

Bengalla Mine Community Complaints Register 2021



Environmental Protection Licence 6538 requires Bengalla Mining Company Pty Limited to operate a 24 hour telephone complaints line for the purpose of receiving any complaints from members of the public in relation to activities conducted at the premises or by the vehicle or mobile plant.

This register is in accordance with Environment Protection Licence 6538 and State Significant Development 5170.

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	23/01/21	03:10 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:10 hrs on 23/1/21 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 23/1/21 the OCE returned the call and advised the Environmental Advisor would call Monday with the results of the blast. On Monday 25/1/21 the Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors as follows: Moore: 101.5 dB(L) and 3.76 mm/s Collins: 95.7 dBL and 0.68 mm/s
2	25/01/21	03:00 PM	Phone Call	1	Blast (Overpressure / Vibration)	At approximately 15:00 hrs on 25/1/21 the complainant phoned the Senior Environment Advisor regarding a blast vibration at the residence.	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors as follows: Moore: 104.4 dB(L) and 1.23 mm/s Collins: 99.2 dBL and 0.72 mm/s
3	25/01/21	07:17 AM	Email	2	Air Quality	An email was received from the NSW EPA stating they had received a complaint regarding dust along Wybong Road from Bengalla and an adjoining mine. EPA did not supply the name of the complainant.	A dust inspection was undertaken by the Senior Environmental Advisor. Discussions were held with BMC Operations Superintendent, Mine Manager, Dispatch and OCE. All watercarts were in operation at the time of the complaint. At the time of the dust inspection no visible dust was leaving Bengalla.
4	27/01/21	09:01 PM	Hotline	3	Lighting	At approximately 21:01 hrs on 27/1/21 the complainant phoned the complaints line in regards to a light shining into the residence. The complainant did not request a call back.	The OCE conducted an assessment of dump lighting plant with one lighting plant removed.
5	31/01/21	12:18 AM	Hotline	4	Lighting	At approximately 00:18 hrs on 28/1/21 an anonymous call via the complaints line in regards to a light shining into a house on Denman Road. The caller declined to provide further details.	The OCE reported at 7:00am 31/1/2021 that all lighting plants were positioned during the night to eliminate / minimise community impacts.

6	14/02/21	01:54 AM	Hotline	5	Noise	At approximately 1:54 AM on 14/02/21 the complainant phoned the complaints line regarding noise which was described as a beating with a humming sound. The complainant did not request a call back.	The Noise Management Plan was implemented.
7	16/02/21	10:38 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 10:38 hrs on 16/2/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors: Moore: 109.6 dB(L) and 1.50 mm/s Collins: 109.8 dBL and 0.75 mm/s
8	24/02/21	04:14 PM	Hotline	4	Dust	At approximately 16:14 hrs on 24/2/21 an anonymous caller phoned the complaints line regarding visible dust leaving site over a nearby road. The caller stated that their call was not a complaint, but an observation and just wanted to advise.	The OCE advised that Excavator 10 was working in the area. The operator was alerted to monitor dust when working close to Wybong Rd. Water carts were operating. The Senior Environmental Advisor checked the cameras and observed low dust levels present in the work area when loading trucks.
9	24/02/21	05:07 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 17:07 hrs on 24/2/21 the complainant phoned the complaints line regarding a blast vibration at the residence . The complainant requested a call back.	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors as follows: Moore: 110.6 dB(L) and 2.03 mm/s Collins: 106.3 dBL and 1.05 mm/s
10	4/03/21	01:16 AM	Hotline	5	Noise	At approximately 1:16 AM on 4/03/21 the complainant phoned the complaints line regarding loud low frequency noise. The complainant did not disclose if they would like to be called back.	Implemented the Noise Management Plan.
11	5/03/21	10:07 PM	Hotline	3	Lighting	At approximately 22:07 hrs on 5/3/21 the complainant phoned the complaints line regarding a light shining into the residence. The complainant did not request a call back.	The complainant did not request a call back
12	13/03/21	04:41 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 16:41 hrs on 13/3/21 the complainant phoned the complaints line regarding a blast vibration at the residence . The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 07:56am on 15/3/2021 and left a message as the call was unanswered. Called at 10:24am, 11:50am, 12:46pm on 15/3/21 with no answer. Called 16/3/21 at 9:25am with no answer. Provided the blast results on 17/3/21 for Moore and Collins blast monitors as follows: Moore: 102.2 dB(L) and 1.01 mm/s Collins: 97.4 dBL and 0.89 mm/s
13	17/03/21	10:59 AM	Phone Call	6	Blast (Overpressure / Vibration)	At approximately 10:59 hrs on 17/3/21 the complainant phoned the Senior Environmental Advisor regarding a blast vibration at the residence .	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors as follows: Moore: 101.7 dB(L) and 1.50 mm/s Collins: 104.1 dBL and 1.12 mm/s

14	17/03/21	11:02 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:02 hrs on 17/3/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 11:05am on 17/3/2021 provided the blast results for Moore and Collins blast monitors as follows: Moore: 101.7 dB(L) and 1.50 mm/s Collins: 104.1 dBL and 1.12 mm/s
15	20/03/21	11:07 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:07 hrs on 20/3/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 7:55am on 20/3/2021 provided the blast results for Moore and Collins blast monitors as follows: Moore: 105.9 dB(L) and 1.36 mm/s Collins: 105.7 dBL and 1.05 mm/s
16	1/04/21	03:24 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:24 hrs on 01/04/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	An Environmental Advisor called the complainant at approximately 16:03 hrs on 01/04/2021 and provided the blast results for Moore and Collins blast monitors as follows: Moore: 103.2 dB(L) and 1.45 mm/s Collins: 101.9 dBL and 1.42 mm/s
17	3/04/21	10:25 PM	Hotline	5	Noise	At approximately 10:25 PM on 3/04/21 the complainant phoned the complaints line regarding low frequency noise. The complainant requested to be called back.	An Open Cut Examiner (OCE) returned a call to the complainant at approximately 11:03 pm 3/04/21 and advised the production team would review supplementary noise monitoring results and operations where required.
18	6/04/21	08:03 AM	Hotline	1	Dust	At approximately 8:03 AM on 6/04/21 the complainant phoned the complaint hotline in regard to dust.	An Environmental Advisor returned a call to the complainant at approximately 8:11 AM 6/04/2021 and advised BMC will undertake an external dust inspection and modify operations where required. Meteorological conditions at the time of the complaint were within the low air quality risk category.
19	13/04/21	09:20 AM	Hotline	1	Dust	At approximately 9:20 AM on 6/04/21 the complainant phoned the complaints line regarding dust received during the previous night period.	An Environmental Advisor returned a call to the complainant at approximately 10:04 AM 13/04/2021 and advised BMC will undertake an external dust inspection and modify operations where required. Meteorological conditions at the time of the complaint were within the low air quality risk category.
20	14/04/21	12:08 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 12:08 hrs on 14/04/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 13:01pm on 14/4/2021 provided the blast results for Moore and Collins blast monitors as follows: Moore: 108 dB(L) and 1.21 mm/s Collins: 98.6 dBL and 0.94 mm/s

21	14/04/21	14:00 PM	Phone Call	6	Blast (Overpressure / Vibration)	At approximately 14:00 hrs on 14/04/21 the complainant phoned the Senior Environmental Advisor regarding a blast vibration at the residence.	The Senior Environmental Advisor discussed the blast with the complainant. The complainant was advising Bengalla that the blast shook his house however the complainant did not require the blast results.
22	19/04/21	02:33 AM	Hotline	5	Noise	At approximately 02:33 AM on 19/04/21 the complainant phoned the complaint hotline in regard to low frequency noise. The complainant did not request a call back.	Implemented the Noise Management Plan.
23	27/04/21	04:06 PM	Phone Call	6	Blast (Overpressure / Vibration)	At approximately 14:06 hrs on 27/04/21 the complainant phoned the Senior Environmental Advisor regarding a blast vibration at the residence.	Senior Environmental Advisor discussed blast with complainant. The complainant did not require the blast results.
24	27/04/21	04:08 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 16:08 hrs on 27/04/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 16:15pm on 27/4/2021 provided the blast results for Moore and Collins blast monitors as follows: Moore: 103.5 dB(L) and 1.88 mm/s Collins: 99.0 dBL and 1.51 mm/s
25	27/04/21	04:35 PM	Hotline	7	Blast vibration and Fume	At approximately 16:35 hrs on 27/04/21 the complainant phoned the complaints line regarding a blast fume and vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 16:38pm on 27/4/2021 where the complainant stated that fume from the blast was bad. Weather conditions at the time were slight SE breeze. The complainant requested the blast results by letter provided 29/04/21 being the Moore blast monitor: 103.5 dB(L) and 1.88 mm/s.
26	6/05/21	11:19 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:19 hrs on 06/05/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Environmental Advisor called the complainant at 11:25 am on 06/5/2021 provided the blast results for Moore and Collins blast monitors as follows: Moore: 96.2 dB(L) and 0.76 mm/s Collins: 93.8 dBL and 0.59 mm/s
27	10/05/21	14:57:00 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 14:57 hrs on 10/05/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	An Environmental Advisor called the complainant at 15:15 hrs on 10/05/2021 provided the blast results for Moore and Collins blast monitors as follows: Moore: 104.4 dB(L) and 0.79 mm/s Collins: 103.0 dBL and 0.61 mm/s
28	11/05/21	01:37 AM	Hotline	5	Noise	At approximately 01:37AM on 12/05/21 the complainant phoned the complaint line regarding low frequency noise. The complainant did not request a call back.	Implemented the Noise Management Plan.

29	12/05/21	04:20 PM	Phone Call	6	Odour - SC	At approximately 16:20 hrs on 12/05/21 the complainant phoned the Senior Environmental Advisor regarding spontaneous combustion odour.	Senior Environmental Advisor discussed the spontaneous combustion odours and advised the complainant that Bengalla had no significant spontaneous combustion occurring. The complainant was going to call other mines to discuss the spontaneous combustion. No further action was required.
30	13/05/21	03:06 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:06 hrs on 13/05/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	An Environmental Advisor called the complainant at 15:15 hrs on 13/05/2021 and provided the blast results for Moore and Collins blast monitors as follows: Moore: 96.4 dB(L) and 2.12 mm/s Collins: 94.5 dBL and 1.61 mm/s
31	13/05/21	03:14 PM	Phone Call	6	Blast (Overpressure / Vibration)	At approximately 15:14 hrs on 13/05/21 the complainant phoned the Senior Environmental Advisor regarding a blast vibration at the residence.	Senior Environmental Advisor discussed blast with complainant. No further action was required.
32	22/05/21	01:09 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 13:09 hrs on 22/05/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	An Environmental Advisor called the complainant at 09:16 hrs on 24/05/2021 and provided the blast results for Moore and Collins blast monitors as follows: Moore: 105.1 dB(L) and 2.59 mm/s Collins: 98.1 dBL and 1.04 mm/s
33	26/05/21	03:02 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:02 hrs on 26/05/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	An Environmental Advisor called the complainant at 15:15 hrs on 26/05/2021 and provided the blast results for Moore and Collins blast monitors as follows: Moore: 102.3 dB(L) and 2.13 mm/s Collins: 91.1 dBL and 0.84 mm/s
34	1/06/21	11:05 PM	Hotline	5	Noise	At approximately 11:05 PM on 1/06/21 the complainant phoned the complaints line regarding to low frequency noise. The complainant did not request a call back.	Implemented the Noise Management Plan.
35	8/06/21	11:20 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:20 hrs on 8/06/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	An Environmental Advisor called the complainant at 11:37 hrs on 08/06/2021 and provided the blast results for Moore and Collins blast monitors as follows: Moore: 95.2 dB(L) and 2.21 mm/s Collins: 107.4 dBL and 1.60 mm/s
36	15/06/21	11:31 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:31 hrs on 15/06/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	An Environmental Advisor called the complainant at 11:57 hrs on 15/06/2021 and provided the blast results for Moore and Collins blast monitors as follows: Moore: 97.2 dB(L) and 1.54 mm/s Collins: 93.2 dBL and 0.93 mm/s

37	21/06/21	11:02 AM	Hotline	8	Bengalla Road	At approximately 11:02 hrs on 21/06/21 the complainant phoned the complaints line regarding the condition of Bengalla Link Road.	The Senior Environmental Advisor tried calling the complainant on a number occasions on the 21/6/2021 with no response. The Bengalla Link Road repair of pot holes was followed up within BMC.
38	29/06/21	11:30 PM	Hotline	5	Noise	At approximately 11:31 PM on 29/06/21 the complainant phoned the complaints line regarding a constant beeping sound. The complainant did not request a call back.	Implemented the Noise Management Plan.
39	3/07/21	01:13 AM	Hotline	5	Noise	At approximately 01:13 PM on 03/07/21 the complainant phoned the complaints line regarding low frequency noise. The complainant did not request a call back.	Implemented the Noise Management Plan.
40	7/07/21	12:22 AM	Hotline	5	Noise	At approximately 12:22 AM on 07/07/21 the complainant phoned the complaints line regarding constant beeping noise and low frequency beating noise. The complainant did not request a call back.	Implemented the Noise Management Plan.
41	12/07/21	05:14 AM	Hotline	5	Noise	At approximately 05:14 AM on 12/07/21 the complainant phoned the complaints line regarding constant beating noise. The complainant did not request a call back.	Implemented the Noise Management Plan.
42	12/07/21	03:31 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:31 hrs on 12/07/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Environmental Specialist called the complainant at 3:55pm on 12/07/2021 provided the blast results for Moore and Collins blast monitors as follows: Moore: 105.0 dB(L) and 2.49 mm/s Collins: 95.7 dBL and 1.10 mm/s
43	17/07/21	22:55:00 PM	Hotline	5	Noise	At approximately 10:55 PM on 17/07/21 the complainant phoned the Bengalla Mine (Bengalla)24hr complaints hotline in regards to constant beating noise. The complainant did not request a call back.	Implemented the Noise Management Plan.
44	26/07/21	10:41 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 10:41 hrs on 26/07/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 10:46 am on 26/07/2021 provided the blast results for Moore and Collins blast monitors as follows: Moore: 114.5 dB(L) and 2.87 mm/s Collins: 107.1 dBL and 0.69 mm/s
45	27/07/21	10:45 AM	Phone Call	6	Blast (Overpressure / Vibration)	At approximately 10:45 hrs on 27/07/21 the complainant phoned the Senior Environmental Advisor regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 105.3 dB(L) and 2.41 mm/s Collins: 101.9 dBL and 0.75 mm/s

46	30/07/21	01:13 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 13:13 hrs on 30/07/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 104.4 dB(L) and 3.22 mm/s Collins: 97.9 dBL and 1.01 mm/s
47	11/08/21	12:40 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 12:40 hrs on 11/08/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors (2 blasts fired within 1 minute)as follows: Moore: 119.9 dB(L) and 0.29 mm/s Collins: 104 dBL and 0.17 mm/s and Moore: 105 dB(L) and 2.76mm/sec Collins: 109.3 dB(L) and 1.53mm/sec
48	11/08/21	12:50 PM	Phone Call	6	Blast (Overpressure / Vibration)	At approximately 12:50 hrs on 11/08/21 the complainant phoned the Senior Environmental Advisor regarding a blast vibration at the residence.	Senior Environmental Advisor discussed blast with complainant. Complainant did not request results. No further action was required.
49	12/08/21	10:38 PM	Hotline	5	Noise	At approximately 10:38 PM on 12/08/21 the complainant phoned the complaints line in regards to constant low frequency noise. The complainant requested a call back the following day.	Implemented the Noise Management Plan. Senior Environmental Advisor discussed noise complaint with complainant on 13/8/21.
50	13/08/21	11:16 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:16 hrs on 13/08/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 100.1 dB(L) and 4.16 mm/s Collins: 89.7 dBL and 0.75 mm/s
51	14/08/21	03:25 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:25 hrs on 14/08/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back on Monday.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 104.0 dB(L) and 1.06 mm/s Collins: 105.3 dBL and 0.89 mm/s
52	28/08/21	03:14 PM	Hotline	7	Blast (Overpressure / Vibration)	At approximately 15:14 hrs on 28/08/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore blast monitors as follows: Moore: 91.8 dB(L) and 2.23 mm/s

53	28/08/21	03:09 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:09 hrs on 28/08/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 91.8 dB(L) and 2.23 mm/s Collins 95.2dB(L) and 0.66 mm/sec
54	28/08/21	03:19 PM	Hotline	9	Blast (Overpressure / Vibration)	At approximately 15:19 hrs on 28/08/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore blast monitors as follows: Moore: 91.8 dB(L) and 2.23 mm/s
55	4/09/21	12:21 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 12:21 hrs on 4/09/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 94.7 dB(L) and 2.27 mm/s Collins 100.7dB(L) and 0.90 mm/sec
56	6/09/21	03:29 PM	Phone Call	6	Blast (Overpressure / Vibration)	At approximately 15:29 hrs on 6/09/21 the complainant phoned the Senior Environmental Advisor regarding a blast vibration at the residence.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 102.1 dB(L) and 3.93 mm/s Collins 96.3dB(L) and 1.31 mm/sec
57	6/09/21	03:51 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:51 hrs on 6/09/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 102.1 dB(L) and 3.93 mm/s Collins 96.3dB(L) and 1.31 mm/sec
58	10/09/21	10:16 PM	Hotline	5	Noise	At approximately 10:16 PM on 10/09/21 the complainant phoned the complaints line in regards to constant noise from a mine.	Implemented the Noise Management Plan. Senior Environmental Advisor discussed noise complaint with complainant on 11/9/21.
59	21/09/21	03:58 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:58 hrs on 21/09/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 98.9 dB(L) and 2.02 mm/s Collins 95.0dB(L) and 0.53 mm/sec
60	27/09/21	03:02 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:02 hrs on 27/09/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 98.2 dB(L) and 1.36 mm/s Collins 103.9dB(L) and 0.67 mm/sec

61	30/09/21	07:42 PM	Hotline	5	Noise	At approximately 7:42 PM on 30/09/21 the complainant phoned the complaints line in regards to constant noise from a mine.	Implemented the Noise Management Plan. Senior Environmental Advisor discussed noise complaint with complainant on 1/10/21.
62	3/10/21	08:52 PM	Hotline	5	Noise	At approximately 10:16 PM on 10/09/21 the complainant phoned the complaints line in regards to constant noise from a mine. Complainant did not request a call back.	Implemented the Noise Management Plan.
63	5/10/21	11:05 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:05 hrs on 5/10/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 118.6 dB(L) and 1.76 mm/s Collins 105.1dB(L) and 0.61 mm/sec
64	31/10/21	12:10 PM	Hotline	1	Dust	At approximately 12:10 hrs on 31/10/21 the complainant phoned the complaints line regarding dump trucks working and no water trucks operating. The complainant requested a call back.	At the time of the complaint all water carts were operating. Wind direction was SE and wind speeds averaged 3.5m/s. No wind speed alarms occurred and no dust alarms were recorded. The Senior Environmental Advisor conveyed these conditions with the complainant on 1/11/2021 at 12:30pm.
65	1/11/21	11:11 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:11 hrs on 1/11/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 102.8 dB(L) and 1.48 mm/s Collins 102.4dB(L) and 0.92 mm/sec
66	4/11/21	03:32 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:32 hrs on 4/11/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 107.8 dB(L) and 0.86 mm/s Collins 99.7 dB(L) and 0.62 mm/sec
67	22/11/21	07:52 PM	Hotline	5	Noise	At approximately 7:52 PM on 22/11/21 the complainant phoned the complaints line in regards to constant noise from a mine. Complainant did not request a call back.	Implemented the Noise Management Plan.
68	13/12/21	12:05 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 12:05 hrs on 13/12/21 the complainant phoned the complaints line regarding a blast vibration at the residence. The complainant requested a call back.	The Senior Environmental Advisor discussed the blast with the complainant and provided the blast results for Moore and Collins blast monitors as follows: Moore: 98.8 dB(L) and 2.13 mm/s Collins 94.1 dB(L) and 0.64 mm/sec