

Bengalla Mine Community Complaints Register 2020



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	29/01/20	12:40 PM	Phone	1	Blast (Overpressure / Vibration)	At approximately 12:40 hrs on 29/01/20 the complainant phoned the Snr Env Advisor at Bengalla Mine (Bengalla) in regards to a blast shaking the residence.	The Senior Environmental Advisor confirmed that Bengalla Mining fired a blast at 12:38 hrs on 29/1/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 104.0 dB(L) and 0.22 mm/s Collins: 104.1 dBL and 0.14 mm/s
2	29/01/20	12:48 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 12:40 hrs on 29/01/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	The Senior Environmental Advisor confirmed that Bengalla Mining fired a blast at 12:38 hrs on 29/1/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 104.0 dB(L) and 0.22 mm/s Collins: 104.1 dBL and 0.14 mm/s
3	7/02/20	03:28 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 15:28 hrs on 7/02/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	The Senior Environmental Advisor confirmed that Bengalla Mining fired a blast at 15:28 hrs on 7/2/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 102.0 dB(L) and 1.21 mm/s Collins: 100.5 dBL and 1.69 mm/s
4	16/02/20	09:50 PM	Hotline	3	Lighting	At approximately 9:50pm on 16/02/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a lighting at the northern end of the pit adjacent to Wybong Road. She was concerned when driving home (westerly direction on Wybong Rd) that the lights hit her in the eyes and she was unable to see the road.	The Senior Environmental Advisor rang her back on 17/2/20. After several attempts to contact her, contact was made. The issue was discussed in detail. She suggested aiming the lights a different direction if possible. She stated she understood the reason of safety within the mine and that bright lights were required at night. The Senior Environmental Advisor to discuss the direction of lighting on community be taken in consideration with lights adjacent to Wybong Road.
5	28/02/20	06:30 PM	Hotline	4	Dust	At approximately 6:30pm on 28/02/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust coming across the road. The complainant did not leave their name or contact details so no followup was available.	As a result of the complaint, northern end circuits were stopped to allow for watercarts time to put water down. Low circuits and dumps were operational at the time of the complaint. Actions were implemented by the OCE at the time of the complaint.
6	9/03/20	04:06 PM	Hotline	5	Other Wybong Rd Closure	At approximately 4:05pm on 9/03/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to the closure of Wybong Road.	At approximately 4:15pm on 9/03/2020 an Environmental Advisor returned a call to the complainant. The Environmental Advisor advised the complainant that Wybong Road is closed for safety purposes as a geotechnical investigation is being undertaken and expected to remain closed until 13/03/2020.
7	6/03/20	04:00 PM	Phone	6	Other Wybong Rd Closure	At approximately 4:00 pm on 6/03/20 the complainant phoned Bengalla Mine in regards to the closure of Wybong Road.	At approximately 3:15pm on 10/03/2020 an Environmental Advisor returned a call to the complainant. The Environmental Advisor advised the complainant that Wybong Road is closed for safety purposes as a geotechnical investigation is being undertaken. the advisor also advised the road is expected to reopen Friday 13 March.
8	17/04/20	06:39 PM	Hotline	7	Lighting	At approximately 6:39PM on 17/4/20 the complainant called the Bengalla 24 hr complaint hotline in regard to lighting on the top of Bengalla shining towards the scholl and residents living in the area. He requested that the lights be spun around and did not request a call back.	Site OCE advised light was adjusted and no further action was required.
9	18/04/20	07:17 PM	Hotline	7	Lighting	At approximately 7:17PM on 18/4/20 the complainant called the Bengalla 24 complaints hotline in regard to the lightin issue from the previous night had not been adequately addressed and was still in the same position and shining into the town.	Site OCE left complainant a message to advise that Bengalla are adjusting the light on the Upper Wybong Dump and to give him a call back if he wishes to discuss further.
10	20/04/20	02:59 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 14:59 hrs on 20/04/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	The Senior Environmental Advisor confirmed that Bengalla Mining fired a blast at 14:51 hrs on 20/4/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 98.6 dB(L) and 2.45 mm/s Collins: 94.6 dBL and 1.02 mm/s

11	1/05/20	09:53 AM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 09:53 hrs on 01/05/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	The Senior Environmental Advisor confirmed that Bengalla Mining fired a blast at 09:39 hrs on 20/4/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 98.7 dB(L) and 2.70 mm/s Collins: 100.4 dBL and 0.83 mm/s
12	13/05/20	04:47 PM	Hotline	8	Blast (Overpressure / Vibration)	At approximately 16:48 hrs on 13/05/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant lives on Racecourse Road, Muswellbrook. The complainant requested a call back.	The Senior Environmental Advisor confirmed that Bengalla Mining fired 2 blasts at 16:16 hrs on 20/4/2020 and provided the complainant with the Blake and School blast monitor results as follows: Blake: 100.3 dB(L) and 0.11 mm/s for the first blast and 103.1 dB(L) and 0.14mm/sec for the second blast School: 97.3 dBL and 0.03 mm/s for the first blast and 99.8 dB(L) and 0.05mm/sec for the second blast.
13	13/05/20	04:54 PM	Hotline	9	Blast (Overpressure / Vibration)	At approximately 16:54 hrs on 13/05/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	The Senior Environmental Advisor confirmed that Bengalla Mining fired 2 blasts at 16:16 hrs on 20/4/2020 and provided the complainant with the Blake and School blast monitor results as follows: Blake: 100.3 dB(L) and 0.11 mm/s for the first blast and 103.1 dB(L) and 0.14mm/sec for the second blast School: 97.3 dBL and 0.03 mm/s for the first blast and 99.8 dB(L) and 0.05mm/sec for the second blast.
14	14/05/20	09:49 AM	Direct Call	10	Blast (Overpressure / Vibration)	At approximately 09:49 hrs on 14/05/2020 the complainant phoned an Environmental Advisor in regards to a blast event the previous day which damaged tiles within the complainant's kitchen.	The Environmental Advisor confirmed Bengalla Mining fired 2 shots at approximately 16:15 and 16:16 hrs. The Environmental Advisor advised the complainant the damages will be repaired by BMC.
15	29/05/20		Direct Call	11	Blast (Odour)	At approximately 04:30 hrs on 29/05/2020 the complainant phoned the Environment Superintendent in regards to an odour which was observed following a blast.	The fume rating of the blast was reviewed.
16	16/06/20	03:34 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 15:34 hrs on 16/06/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 15:45 hrs the Environmental Advisor returned a call to the complainant and confirmed that Bengalla Mining fired a blast at 15:31 hrs on 16/6/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 104.0 dB(L) and 2.70 mm/s Collins: 105.3 dBL and 1.06 mm/s
17	24/06/20	11:41 AM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 11:41 hrs on 24/06/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 11:50 hrs the Environmental Advisor returned a call to the complainant and confirmed that Bengalla Mining fired a blast at 11:33 hrs on 24/6/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 112.6 dB(L) and 2.87 mm/s Collins: 99.9 dBL and 0.80 mm/s
18	25/06/20	16:16:00 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 16:16 hrs on 25/06/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 16:45 hrs the Environmental Advisor returned a call to the complainant and confirmed that Bengalla Mining fired a blast at 16:11 hrs on 25/6/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 99.9 dB(L) and 3.21 mm/s Collins: 93.1 dBL and 0.88 mm/s
19	6/07/20	11:00 AM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 11:00 hrs on 06/07/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 11:02 hrs the Senior Environmental Advisor returned the call to the complainant and confirmed that Bengalla Mining fired a blast at 10:57 hrs on 6/07/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 103.8 dB(L) and 2.51 mm/s Collins: 102.3 dBL and 0.63 mm/s
20	8/07/20	10:53 PM	Hotline	12	Noise	At approximately 22:53 hrs on 8/07/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to low frequency noise.	At approximately 09:20 hrs on 9/07/2020 the Environmental Advisor returned a call to the complainant and advised Bengalla Mining Company operate a real-time noise monitor at Wyndham Arms Row which is located between the complainants house and Bengalla Mine. The Environmental Advisor explained there are alarms associated with the monitor, none of which were triggered the night of the complaint.
21	18/07/20	03:02 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 15:02 hrs on 18/07/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 09:00 hrs on 20/7/20 the Environmental Advisor returned a call to the complainant however left a message. Re phoned again at 16:00hr and confirmed that Bengalla Mining fired a blast at 14:53 hrs on 18/7/2020 and provided the complainant with the Moore and Collins blast monitor results as follows: Moore: 103.3 dB(L) and 2.92 mm/s Collins: 97.8 dBL and 0.96 mm/s
22	20/07/20	03:43 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 15:43 hrs on 20/07/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 16:00 hrs on 20/7/20 the Environmental Advisor returned a call to the complainant and provided the Moore and Collins blast monitor results as follows: Moore: 104.1 dB(L) and 1.67 mm/s Collins: 100.1 dBL and 0.98 mm/s
23	30/07/20	09:45 AM	Hotline	13	Other (Roads)	At approximately 9:45 am on 30/07/20 the complainant phoned Bengalla Mine in regards to the condition of Bengalla Link Rd.	The Environmental Superintendent phoned the complainant and advised the Infrastructure Team were repairing potholes that morning.

24	4/08/20	05:45 PM	Hotline	11	Dust	At approximately 17:45 pm on 4/8/20 and 19:35pm on 4/8/20 the complainant phoned Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dusty conditions coming down Racecourse Road, Muswellbrook.	Environmental Superintendent returned his call and advised him that Bengalla have shutdown any dust generating dump activities.
		07:35 PM	Hotline				
25	5/08/20	11:02 AM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 11:02 hrs on 5/08/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 11:04 hrs on 5/8/20 the Environmental Advisor returned a call to the complainant however left a message. Re phone again at 11:15, 11:30 and 11:59 with no answer and provided the Moore and Collins blast monitor results as follows: Moore: 101.8 dB(L) and 1.50 mm/s Collins: 100.5 dBL and 1.77 mm/s
26	5/08/20	12:12 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 12:12 hrs on 5/08/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 12:27 hrs on 5/8/20 the Environmental Advisor returned a call to the complainant and provided blast results for Moore and Collins blast monitor results as follows: Moore: 101.8 dB(L) and 1.50 mm/s Collins: 100.5 dBL and 1.77 mm/s
27	11/08/20	08:44 AM	Hotline	2	Odour	At approximately 08:44 hrs on 11/08/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to odours in the area this morning. The complainant requested a call back.	Discussed odour issue. Complainant stated it was not spontaneous combustion but rather a smell from a coal seam being opened. Also discussed discharge from Bengalla's DW dam and the Hunter River water levels in recent flood. No further action required.
28	19/08/20	04:34 PM	Hotline	14	Road	Complainant called hotline at 16:34 hrs on 19/8/20 claiming a Bengalla company vehicle threw up a rock which chipped her windscreen. She had been informed the roadworks were through Bengalla.	Senior Environmental Advisor returned call immediately. Complainant stated that a car (not identified as a Bengalla Company vehicle) had thrown a rock up off roadworks that chipped the windscreen. Roadworks had been undertaken on Bengalla Link road north of Bengalla intersection.
29	29/08/20	11:11 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:11 hrs on 29/08/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast in the area this morning. The complainant requested a call back.	Blast occurred on Saturday morning. Bengalla OCE called the complainant back. Complainant will be responded to on Monday morning by environmental team are available. Senior Environmental Advisor returned call on Monday at 8:00am and left message. Follow up call made later on Monday where blast monitor results were provided as follows: Moore: 94.1 dB(L) and 1.66mm/sec Collins: 95.1dB(L) and 1.32mm/sec
30	1/09/20	11:02 AM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 11:02 hrs on 1/09/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 11:10 hrs on 1/9/20 the Senior Environmental Advisor returned a call to the complainant and provided the Moore and Collins blast monitor results as follows: Moore: 104.6 dB(L) and 1.94 mm/s Collins: 98.1 dBL and 0.68 mm/s
31	17/09/20	03:58 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 15:58 hrs on 17/09/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 16:14 hrs on 17/9/20 the Senior Environmental Advisor returned a call to the complainant and provided the Moore and Collins blast monitor results as follows: Moore: 92.5 dB(L) and 1.44 mm/s Collins: 98.5 dBL and 0.83 mm/s
32	29/09/20	10:46 PM	Hotline	12	Noise	At approximately 10:46 PM on 29/09/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to noise being heard at her residence. The complainant requested a call back the following afternoon.	At approximately 13:00 hrs on 30/9/20 the Senior Environmental Advisor returned a call to the complainant. The complainant described the noise as low frequency beating noise. The noise was investigated and the CHPP was not operating, the dragline was not operating, no trains were recorded at the time on the Mt Pleasant Rail Loop area. Additional noise monitoring is currently being undertaken at her residence and the report is yet to be finalised. This will be discussed with her when the report is received.
33	2/10/20	11:21 PM	Hotline	12	Noise	At approximately 11:21 PM on 2/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a continuous beating sound being heard at her residence. The complainant requested a call back.	Site Mining Supervisor called the complainant back and discussed the complaint. Complainant stated noise was coming from Bengalla / Mt Arthur Coal direction. Noise sampling was undertaken by the Supervisor and the levels were below consent conditions.
34	5/10/20	07:11 PM	Hotline	12	Noise	At approximately 7:11 PM on 5/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a continuous low frequency noise sound being heard at her residence all day. The complainant requested a call back.	The Senior Environmental Advisor sought contact with the complainant on the 6/10/20 however there was no answer.

35	7/10/20	03:30 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:30 hrs on 07/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 15:47 hrs on 07/10/20 an Environmental Advisor returned a call to the complainant and provided the blast results for Moor and Collins blast results as follows: Moore: 110.9 dB(L) and 1.07 mm/s Collins: 113.4 dBL and 0.66 mm/s
36	7/10/20	03:34 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 15:34 hrs on 07/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 15:49 hrs on 7/10/20 an Environmental Advisor returned a call to the complainant and provided the blast results for Moore and Collins blast results as follows: Moore: 110.9 dB(L) and 1.07 mm/s Collins: 113.4 dBL and 0.66 mm/s
37	12/10/20	03:38 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 15:38 hrs on 12/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 15:54 hrs on 12/10/20 the Senior Environmental Advisor returned a call to the complainant and provided the blast results for Moore and Collins blast results as follows: Moore: 99.5 dB(L) and 0.59 mm/s Collins: 101.4 dBL and 0.34 mm/s
38	19/10/20	05:39 AM	Hotline	12	Noise	At approximately 05:39 AM on 19/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a continuous low frequency noise sound being heard at her residence. The complainant requested a call back later that morning.	At approximately 1:00 PM on 19/10/20 an Environmental Advisor returned a call to the complainant and confirmed the complaint had been recorded. The Environmental Advisor advised unattended noise monitoring inside the residence is a possibility. The Environmental Advisor also informed the complainant that the results of a noise monitoring study undertaken at the residence has been received from the consultant and the complainant will be provided a copy.
39	20/10/20	01:11 AM	Hotline	12	Noise	At approximately 1:11 AM on 20/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a continuous low frequency noise sound being heard at her residence. The complainant requested a call back later that morning.	At approximately 7:30 AM on 20/10/20 an Environmental Advisor returned a call to the complainant and confirmed the complaint had been recorded. The Environmental Advisor also informed the complainant that the results of a noise monitoring study undertaken at the residence will be provided.
40	23/10/20	03:23 AM	Hotline	12	Noise	At approximately 3:23 AM on 23/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a continuous low frequency noise sound being heard at her residence.	The complainant did not request a call back.
41	26/10/20	05:26 AM	Hotline	12	Noise	At approximately 5:26 AM on 26/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to noise. The complainant requested a call back mid-morning on 26/10/20.	An Environmental Advisor returned a call to the complainant at 9:06 am 26/10/2020 and advised BMC would investigate what noise mitigation measures are in place at the CHPP. The complainant was not sure if the noise was emitted from Bengalla, a neighbouring mine or a combination of both.
42	31/10/20	01:21 AM	Hotline	12	Noise	At approximately 1:21 AM on 31/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a continuous beating noise being heard at her residence.	The complainant did not request a call back.
43	31/10/20	04:04 PM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 16:04 hrs on 31/10/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 16:15 hrs on 31/10/20 the OCE returned a call to the complainant. He agreed that Bengalla had fired a blast and assured the complainant that Bengalla had systems in place to record levels. Noted that the blast levels would be forwarded on Monday from Environment Team. Monday 2/11/20 at ap 10:00am Senior Environmental Advisor provided the blast results for Moore and Collins blast results as follows: Moore: 95.9 dB(L) and 2.4 mm/s Collins: 101.6 dBL and 0.76 mm/s
44	7/11/20	11:00 AM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 11:00 hrs on 7/11/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast shaking the residence. The complainant requested a call back.	At approximately 11:55 hrs on 7/11/20 the OCE returned a call to the complainant however there was no answer and a message was left by the OCE saying they would try again later that afternoon. The OCE called back at approximately 13:20 hrs and confirmed a blast had been fired. The blast results were not available to the OCE so it was advised the Environment team would provide them when possible. On Monday 9/11/20 at approximately 8:30am an Environmental Advisor provided the blast results for Moore and Collins to the complainant as follows: Moore: 99.8 dB(L) and 1.10 mm/s Collins: 101.9 dBL and 0.76 mm/s.
45	12/11/20	08:39 PM	Hotline	11	Dust	At approximately 20:39 hrs on 12/11/20 the complainant phoned Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust impacts in the Racecourse area.	The Open Cut Examiner (OCE) returned a call to the complainant at the earliest availability. The OCE advised there were no operations on the upper dumps at the time of the complaint and wind speed was approximately 1 m/s.
46	16/11/20	06:36 PM	Hotline	11	Dust	At approximately 18:36 hrs on 16/11/20 the complainant phoned Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust impacts in the Racecourse area.	An environmental advisor returned a call to the complainant at approximately 08:35 hrs on 17/11/2020 however the complainant did not answer. At the time of the complaint the mine was operating in medium air quality risk conditions. Diggers were located in-pit, all available watercarts were operating, dumping on the lower and middle dumps.
47	23/11/20	1:31: PM	Hotline	11	Dust	At approximately 13:31 hrs on 23/11/20 the complainant phoned Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to dust impacts in the Racecourse area. The complainant did not request a call back.	At the time of the complaint Bengalla Mine was operating in medium air quality risk conditions (triggered at 13:10 hrs). An Environmental Advisor confirmed the Open Cut Examiner was aware of the medium air quality risk conditions and was responding generally in accordance with Table 11 of the Air Quality Management Plan.

48	8/12/20	11:18 AM	Hotline	12	Noise	At approximately 11:18 AM on 8/12/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a continuous low frequency beating noise being heard at her residence.	The complainant did not request a call back.
49	24/12/20	11:00 AM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 11:00 hrs on 24/12/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast vibration at his residence. The complainant requested a call back.	On 24/12/20 the Environmental Advisor returned his call and provided the blast results for Moore and Collins blast results as follows: Moore: 102.2 dB(L) and 3.03 mm/s Collins: 96.7 dBL and 0.87 mm/s
50	24/12/20	11:19AM	Hotline	16	Blast (Overpressure / Vibration)	At approximately 11:19 hrs on 24/12/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast vibration and a visible blast plume at her residence.	On 24/12/20 the Environmental Advisor returned her call and provided the blast results for Moore blast results as follows: Moore: 102.2 dB(L) and 3.03 mm/s
51	30/12/20	10:59 AM	Hotline	2	Blast (Overpressure / Vibration)	At approximately 10:59 hrs on 30/12/20 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast vibration at his residence. The complainant requested a call back.	At approximately 11:01AM on 30/12/20 the Senior Environmental Advisor returned his call and provided the blast results for Moore and Collins blast results as follows: Moore: 100.8 dB(L) and 3.20 mm/s Collins: 95.1 dBL and 0.70 mm/s