. The complainant requested the blast results for the Collins and Moore blast monitors which were supplied as follows:  Collins: overpressure = 99.7 dB, vibration = 1.89 mm/s Moore: overpressure = 98.8 dB, vibration = 3.03 mm/s  The blast results were below the lower limit blast criteria of 5 mm/s and 115 dBL for all monitors.
52	4/10/19	10:32 AM	Hotline	25	Other (Access to radio tower)	At approximately 10:32 hrs on 04/10/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to contractors not being able to access the radio tower due to locked gates on the agricultural land on Bengalla Rd the previous day.	The Open Cut Examiner (OCE) on duty returned a call to the complainant and advised they would follow up with the environment department. The environment department inspected the access and found the gate the contractors potentially used previously had been removed and fenced through. Alternative access points to the west and east were padlocked with Bengalla Environment padlocks.
53	4/10/19	02:56 PM	Hotline	13	Air Quality (Dust)	At approximately 14:56 hrs on 4/10/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust coming out of the mine site. The complainant requested a call back.	The Open Cut Examiner (OCE) on duty returned a call to the complainant and advised the mine was operating in medium risk air quality conditions and informed the complainant of the modifications to operations as a result. A response officer was sent to inspect dust around the racecourse.
54	4/10/19	15:52 pm	Hotline	26	Air Quality (Dust)	At approximately 15:52 hrs on 4/10/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust The complainant requested a call back.	An environmental advisor returned a call to the complainant however there was no answer. The environmental advisor also advised a Bengalla employee will inspect dust conditions surrounding the mine. An environmental advisor contacted the complainant on 16/10/19 and confirmed a shot was fired around the time of the dust complaint and contributed to the dust impacts at the property.
55	6/10/19	08:17 AM	Hotline	13	Noise	At approximately 08:17 hrs on 6/10/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to ongoing operational noise. The complainant requested a call back.	Following receipt of the complaint the Open Cut Examiner (OCE) on duty sent a response officer to Racecourse Rd to inspect noise. The officer reported too much traffic/civil noise as well as two dozers operating on the rehabilitation area at a nearby mine to be able to isolate Bengalla's contribution.
56	16/10/19	03:30 PM	Hotline	13	Air Quality (Dust)	At approximately 15:30 hrs on 16/10/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust coming out of the mine. The complainant requested a call back.	An environmental advisor returned a call to the complainant at approximately 16:20 hrs and discussed the dust with the complainant. A dust inspection was being undertaken at the time of the complaint and pit operations were assessed.
57	17/10/19	12:15 AM	Hotline	13	Air Quality (Dust)	At approximately 12:15 hrs on 17/10/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regard to dust coming out of the mine. The complainant requested a call back. The complainant phoned again at 14:51 hrs after a call had not been returned.	The Environment Superintendent phoned the complainant at 16:19 hrs, described the conditions for windspeed and actions taken in response to those conditions. The Environment Superintendent indicated that if further information was required the complainant should call back.
		02:51 PM					
58	26/10/19	07:37 AM	Telephone	13	Air Quality (Dust)	At approximately 7:37am on 26/10/19, the complainant phoned Bengalla Mine in regard to dust out of the mine.	The Open Cut Examiner on duty called complainant back and advised that all operations at the mine had ceased at 7:47am. Water carts were still operating and regular erview of environmental conditions were being undertaken. (Winds were recording 8m/sec at 7:40am)
59	27/10/19	13:30PM	Hotline	27	Water (Irrigation)	At approx 12:30pm on 27/10/19, the complainant called the Bengalla Mine 24 hr complaints hotline in regard to irrigation on the river flat adjacent to Bengalla being outside water restrictions. Complainant requested a call back.	The Senior environmental Advisor called back at 8:40am 28/10/19 and discussed the issue. He was advised that bengalla wasa utilising its legal irrigation allocation. The councillor explained that he had received compaints from the public about the irrigation occurring whilst the town was on water restrictions. He also stated the issue was to be discussed at the council meeting on 29/10/19 and asked what crop we were irrigating and why. A response to council may be further required.
60	5/11/19	10:15 AM	Hotline	3	Blast (Overpressure / Vibration)	At approximately 10:15 hrs on 05/11/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast which shook their residence. The complainant lives to the west of Bengalla.	An environmental advisor returned a call to the complainant. The complainant requested the blast results for the Collins and Moore blast monitors which were supplied as follows:  Collins: overpressure = 96.9 dB, vibration = 0.94 mm/s Moore: overpressure = 100.2 dB, vibration = 2.91 mm/s  The blast results were below the lower limit blast criteria of 5 mm/s and 115 dBL for all monitors.
61	11/11/19	11:09 AM	Hotline	5	Blast (Overpressure / Vibration)	At approximately 11:09 hrs on 11/11/19 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast which shook their residence. The complainant lives to the west of Bengalla on Roxburgh Road.	An environmental advisor returned a call to the complainant. The complainant was given the blast results for the Collins and Moore blast monitors which were supplied as follows:  Collins: overpressure = 93.0 dB, vibration = 1.58 mm/s Moore: overpressure = 97.2 dB, vibration = 2.92 mm/s  The blast results were below the lower limit blast criteria of 5 mm/s and 115 dBL for all monitors.

62	12/11/19	02:42 PM	Hotline	28	Air Quality (Dust)	At approximately 2:42pm on 12/11/19, the complainant phoned Bengalla Mine in regard to dust and air quality	Senior environmental advisor returned a call to the complainant. Discussed air quality and dust. Pit operations had ceased at 1:00pm due to high winds. Complainant also mentioned she had rung Mt Arthur and Mt Pleasant operations. Situation at present across NSW and the hunter region were catastrophic fire conditions on 13/11/19. High winds and fire risk were extreme.
63	13/11/19	07:09 AM	Hotline	13	Other (traffic)	At approximately 7:09am on 13/11/19, the complainant phoned Bengalla Mine in regard to traffic on Shephard Avenue attending Bengalla function.	Senior Environmental Advisor rang complainant back and discussed the issues around safety for residents and jockeys. Currently a U day being held at the Racecourse. Advised there would be memos sent out before next U day. Discussed further with CW after call.
64	29/11/19	04:16 PM	Hotline	29	Air Quality (Dust)	At approximately 16:15 hrs on 29/11/19 the complainant phoned the Bengalla 24 hr complaints hotline in regard to dust affecting their pool.	An Environmental Advisor returned a call to the complainant at approximately 16:35 however there was no answer. The Environmental Advisor left a voice message saying they will return a call early next week.
65	2/12/19	04:31 PM	Phone	13	Blasting (Scheduled time of blast)	At approximately 4:30pm on 2/12/19 complainant called regarding the proposed time for the following day's blast.	The Environmental Superintendent discussed the blast details with the complainant. The proposed blast had slept for 7 days. He was advised that the DPIE had been notified of the circumstances regarding the blast and the timing of the blast due to high winds.
66	3/12/19	07:09 AM	Hotline	13	Blasting	At approximately 7:09am on the 3/12/19 complainant rang regarding a blast being fired in weather conditions in his view of significant breeze and the blast had been fired regardless.	The Senior Environment Advisor rang the complainant back and discussed the blast. The complainant had stated that a large red dust cloud had carried over his house and the wind was excessive. During the discussion, the Snr Env Advisor had indicated that they were in attendance near his residence on the morning at the time of the blast and that photographic evidence was taken to indicate no dust cloud left Bengalla in the direction of his residence.
67	30/12/19	02:56 PM	Hotline	3	Blasting	At approximately 15:01pm on the 30/12/19 complainant rang regarding a blast that shook his house.	An environmental advisor returned a call to the complainant. The complainant was given the blast results for the Collins and Moore blast monitors which were supplied as follows:  Collins: overpressure = 97.8 dB, vibration = 0.82 mm/s Moore: overpressure = 92.5 dB, vibration = 1.31 mm/s  The blast results were below the lower limit blast criteria of 5 mm/s and 115 dBL for all monitors.