

# Bengalla Mine Community Complaints Register 2023



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                | 18/01/2023 | 11:57 PM | Hotline           | 1              | Hazard Reduction Burn | At approximately 23:57 hrs on 18/1/23 the complainant phoned the complaints line in regards to burning off and smoke, red smoke being visible. The complainant requested a call back.                                | On 19/1/22 the Senior Environmental Advisor returned call and discussed the Hazard Reduction Burn underway on Black Mountain Offset area. The hazard reduction burn method was explained to the complainant and the burn was being monitored.  |
| 2                | 28/01/2023 | 02:53 PM | Hotline           | 2              | Blast Vibration       | At approximately 14:53 hrs on 28/1/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.   | On 28/1/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows.<br>Moore: 97.1 dB(L) and 2.05 mm/s<br>Collins: 93.5 dBL and 0.70 mm/s   |
| 3                | 28/01/2023 | 02:53 PM | Phone             | 3              | Blast Vibration       | At approximately 14:53 hrs on 28/1/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.   | On 31/1/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows - Moore 97.1dB(L) and 2.05mm/sec. Complainant requested a letter with blast details to be forwarded to them which was delivered on 10/2/2023.  |
| 4                | 24/02/2023 | 5:15 PM  | Phone             | 2              | Dust                  | At approximately 19:15 hrs on 24/02/23 the complainant phoned the complaints line in regards to dust from the mine and the impact on traffic.  | Complainant did not request a call back. Air Quality Management Plan implemented.  |
| 5                | 6/03/2023  | 3:07 PM  | Hotline           | 2              | Blast Vibration       | At approximately 15:07 hrs on 6/3/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.  | On 7/3/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows.<br>Moore: 96.5 dB(L) and 2.94 mm/s<br>Collins: 101.6 dBL and 0.76 mm/s   |
| 6                | 10/03/2023 | 3:03 PM  | Hotline           | 3              | Blast Vibration       | At approximately 15:03 hrs on 10/3/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.   | On 10/3/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows - Moore 100.3dB(L) and 3.30mm/sec. Complainant requested a letter with blast details to be forwarded to them which was delivered on 13/2/2023.   |
| 7                | 22/03/2023 | 11:20    | Hotline           | 2              | Blast Vibration       | At approximately 11:20 hrs on 22/3/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.   | On 22/3/23 the Environmental Specialist returned call and provided the results of the blast monitors as follows.<br>Moore: 100.2 dB(L) and 2.88 mm/s<br>Collins: 96.1 dBL and 0.74 mm/s  |
| 8                | 22/03/2023 | 14:45    | Hotline           | 4              | Dust                  | At approximately 14:45 hrs on 22/3/23 the complainant phoned the complaints line in regards to dust. The complainant requested a call back.  | Environmental Specialist discussed the complainant concerns. Complainant was concerned with ambient dust levels and employee welfare. The Environmental Specialist indicated to the complainant that water trucks were in operation and no dust alarms were received. Site health specialist confirmed all employee dust monitoring are within occupational exposure limits. |
| 9                | 27/03/2023 | 2:31     | Hotline           | 5              | Noise                 | At approximately 02:31 hrs on 27/3/23 the complainant phoned the complaints line in regards to noise. The complainant did not request a call back.   | Real time noise monitoring is undertaken near to the complainants location. Results indicate noise levels were compliant. Additionally, independent noise monitoring was also undertaken during the evening of the complaint. Results indicated noise levels were compliant.   |
| 10               | 4/04/2023  | 13:59    | Email             | 6              | Noise                 | At 13.59 hrs on 4 April 2023 Bengalla Mining Company received a complaint via email for the Environment Protection Authority regarding excessive rail noise over an extended period.                                 | Noise monitoring results for January - March 2023 at the nearest compliance monitoring point in EPL 6538 was provided to the EPA. An independent acoustic expert indicated that the noise monitoring for the period at monitoring point EPA09 was compliant.   |
| 11               | 11/04/2023 | 11:40    | Text              | 2              | Blast Vibration       | At approximately 11:40 hrs on 11/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.   | On 11/4/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows.<br>Moore: 101.6 dB(L) and 1.30 mm/s<br>Collins: 94.8 dBL and 0.39 mm/s  |
| 12               | 13/04/2023 | 12:30    | Hotline           | 2              | Blast Vibration       | At approximately 12:30 hrs on 13/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.   | On 13/4/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows.<br>Moore: 101 dB(L) and 2.55 mm/s<br>Collins: 95.8 dBL and 0.71 mm/s  |
| 13               | 17/04/2023 | 10:55    | Phone             | 2              | Blast Vibration       | At approximately 10:55 hrs on 17/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.   | On 19/4/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows.<br>Moore: 103.9 dB(L) and 2.33 mm/s<br>Collins: 106.7 dBL and 1.01 mm/s   |
| 14               | 18/04/2023 |          | Hotline           | 7              | Bengalla Link Road    | On 18/4/23 Bengalla Mining Company received a call from the complainant that the traffic lights had been vandalised on the roadworks and were not working. There was no signage on the site for after hours contact. | On 19/4/23 the Project Superintendent returned the call and the traffic lights fixed.  |
| 15               | 21/04/2023 | 12:06    | Hotline           | 2              | Blast Vibration       | At approximately 12:06 hrs on 21/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.   | On 21/4/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows.<br>Moore: 106.2 dB(L) and 5.46 mm/s<br>Collins: 107.1 dBL and 1.82 mm/s   |

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| 16 | 24/04/2023 | 15:01   | Hotline | 2  | Blast Vibration    | At approximately 15:01 hrs on 24/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.  | On 24/4/23 the Senior Environmental Advisor returned call and left the results of the blast monitors on an answering machine as follows:<br>Moore: 104.0 dB(L) and 2.20 mm/s<br>Collins: 107.6 dBL and 0.71 mm/s  |
| 17 | 29/04/2023 | 15:36   | Hotline | 2  | Blast Vibration    | At approximately 15:06 hrs on 29/4/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.  | On 1/5/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows.<br>Moore: 101.2 dB(L) and 3.15 mm/s<br>Collins: 97.1 dBL and 0.79 mm/s  |
| 18 | 2/05/2023  | Unknown | Email   | 6  | Bengalla Link Road | BMC received an email from Muswellbrook Shire Council regarding potholes in Bengalla Link Road east of the current road works area.   | The potholes will be repaired.  |
| 19 | 6/05/2023  | 10:56   | Hotline | 9  | Dust               | At approximately 10:56am on 6/5/23, the complainant phone the complaints line in regards to serious dust. The complainant requested a call back.  | On 6/5/23 the Environmental Superintendent text the complainant at 10:11pm. The Environment Superintendent proposed a callback to the complainant on the 7/5/23. The Environment Superintendent phoned the complainant on 7/5/23 to discuss the complaint. The community complaints procedure was reviewed, amended and approved. |
| 20 | 12/05/2023 | 16:22   | Hotline | 8  | Blast Vibration    | At approximately 16:22 hrs on 12/5/23 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.  | On 12/5/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors for Bengalla Homestead as this was the closest monitor to the complainant. Blast results were as follows.<br>Bengalla Homestead: 96.2 dB(L) and 0.81 mm/s<br>Collins: 97.1 dBL and 0.79 mm/s                             |
| 21 | 23/05/2023 | 15:13   | Hotline | 2  | Blast Vibration    | At approximately 15:13 hrs on 23/5/23 the complainant phoned the complaints line in regards to vibration felt from two consecutive blasts (one blast event). The complainant requested a call back.               | On 23/5/23 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows for each blast.<br>Blast 1: Moore: 93.2 dB(L) and 1.67 mm/s<br>Blast 1: Collins: 98.2 dBL and 1.13 mm/s<br>Blast 2: Moore: 103.3 dB(L) and 4.21 mm/s<br>Blast 2: Collins: 97.6 dBL and 0.87 mm/s              |
| 22 | 19/06/2023 | 12:34   | Hotline | 2  | Blast Vibration    | At approximately 12:34 hrs on 19/6/23 the complainant phoned the complaints line in regards to vibration felt from one blast event. The complainant requested a call back.  | On 19/6/2023 the Environmental Specialist returned call and left voice message, providing results recorded at blast monitors as follows:<br>Moore: 101.7 dB(L) and 1.81 mm/s<br>Collins: 99.4 dB(L) and 1.56 mm/s   |
| 23 | 26/06/2023 | 16:01   | Hotline | 2  | Blast Vibration    | At approximately 16:01 hrs on 26/6/23 the complainant phoned the complaints line in regards to vibration felt from one blast event. The complainant requested a call back.  | On 26/6/2023 the Environmental Specialist returned call and left voice message, providing results recorded at blast monitors as follows:<br>Moore: 106.8 dB(L) and 1.06 mm/s<br>Collins: 111.8 dB(L) and 0.63 mm/s  |
| 24 | 5/07/2023  | 16:07   | Hotline | 2  | Blast Vibration    | At approximately 16:07 hrs on 5/7/23 the complainant phoned the complaints line in regards to vibration felt from one blast event. The complainant requested a call back.   | On 5/7/2023 the Environmental Specialist returned call and left voice message, providing results recorded at blast monitors as follows:<br>Moore: 96.6 dB(L) and 1.69 mm/s<br>Collins: 95.1 dB(L) and 0.62 mm/s   |
| 25 | 19/07/2023 | 9:08    | Hotline | 2  | Blast Vibration    | At approximately 09:08 hrs on 19/7/23 the complainant phoned the complaints line in regards to vibration felt from a blast event the previous day. The complainant requested a call back.                         | On 19/7/2023 the Environmental Specialist returned call and provided results recorded at blast monitors as follows:<br>Moore: 96.6 dB(L) and 1.63 mm/s<br>Collins: 91.6 dB(L) and 0.62 mm/s   |
| 26 | 31/07/2023 | 12:48   | Hotline | 2  | Blast Vibration    | At approximately 12:48 hrs on 31/7/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.  | On 31/7/2023 the Senior Environmental Specialist returned call and provided results recorded at blast monitors as follows:<br>Moore: 98.9 dB(L) and 2.58 mm/s<br>Collins: 98.8 dB(L) and 1.12 mm/s  |
| 27 | 1/08/2023  | 16:02   | Hotline | 2  | Blast Vibration    | At approximately 15:55 hrs on 1/8/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.   | On 3/8/2023 the Senior Environmental Specialist returned call and provided results recorded at blast monitors as follows:<br>Moore: 98.4 dB(L) and 1.53 mm/s<br>Collins: 101.5 dB(L) and 0.83 mm/s  |
| 28 | 13/08/2023 | 16:02   | Hotline | 2  | Dust, Odour        | At approximately 7:10 hrs on 13/8/23 the complainant phoned the complaints line in regards to dust and odour produced from the mine. The complainant requested a call back.                                       | At approximately 10:10am, the OCE returned call. OCE indicated no visible dust leaving site. OCE indicated that an inspection would be undertaken for spontaneous combustion. Upon completion of inspection, no spontaneous combustion identified.  |
| 29 | 16/08/2023 | 11:31   | Hotline | 2  | Blast Vibration    | At approximately 11:31 hrs on 16/8/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.  | On 16/8/2023 the Senior Environmental Specialist returned call and provided results recorded at blast monitors as follows:<br>Moore: 105.3 dB(L) and 2.44 mm/s<br>Collins: 102.9 dB(L) and 1.38 mm/s  |
| 30 | 19/08/2023 | 16:07   | Hotline | 2  | Blast Vibration    | At approximately 16:07 hrs on 19/8/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.  | On 19/8/2023, OCE returned call and advised that the Environment Department would follow up with results on Monday. On 21/8/2023 the Senior Environmental Specialist returned call and provided results recorded at blast monitors as follows:<br>Moore: 107.1 dB(L) and 2.38 mm/s<br>Collins: 102.8 dB(L) and 1.16 mm/s          |
| 31 | 24/08/2023 | 9:15    | Hotline | 10 | Other              | At approximately 9:15 hrs on 24/8/23 the complainant phoned the complaints line in regards to blast yesterday afternoon (23/8/23) Wybong Road closure stopping school bus. The complainant requested a call back. | On 25/8/2023 at 9:38am, the Senior Environment Specialist returned call and left a voice message with Complainant.  |
| 32 | 26/09/2023 | 16:32   | Hotline | 3  | Blast vibration    | At approximately 16:32 hrs on 26/9/23 the complainant phoned the complaints line in regards to vibration from a blast event. The complainant requested a call back.   | On 27/9/23 the Senior Environmental Advisor returned call and provided the results of the blast monitor as follows - Moore 100.6dB(L) and 2.91mm/sec. Complainant requested a letter with blast details to be forwarded to them. This letter was delivered on 02/10/2023.   |
| 33 | 6/10/2023  | 16:43   | Hotline | 2  | Blast Vibration    | At approximately 16:43 hrs on 6/10/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.  | On 9/10/2023 the Senior Environmental Advisor returned call and provided results recorded at blast monitors as follows:<br>Moore: 104.2 dB(L) and 1.78 mm/s<br>Collins: 110.5 dB(L) and 1.79 mm/s   |

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|----|------------|-------|-----------|----|--------------------|--|--|
| 34 | 9/10/2023  | 9:06  | Hotline   | 11 | Dust               | At approximately 09:06 hrs on 9/10/23 the complainant phoned the complaints line in regards to dust concerns. She was located on a property some distance away and commented on how bad the dust was. The complainant did not request a call back. | Complainant did not request a call back. Air Quality Management Plan implemented. Bust the Dust inspections undertaken generally daily during the spring period in addition to daily dust inspections by OCE's.  |
| 35 | 12/10/2023 | 10:23 | Hotline   | 2  | Dust               | At approximately 10:23 hrs on 12/10/23 the complainant phoned the complaints line in regards to dust concerns. The complainant requested a call back.  | On 12/10/2023 the Senior Environmental Specialist returned call and discussed his concerns. The complainant was advised that dust inspections are carried out daily and water carts are being used for dust suppression.   |
| 36 | 23/10/2023 | N/A   | Email     | 6  | Dust               | Email stated dust conditions in the Upper Hunter and around Muswellbrook were bad. No return number was provided.  | BMC implemented Air Quality Management Plan. Bust the Dust inspections undertaken generally daily during the spring period.  |
| 37 | 23/10/2023 | 12:30 | In Person | 2  | Bengalla Link Road | Complainant visited Bengalla office and lodged complaint regarding traffic control on Bengalla Link Road refurbishment. Complainant stated he was being targetted specifically when approaching the road works by turning the traffic lights red.  | Environmental Superintendent explained there is a Traffic Management Plan in place for the road works is being implemented.  |
| 38 | 24/10/2023 | 16:22 | Hotline   | 2  | Blast Vibration    | At approximately 16:22 hrs on 24/10/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.  | On 25/10/2023 the Senior Environmental Advisor returned call and provided results recorded at blast monitors as follows:<br>Moore: 96.7 dB(L) and 1.66 mm/s<br>Collins: 103.2 dB(L) and 1.54 mm/s<br>Results were left on answering machine.   |
| 39 | 4/11/2023  | 10:41 | Hotline   | 2  | Fume               | At approximately 10.41 hrs on 4/11/23 the complainant phoned the complaints line in regards to fume detected from a blast event. The complainant requested a call back.  | The BMC's OCE returned the call and discussed the fume event from the blast. The OCE indicated an investigation would be undertaken to determine the cause. Subsequent to the investigation it was determined that rainfall received the previous day resulted in the fume.  |
| 40 | 9/11/2023  | 9:51  | Hotline   | 12 | Dust               | At approximately 9:51 hrs on 9/11/23 the complainant phoned the complaints line in regards to dust concerns. The complainant requested a call back.  | On 9/11/2023 the Senior Environmental Advisor returned call and discussed their concerns. The complainant was advised of the various dust control measures implemented at Bengalla on a daily basis. These include water carts, OCE inspections, Bust the Dust program inspections and other operational responses eg slowing speeds. The complainant stated they were happy with the response.  |
| 41 | 10/11/2023 | 12:33 | Hotline   | 2  | Blast Vibration    | At approximately 12:33 hrs on 10/11/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.  | On 10/11/2023 the Senior Environmental Advisor returned call and provided results recorded at blast monitors as follows:<br>Moore: 97.7 dB(L) and 2.84 mm/s<br>Collins: 97.9 dB(L) and 0.94 mm/s   |
| 42 | 19/11/2023 | 12:41 | Hotline   | 12 | Dust               | At approximately 12:41 hrs on 19/11/23 the complainant phoned the complaints line in regards to dust concerns. The complainant requested a call back.  | On 19/11/2023 the Senior Environmental Advisor returned call and discussed their concerns. The complainant was advised that on their way into Muswellbrook, they had observed dust over Bengalla pit. The Senior Environmental Advisor discussed the various dust control measures implemented at BMC on a daily basis. These include water carts, OCE inspections, Bust the Dust program inspections and other operational responses eg slowing speeds. The complainant stated they were happy with the response.                             |
| 43 | 24/11/23   | 12:20 | Hotline   | 2  | Blast Vibration    | At approximately 12:20 hrs on 24/11/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.  | On 24/11/2023 the Senior Environmental Advisor returned call and provided results recorded at blast monitors as follows:<br>Moore: 100.2 dB(L) and 1.41 mm/s<br>Collins: 106.4 dB(L) and 1.12 mm/s   |
| 44 | 15/12/2023 | 14:06 | Hotline   | 2  | Blast Vibration    | At approximately 14:06 hrs on 15/12/23 the complainant phoned the complaints line in regards to vibration felt from a blast event. The complainant requested a call back.  | On 16/12/2023 the Senior Environmental Advisor returned call and provided results recorded at blast monitors as follows:<br>Moore: 102.0 dB(L) and 1.84 mm/s<br>Collins: 103.2 dB(L) and 0.99 mm/s   |
| 45 | 16/12/2023 | 14:12 | Phone     | 13 | Dust               | Complainant observed dust over mine and leaving site   | OCE returned call at approx 14:30pm. Described to complainant that all diggers, dozers, trucks and dragline were parked up. All water carts operating. Only rejects trucks and 3 coal trucks operating. Dust was windblown from exposed areas only.  |
| 46 | 18/12/2023 | 12:20 | Hotline   | 14 | Dust               | Complainant believed blast dust and fume had drifted over their car  | On 18/12/23 the Senior Environmental Advisor returned the call to discuss the complaint. The complainant was on Bengalla Link Road south of Bengalla at the time. Wind direction at the time of the blast was 124° (SSE) with a wind speed of 0.9m/sec. Four cameras were checked for dust and fume. Whilst a small amount of dust was evident on the cameras, no dust drifted southerly, with dust dissipating in the pit to the north westerly direction. This was discussed with the complainant. Complainant was happy with the call back. |