

Bengalla Mine Community Complaints Register 2024



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	6/01/2024	11:03 AM	Hotline	1	Blast Vibration	At approximately 11:03 hrs on 6/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 8/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 113.2 dB(L) and 2.83 mm/s Collins: 106.6 dBL and 0.93 mm/s
2	8/01/2024	04:10 PM	Hotline	1	Blast Vibration	At approximately 16:10 hrs on 8/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 8/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 93.0dB(L) and 1.47 mm/s Collins: 103.5 dBL and 1.19 mm/s
3	22/01/2024	03:36 PM	Hotline	1	Blast Vibration	At approximately 15:36 hrs on 22/1/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 22/1/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for two blasts as follows. Blast 1 - Moore: 113.4dB(L) and 1.42 mm/s Collins: 104.4 dBL and 0.67 mm/s Blast 2 - Moore 110.6dB(L) and 1.65mm/s Collins 105.9 dB(L) and 0.66mm/s
4	3/02/2024	03:14 PM	Hotline	1	Blast Vibration	At approximately 15:14 hrs on 3/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 5/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors as follows. Moore: 102.6dB(L) and 1.26 mm/s Collins: 103.2 dBL and 0.90 mm/s
5	15/02/2024	3:12 PM	Hotline	1	Blast Vibration	At approximately 15:12 hrs on 15/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 15/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 111.9dB(L) and 2.11 mm/s Collins: 98.6 dBL and 1.09 mm/s
6	17/02/2024	11:13 AM	Hotline	1	Blast Vibration	At approximately 11:13 hrs on 17/2/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 19/2/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 100.3dB(L) and 2.54 mm/s Collins: 99.5 dBL and 0.81 mm/s Left message on AM
7	17/02/2024	7:50 PM	Hotline	2	Dust	When driving between mines, driving past was very dusty.	Complainant did not request a callback
8	12/03/2024	12:54 PM	Phone Call	3	Dust	When driving between mines, driving past was very dusty.	Checking controls in the Despatch office regarding dust management. External dust inspection.
9	14/03/2024	02:43 PM	Phone SMS	4	Dust	Anonymous complaint received post blast event generating dust.	Complainant did not wish to be contacted. Dust inspection was complete prior to blast.
10	15/03/2024	11:31 AM	Hotline	1	Blast Vibration	At approximately 11:31 hrs on 15/3/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 15/3/24 the Environmental Superintendent returned call and provided the results of the blast monitors for the blast as follows. Moore: 103.2 dB(L) and 2.46 mm/s Collins: 105.8 dBL and 2.12 mm/s Left message on AM
11	19/04/2024	21:06	Hotline	5	Noise	At approximately 21:06 hrs on 19/4/24 the complainant phoned the complaints line in regards to noise.	Complainant did not request a callback.
12	1/05/2024	9:43	Hotline	1	Blast Vibration	At approximately 9:43 hrs on 1/5/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	Bengalla did not fire any blasts on this day.
13	3/05/2024	11:11	Hotline	1	Blast Vibration	At approximately 11:11 hrs on 3/5/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 3/5/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 100.3dB(L) and 3.93 mm/s Collins: 96.5 dBL and 0.58 mm/s
14	13/05/2024	15:26	Hotline	6	Blast Vibration	At approximately 15:26 hrs on 13/5/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	Bengalla did not fire any blasts on this day.
15	20/05/2024	15:18	Hotline	1	Blast Vibration	At approximately 15:18 hrs on 20/5/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 20/5/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 98.6dB(L) and 1.77 mm/s Collins: 96.8 dBL and 0.88 mm/s
16	11/06/2024	15:33	Hotline	1	Blast Vibration	At approximately 15:33 hrs on 11/6/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 13/6/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 100.8dB(L) and 1.81 mm/s Collins: 94.5 dBL and 1.68 mm/s
17	15/06/2024	11:09	Hotline	1	Blast Vibration	At approximately 11:09 hrs on 15/6/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 17/6/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 97.8dB(L) and 1.89 mm/s Collins: 95.3 dBL and 1.25 mm/s Left message on answering machine

18	28/06/2024	11:10	Hotline	1	Blast Vibration	At approximately 11:10 hrs on 28/6/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 28/6/24 the Environmental Superintendent returned call and provided the results of the blast monitors for the blast as follows. Moore: 102.6dB(L) and 2.56 mm/s Collins: 101.9dB(L) and 1.22 mm/s There was a communication error for the Collins Monitor overpressure results. Environment Superintendent committed to calling complainant back once the result had been recieved. Environment Superintendent phoned complainant back on 02/07/2024 with results. Left message on answering machine.
19	12/07/2024	13:29	Hotline	1	Blast Vibration	At approximately 13:29 hrs on 12/7/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 12/7/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 99.3dB(L) and 2.18 mm/s Collins: 94.2 dBL and 1.09 mm/s
20	20/07/2024	10:54	Hotline	1	Blast Vibration	At approximately 10:54 hrs on 20/7/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 20/7/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 109.4dB(L) and 2.17 mm/s Collins: 110.5 dBL and 1.28 mm/s Left message on answering machine
21	22/07/2024	11:14	Hotline	1	Blast Vibration	At approximately 11:14 hrs on 22/7/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 22/7/24 the Senior Environmental Advisor returned call and provided the results of the blast monitors for the blast as follows. Moore: 100.2dB(L) and 3.72 mm/s Collins: 97.7 dBL and 1.28 mm/s
22	29/07/2024	15:16	Hotline	1	Blast Vibration	At approximately 15:16 hrs on 29/7/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 29/7/24 the Senior Environmental Specialist returned call and provided the results of the blast monitors for two blasts as follows. Blast 1 - Moore: 100.5dB(L) and 0.35mm/s Collins: 101.8 dBL and 0.47mm/s
23	22/08/2024	15:09	Hotline	1	Blast Vibration	At approximately 15:09 hrs on 22/8/24 the complainant phoned the complaints line in regards to blast vibration. The complainant requested a call back.	On 22/8/24 the Senior Environmental Advisor returned call and provided the results of the blast monitor for the blast as follows. Moore: 100.5dB(L) and 1.56mm/s Collins: 94.7 dBL and 0.28mm/s
24	27/08/2024	9:00	EPA Notification	3	Dust	At approximately 5:13pm, the reporter was driving on Denman Road and was passing the Bengalla Mine. The reporter noticed excessive dust from near the conveyor belt. No water carts could be seen operating.	On 09/09/2024, NSW EPA notified Bengalla of a community complaint received by the NSW EPA on 27/08/2024. BMC is due to provide operational information in response to this complaint on 17/09/2024.
25	28/08/2024	9:00	EPA Notification	3	Dust	From 9:00 dust was observed from Bengalla Mine. Plumes have merged into a haze.	NSW EPA notified BMC of community complaint received by the NSW EPA on 28/08/2024. BMC provided operational information to the NSW EPA regarding this complaint on 05/09/2024.
26	28/08/2024	11:30	EPA Notification	3	Dust	At approximately 11:30am, from an elevated location at the eastern side of Muswellbrook, reporter saw excessive dust, including large dust swirls, coming from Bengalla Mine	NSW EPA notified BMC of community complaint received by the NSW EPA on 28/08/2024. BMC provided operational information to the NSW EPA regarding this complaint on 05/09/2024.