

Bengalla Mine Community Complaints Register 2022



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

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	7/01/2022	04:53 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 16:53 hrs on 7/1/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 10/1/22 the Senior Environmental Advisor returned call on Monday with the results of the blast monitors as follows: Moore: 103.2 dB(L) and 1.06 mm/s Collins: 102.7 dBL and 1.02 mm/s
2	18/01/2022	03:36 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:36 hrs on 18/1/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 18/1/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 104.8 dB(L) and 1.89 mm/s Collins: 93.8 dBL and 1.58 mm/s
3	24/01/2022	01:25 PM	Phone	1	Blast (Overpressure / Vibration)	At approximately 13:25 hrs on 24/1/22 the complainant phoned the Senior Environment Advisor in regards to a blast vibration at the residence.	On 24/1/22 the Senior Environmental Advisor provided the results of the blast monitors as follows: Moore: 98.9 dB(L) and 2.00 mm/s Collins: 89.9 dBL and 0.80 mm/s
4	31/01/2022	01:47 AM	Hotline	2	Noise	At approximately 1:47 AM on 31/1/22 the complainant phoned the complaints line in regards to constant beating noise. Complainant did not request a call back.	Implement Noise Management Plan
5	3/02/2022	11:42 PM	Hotline	2	Noise	At approximately 11:42 PM on 3/2/22 the complainant phoned the complaints line in regards to constant beating noise. Complainant did not request a call back.	Implement Noise Management Plan
6	18/02/2022	11:21:00 PM	Hotline	2	Noise	At approximately 11:21 PM on 18/2/22 the complainant phoned the complaints line in regards to constant beating noise. The complainant requested a call back.	Senior Environment Advisor returned call and discussed the complaint. Implemented Noise Management Plan

7	26/02/2022	3:32:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:32 hrs on 26/2/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 28/2/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 104.6 dB(L) and 2.25 mm/s Collins: 99.2 dBL and 1.38 mm/s
8	28/02/2022	9:16:00 AM	Phone	3	Bengalla Link Rd	At approximately 9:16am, complainant phoned Bengalla to report a very large pothole on Bengalla Link Rd and just over the Keys Bridge that requires repair	Road repairs organised to commence 9:00am on 1/3/2022. Repairs completed 1/3/2022.
9	4/03/2022	9:11:00 AM	Hotline	4	Noise	At approximately 09:11 PM on 4/3/22 the complainant phoned the complaints line in regards to noise and questioned were Bengalla checking noise levels. The complainant requested a call back.	Senior Environment Advisor attempted to contact complainant. Messages were left on complainants phone however no response was received.
10	7/03/2022	12:31:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 12:31 hrs on 7/3/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 7/3/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 97.6 dB(L) and 2.04 mm/s Collins: 89.2 dBL and 0.74 mm/s
11	15/03/2022	3:08:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:08 hrs on 15/3/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 15/3/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 107.1 dB(L) and 3.26 mm/s Collins: 111.4 dBL and 0.82 mm/s
12	18/03/2022	8:12:00 AM	Phone	4	Noise	At approximately 08:12 AM on 18/3/22 the complainant phoned Bengalla in regards to dragline noise.	Complainant spoke initially to mining coordinator. Senior Environment Advisor attempted to contact complainant. Messages were left on complainants phone however no response was received. Dragline was not operating at the time of the complaint.
13	2/04/2022	3:57:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:57 hrs on 2/4/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 5/4/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 92.7 dB(L) and 1.54 mm/s Collins: 92.5 dBL and 0.66 mm/s
14	12/04/2022	3:36:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:36 hrs on 12/4/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 12/4/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 104.7 dB(L) and 2.83 mm/s Collins: 103.3 dBL and 1.39 mm/s
15	2/05/2022	4:25:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:59 hrs on 11/5/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 3/5/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 106.2 dB(L) and 2.12 mm/s Collins: 100.3 dBL and 0.53 mm/s

16	11/05/2022	3:59:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 16:25 hrs on 2/5/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 12/5/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 102.6 dB(L) and 0.91 mm/s Collins: 99.5 dBL and 0.58 mm/s
17	7/06/2022	2:30:00 PM	Phone	1	Blast (Overpressure / Vibration)	At approximately 14:30 hrs on 7/6/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 9/6/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 108.2 dB(L) and 3.95 mm/s Collins: 93.3 dBL and 0.92 mm/s
18	18/06/2022	11:08:00 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:08 hrs on 18/6/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 20/6/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors (left on voicemail) as follows: Moore: 104.1 dB(L) and 2.34 mm/s Collins: 93.9 dBL and 1.01 mm/s
19	24/06/2022	12:48:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 12:48 hrs on 24/6/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 24/6/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors (left on voicemail) as follows: Moore: 102.2 dB(L) and 1.01 mm/s Collins: 98.6 dBL and 1.18 mm/s
20	25/06/2022	3:38:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:38 hrs on 25/6/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 27/6/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 97.8 dB(L) and 2.51 mm/s Collins: 97.5 dBL and 2.26 mm/s
21	26/06/2022	1:55:00 AM	Hotline	2	Noise	At approximately 1:55 AM on 26/6/22 the complainant phoned the complaints line in regards to constant beating noise. Complainant did not request a call back.	Implement Noise Management Plan
22	11/07/2022	1:38:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 13:38 hrs on 11/7/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 11/7/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows: Moore: 101 dB(L) and 2.02 mm/s Collins: 101.2 dBL and 0.71 mm/s
23	8/08/2022	4:34:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 16:34 hrs on 8/8/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 9/8/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Results were left on answering machine. Moore: 99.7 dB(L) and 2.64 mm/s Collins: 97.9 dBL and 0.99 mm/s

24	27/08/2022	3:09:00 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:09 hrs on 27/8/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 30/8/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Results were left on answering machine. Moore: 103.3 dB(L) and 1.84 mm/s Collins: 106.6 dBL and 0.65 mm/s
25	17/09/2022	15:23:46	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:32 hrs on 17/9/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 19/9/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 109.4 dB(L) and 2.61 mm/s Collins: 106.7 dBL and 1.39 mm/s
26	19/09/2022	9:21	Hotline	5	Blast (Overpressure / Vibration)	At approximately 9:21 hrs on 19/9/22 the complainant phoned the complaints line in regards to a blast vibration at the residence felt at approximately 15:34 17/9/2022. The complainant requested a call back.	On 19/9/22 the Senior Environmental Advisor returned call and discussed the blast with the resident. The resident stated blasts have been fine over many years however he is feeling the occasional blast and just wanted to let BMC know. Blast results were provided for Collins: 106.7 dBL and 1.39 mm/s as this is the closest monitor to the residence.
27	8/10/2022	16:41	Hotline	1	Blast (Overpressure / Vibration)	At approximately 16:41 hrs on 8/10/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 10/10/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 96.3 dB(L) and 1.91 mm/s Collins: 107.9 dBL and 0.93 mm/s
28	23/10/2022	0:38	Hotline	2	Noise	At approximately 12:38 AM on 23/10/22 the complainant phoned the complaints line in regards to constant noise all the time, particularly loud tonight. Complainant did not request a call back.	Implement Noise Management Plan
29	25/10/2022	8:36	Hotline	6	Spon Com and rehabilitation	At approximately 8:36 AM on 25/10/22 the complainant phoned the complaints line in regards to spontaneous combustion odour being detected on Wybong Road.	Senior Env Advisor returned call to complainant and discussed spontaneous combustion. An inspection was undertaken by Environmental staff following the call. No evidence was sighted however odours were detected. Wind direction did not support the source was BMC. Complainant also requested information on rehabilitation works along Wybong Road. A copy of BMC forward work program was forwarded to the complainant via email. The forward work plan was also discussed at the following CCC meeting at the request of the complainant.
30	27/10/2022	13:26	Hotline	1	Blast (Overpressure / Vibration)	At approximately 13:26 hrs on 27/10/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 27/10/22 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Results were left on answering machine. Moore: 94.8 dB(L) and 1.51 mm/s Collins: 95.5 dBL and 1.47 mm/s

31	7/11/2022	6:25	Hotline	1	Dust	At approximately 6:35 hrs on 7/11/22 the complainant phoned the complaints line in regards to dust being found on a car at the residence. The complainant did not requested a call back.	Water carts were checked for operation during the night. All mining operations were conducted in accordance with regulations. No dust or wind speed alarms were recorded.
32	26/11/2022	8:56	Hotline	1	Dust	At approximately 8:56 hrs on 26/11/22 the complainant phoned the complaints line in regards to dust being found on a car at the residence.	Senior Environmental Advisor returned the call and discussed the issue. Water cart activity occurred in all areas of the mining operations with a focus on the southern area of the pit. Dagline was no operational during the period.
33	19/12/2022	11:38	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:38 hrs on 19/12/22 the complainant phoned the complaints line in regards to a blast vibration at the residence. The complainant requested a call back.	On 19/12/22 the Environmental Specialist returned call and provided the results of the blast monitors as follows. Results were left on answering machine. Moore: 104.9 dB(L) and 2.57 mm/s Collins: 107.3 dB(L) and 1.21 mm/s