

Bengalla Mine Complaints Register 2017



This register is provided in accordance with the requirements of Schedule 5, Condition 11 of SSD-5170 Modification 3.

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	14/01/17	07:50 PM	Hotline	1	Air Quality (Dust)	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 19:50 hrs on the 14/01/17 with regards to "thick dust coming from the mine and across Wybong Road". The complainant requested a call back.	<p>The Open Cut Examiner (OCE) on duty phoned the complainant. The OCE explained that shift change was at 19:00 hrs and that the water carts were shut down at that time however, the water carts were up and running again shortly after. The complainant requested that the OCE meet the complainant on Wybong Road. The OCE explained that as the statutory supervisor he was unable to leave the mine however, he could arrange for another supervisor to attend the meeting, the complainant accepted.</p> <p>The OCE completed an air quality assessment and reviewed the meteorological conditions. Three watercarts were running. The OCE parked up a grader to get a fourth watercart running and directed the watercarts to the 181 road and the north end of the pit. The dragline, grader 5, loader 2 and excavator 5 were parked up on a dust delay.</p> <p>At 20:20 hrs, a Bengalla supervisor met with the complainant on Wybong Road. The complainant showed the supervisor photos and a video of Bengalla from the time of the complaint. The supervisor explained the operational changes that had been made. No further action required.</p>
2	21/02/17	07:10 PM	Hotline	2	Air Quality (Dust)	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 19:10 hrs on the 21/02/17 with regards to "dust blowing across Wybong Road from the north west corner of the pit". The complainant requested a call back.	<p>The Open Cut Examiner (OCE) on duty phoned the complainant and informed the complainant that he [the OCE] would inspect the relevant areas of the pit and would ask the Environmental personnel to give the complainant a call back. The OCE identified that the nightshift watercarts were manned and reviewed the northern end of the pit.</p> <p>The Environmental Advisor phoned the complaint on the 21/02/17 at 19:10 hrs and left a voicemail message with contact details. No further contact was received from the complainant.</p>
3	9/03/17	11:05 AM	Hotline	3	Blast (Vibration)	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 11:05 hrs on the 09/03/17 with regards to "a blast that shook the resident's house badly and yellow fume". The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	<p>The Environmental Advisor phoned the complainant and advised the complainant of the Bengalla S29-21-IB-VA blast results at the Moore (1.9mm/s 99.5dBL) and Collins (1.86mm/s, 103.8dBL) blast monitors. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s.</p> <p>The fume was monitored on the camera system. The Environmental Advisor mentioned that no fume was observed to have left site. No further action required.</p>
4	9/03/17	11:25 PM	Hotline	4	Noise	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 23:25 hrs on the 09/03/17 with regards to noise heard from Roxburgh Road. The complainant lives to the south-west of Bengalla within approximately 3 km of the Project Boundary. The complainant requested a call back.	<p>The Environmental Advisor phoned the complainant at 09:25 hrs on the 10/03/17. The complainant described the noise as a constant, low frequency sound. The complainant noted that she had also phoned Mangoola and Mt Arthur as the complainant was not sure where the noise was coming from.</p> <p>The Environmental Advisor mentioned that supplementary attended noise monitoring is undertaken each night and that there is a real-time noise monitor on Roxburgh Road. The complainant's residence is closest (approximately 2.5km) to the supplementary and compliance monitoring location on Denman Road and is approximately 3.5km from the real-time monitor on Roxburgh Road.</p> <p>Supplementary attended monitoring was undertaken on Denman Road at 23:33 hrs on the 09/03/17 - the noise measurement was recorded as 29dB, the criteria at this location is 40dB. During the period 22:00hrs 09/03/17 to 00:00hrs 10/03/17 the real-time noise monitoring on Roxburgh Road recorded less than 24dB, the amber trigger level is 48dB. No further action required.</p>
5	23/03/2017	11:50 AM	Phone	5	Other (Odour)	The complainant phoned the Control Room personnel to report odour from Bengalla Mine (Bengalla). The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary.	<p>The Control Room personnel passed the message onto the Open Cut Examiner (OCE) who attempted to phone the complainant back to discuss the complaint. The complainant did not answer the phone. The OCE drove to the north western corner of the pit to investigate if an odour could be detected - the OCE did not detect an odour. The OCE notified the Environmental Advisor of the complaint.</p> <p>Wind conditions at time of complaint were 2.4 meters/second and from the south-south-east. The Environmental Advisor phone the complainant and left a voice message on two occasions (11:20 hr and 12:00 hrs on 24/3/17) . No further contact was received from the complainant.</p>

6	25/03/17	08:10 AM	Hotline	6	Noise	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 08:10hrs with regards to "engine noise and high revving machinery". The complainant said that they could hear the noise for an hour and a half prior to making the complaint. At the time of the complaint the noise had ceased. The complainant lives to the west of Bengalla within 2 km of the Project Boundary.	<p>The Open Cut Examiner (OCE) phoned the complainant at 09:00 hrs on the 25/03/17 but reached the message bank. The complainant phoned the OCE back at 09:36 hrs. The complainant said that they spoke to a Bengalla Mining Company Pty Ltd (BMC) representative six weeks ago who told the complainant that a noise monitoring would be installed at their residence - This was a miscommunication, there are no plans to install a noise monitor at the complainant's residence. The OCE told the complainant that Environmental personnel would contact them on Monday to discuss the complaint further.</p> <p>On 27/3/17 at 09:30 hrs the Environmental Advisor phoned the complainant to discuss the noise complaint. The Environmental Advisor provided the wind speed and direction as well as the supplementary noise monitoring results.</p> <p>The supplementary attended noise monitoring point closest to the complainant's residence is AN01 (1431 Wybong Road). The meteorological conditions and the noise data indicated that on the morning of the 25/03/17 the complaints residences is unlikely to have been affected by noise from Bengalla. No noise exceedances were recorded on 25/03/17.</p> <p>The Environmental personnel have proposed additional supplementary attended noise monitoring at the complaints residence over a four week period. No further action required.</p>
7	6/04/17	08:06 AM	Phone	6	Noise	The complainant phoned the Environmental Advisor and left a message at 08:02 hrs on the 06/04/17. Following the message, the complainant phoned the complaints line at 08:06 hrs with regards to "engine noise and high revving machinery". The complainant lives to the west of Bengalla within 2 km of the Project Boundary. The complainant also enquired about the proposed supplementary attended noise monitoring.	<p>The Environmental Advisor phoned the complainant at 08:07hrs to discuss the complaint. The Environmental Advisor provided noise levels from the real-time noise monitor on Roxburgh Road and meteorological data. At the time of the phone call the wind speed was 0.6m/s and direction 290 degrees (from WNW). The Environmental Advisor mentioned that supplementary attended noise monitoring will be undertaken at the complainant's residence for a period of four weeks. The Environmental Advisor also stated that he would take a reading from the complainant's residence after the phone call.</p> <p>At 08:40hrs the Environmental Advisor attended the complainant's residence to take a noise measurement. Noise <1KHz was recorded as 33.8dBL. The direction of the noise was approximately 110degrees (from the Bengalla Mine). The Environmental Advisor met with the complainant to discuss the noise issue and proposed supplementary monitoring program. The meeting concluded at 09:10hrs. No further action required.</p>
8	18/04/17	11:08 AM	Hotline	7	Blast (Vibration)	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 11:08 hrs on the 18/04/17 to lodge a complaint regarding a blast at 11:08hrs. The complainant advised that blast was very large and it shook their house and the floor was moving. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary. The complainant asked for call back and a letter advising of the blast results at the Moore blast monitor and the size of the charge.	<p>The Environmental Advisor returned the complainant's phone call and provided the blast details including the Moore blast monitor results (1.39 mm/s and 103.0 dBL) for blast event S29-19-IB-VA. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s.</p> <p>The Environmental Advisor reconfirmed the complaints procedure - to call the Bengalla 24 Hour Complaints Hotline, and confirmed that a letter would be sent to the complainant. The requested letter was sent 19/4/17. No further action required.</p>
9	19/04/17	12:15 PM	Hotline	5	Other (Odour)	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 12:15hrs on the 19/04/17 regarding a strong chemical odour from the blast the previous day. The complainant noted the odour at 11:15hrs to 11:30hrs on the 18/04/17. The complainant said that he could not see a fume or dust cloud however, due to weather conditions, he assumed that Bengalla was the source. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary.	The Environmental Advisor returned the complainant's phone call at 12:24hrs on the 19/04/17 to discuss blast event S29-19-IB-VA. The Environmental Advisor provided the weather conditions at the time of the blast (0.1m/s and 188 degrees (southerly)), blast details and confirmed that a letter would follow. Following the phone call the Environmental Advisor checked fume rating - 1B. The requested letter was sent on the 19/04/17. No further action required.
10	8/05/17	10:05 AM	Phone	6	Noise	The complainant phoned the Environmental Advisor at 10:05hrs on the 8/5/2017 claiming that track noise from the Bengalla Mine (Bengalla) was louder than ever before. The complainant stated that the noise is present from early to mid-morning each day. The complainant confirmed that they had received the email from BMC outlining BMC's commitment to undertake supplementary attended noise monitoring at the complainant's residence for a period of four weeks. The complainant stated that if the noise got any worse, they could not live there. The complainant lives to the west of Bengalla within 2 km of the Project Boundary.	The Environmental Advisor provided the complainant with the real-time noise data - Low frequency noise at Roxburgh Rd 15 min - 17.6 dBA. The wind speed and direction at the time of the complaint was 0.9m/s and 249 degrees (WSW) respectively, the inversion strength was -9.3. The Environmental Advisor confirmed that supplementary attended noise monitoring would commence on the 08/05/17 or would be undertaken over the weekend.
11	10/05/17	11:21 AM	Hotline	7	Blast (Vibration)	<p>The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 11:21 hrs on the 10/05/17 with regards to "a blast that shook the resident's house". The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.</p> <p>Bengalla Mine (Bengalla) fired blast S29-11-IB-VA at 11:10:15 hrs on 10/05/17.</p>	<p>The Environmental Advisor phoned the complainant at approximately 11:30hrs on the 10/05/17. The Environmental Advisor provided the complainant with the blast results from the Moore (96.7dBL and 2.24mm/s) and the Collins (92.7dBL and 0.68mm/s) blast monitors. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s.</p> <p>The environmental conditions at the time of the complaint were - wind speed of 1.3m/s and wind direction from the south-south-west. The complainant said that they did not believe that the blast monitors were operating correctly. The Environmental Advisor assured the complainant that the monitors are calibrated regularly by the supplier. The Environmental Advisor asked the complainant if they would like to talk to a Manager or Supervisor regarding the issue – the complainant declined. No further action required.</p>

12	12/05/17	12:15 PM	Hotline	8	Blast (Vibration)	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 12:15 hrs on the 12/05/17 to find out if Bengalla had blasted at 11:00 hrs on the 12/05/17. The complainant lives to the west of Bengalla within approximately 7 km of the Project Boundary. The complainant requested a call back.	The Environmental Advisor phoned the complainant at approximately 12:25hrs on the 12/05/17. The Environmental Advisor confirmed that BMC had fired S33-15-IB-WW3 at 10:58 hrs. The complainant noted that they heard and felt the blast at their residence and have felt a number of blast recently that they believe have caused cracks in their house. The complainant would like to be added to the BMC blast notification list. The Environmental Advisor said that the complaint would be recorded and passed onto Management and Production personnel. The Environmental Advisor also said that they would follow-up with regards to getting the complainant added to the blast notification list. The maximum vibration from the blast was 0.88m/s recorded at the Moore monitor. The maximum overpressure from the blast was 106.1dBL recorded at the Collins monitor. The lower limit blast criteria are 5mm/s and 115 dBL, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 10mm/s and 120 dBL. The environmental conditions at the time of the complaint were - wind speed of 0.7m/s and wind direction from the north-west. The complainant was added to the blast notification list. No further action required.
13	17/05/17	03:06 PM	Hotline	7	Blast (Vibration)	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 15:06 hrs on the 17/05/17 to lodge an official complaint regrading a blast at 14:58hrs. The complainant advised that the blast was very large and it shook the house and the windows and doors were rattling. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant asked for call back and a letter advising of the blast results at the Moore blast monitor.	The Environmental Advisor returned the complainant's phone call at approximately 15:12hrs and provided the Moore blast monitor results (2.2 mm/s and 102.7 dBL) for the blast event (S29-07-IB-VA). The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor confirmed that the complaint would be recorded as a formal complaint and that a letter with the blast results would be sent to the complainant. No further action required.
14	1/06/17	02:34 PM	Hotline	7	Blast (Vibration)	The complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline at 14:34 hrs on the 01/06/17 to lodge an official complaint regrading a blast(s) at 14:30 hrs. The complainant told the Environmental Advisor that the blast was very bad and that a plume was still visible from the complainants residence at 14:50 hrs. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant asked for a letter advising of the blast results at the Moore blast monitor.	The Environmental Advisor returned the complainant's phone call at approximately 14:49 hrs on the 01/06/17 and provided the Moore blast monitor results as follows: - S29-02-PS-VA and S29-04-IB-VA (14:30:15 hrs) 1.74 mm/s and 101.6 dBL; - S31-01-IB-WW3 and S31-04-IB-WW3 (14:30:42 hrs) 1.48 mm/s and 104.1 dBL; - SAT-02-IB-MISFIRES (14:31:09 hrs) 0.13 mm/s and 94.2 dBL. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor confirmed that the complaint would be recorded as a formal complaint. A letter with the blast results was sent to the complainant on 01/06/17. No further action required.
15	2/06/17	03:10 PM	Hotline	3	Blast (Vibration)	At 15:10hrs on 2/6/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regard to a blast that shook the complainant's house. The complainant lives to the west of Bengalla within 1 km of the Project Boundary.	The Environmental Advisor returned the complainant's phone call at 15:20hrs and provided the Moore blast monitor results (2.8 mm/s and 103 dBL) for blast event (S30-09-IB-WW4). The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. Complainant also enquired about new powerlines located west of Bengalla Link Road. Phone call ended at 15:27hrs. No further action required.
16	16/06/16	11:28 AM	Hotline	3	Blast (Vibration)	At 11:28 hrs on 16/06/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regard to a blast. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back. The complainant stated that the blast 'shook house from one end to the other'.	The Environmental Advisor returned the complainant's phone call at 11:33 hrs and provided the Moore (1.79 mm/s and 190.8 dBL) and Collins (1.32 mm/s and 91.0 dBL) blast monitor results for the blast event (S29-18-PS-BRWN). The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor assured the complainant that it would be recorded as an official complaint. No further action required.
17	23/06/17	04:10 PM	Hotline	3	Blast (Vibration)	At 16:10 hrs on 23/06/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration that shook the complaints house badly around 16:00 hrs. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Environmental Advisor returned the complainant's phone call at 16:46 Hrs on the 23/06/17 however no one answered the call and no voicemail was reached. The Environmental Advisor tried calling a second time on the 23/06/17 and again on the 24/06/17. At 12:37 hrs on the 26/06/17 the Environmental Advisor contacted the complainant and provided the Moore (0.88 mm/s and 89.0 dBL) and Collins (1.13 mm/s and 100.8 dBL) blast monitor results for the blast event (S29-23-PS-BRWN; SAT-07-CI-MA2). The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor assured the complainant that it would be recorded as an official complaint. No further action required.
18	23/06/17	-	Phone	9	Air Quality (Dust)	On 23/06/17 the complainant phoned the BMC Environment and Approvals Superintendent and left a voice message in regards to "dust all over the pit and dust impacting on Muswellbrook". The complainants location at the time of the complaint is unknown.	On 26/06/17 the Environment and Approvals Superintendent returned the complainant's call and left a voice message. No further contact has been made since this date.
19	23/06/17	02:55 PM	Phone	10	Air Quality (Dust)	On Friday 23/06/17 the Environmental Protection Authority (EPA) received a complaint reporting "...enormous amount of dust all over Muswellbrook area". The complainant stated that they were driving along Denman Road and noticed the dust from the Bengalla Mine (Bengalla) around 14:55 Hrs. Following this complaint an Operations Officer from the EPA phoned the Bengalla Mining Company Pty Limited (BMC) Environment and Approvals Superintendent and left a voice message.	The Environment and Approvals Superintendent returned the EPA Operations Officer's phone call. On the 29/06/17 the EPA Operations Officer provided the BMC Environment and Approvals Superintendent with an email containing the details of the complaint. No data or information has been requested by the EPA regarding this matter.
20	26/06/17	03:18 PM	Hotline	10	Air Quality (Dust)	On Monday 26/06/17 the Environmental Protection Authority (EPA) received a complaint stating that the complainant could see directly into the Bengalla Mine (Bengalla) pit and observed large amounts of dust being generated in the pit, well above wheel height. The complainant thought that the dust was from rehandling dirt with the dragline as well as other activities such as drilling and truck movement. Following this complaint an Operations Officer from the EPA phoned the Bengalla 24 Hour Complaints Hotline at 15:18 hrs on 26/06/17.	The OCE on duty responded to the message from the complaints line and advised the EPA Operations Officer that there were three or four watercarts operating and that he would undertake an inspection of the pit and take photographs. On 30/06/17 the BMC Environment and Approvals Superintendent emailed a copy of the photographs taken on 26/06/17 to the EPA Operations Officer. No data or information has been requested by the EPA regarding this matter.

21	4/07/16	11:41 AM	Hotline	3	Blast (Vibration)	At 11:41 hrs on 04/07/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration that shook the complaints house badly at around 11:25 hrs. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Environmental Advisor returned the complainant's phone call at 11:42 Hrs on the 04/07/17. The Environmental Advisor provided the complainant with the shot location (in the centre of the main pit) and Moore (1.69 mm/s and 99.5 dBL) and Collins (1.28 mm/s and 98.3 dBL) blast monitor results for the blast event (S29-15-PS-BRWN). The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor assured the complainant that it would be recorded as an official complaint. No further action required.
22	10/08/17	03:16 AM	Hotline	11	Air Quality (Dust)	At 03:16 hrs on 10/08/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline to make a dust complaint as "you cannot see along Wybong Road due to all the dust". The complainant's message requested a call back.	The Open Cut Examiner (OCE) on duty inspected the northern end of the pit but did not identify any dust issues. The OCE contacted the Bengalla Mining Company Pty Limited (BMC) personnel undertaking the nightly supplementary attended noise monitoring. The personnel undertaking the noise monitoring drove along Wybong Road but did not identify any dust issues. The Environmental Advisor phoned the complainant at approximately 07:15 Hrs on 10/08/17 and left a voicemail message with contact details.
23	13/09/17	08:45 AM	Email	10	Air Quality (Dust)	In an email dated 19/09/17 the Environmental Protection Authority (EPA) notified the Bengalla Mining Company Pty Ltd (BMC) of a complaint received by the EPA concerning alleged dust from Bengalla Mine (Bengalla) on 13/09/17. On 13/09/17 a caller reported the following to the EPA "dust coming from either Mount Arthur Coal Mine ... or Bengalla Mine ... on Denman Road, Muswellbrook ... around 08:45 hrs". By email to BMC dated 19/09/17, the EPA requested "details on dust management measures and any actions taken to comply with Bengalla's dust management plan ... and weather conditions" in relation to the complaints on 13/09/17.	In a letter dated 29/09/17 BMC provided the EPA with a report containing information about the weather conditions at the time of the complaint (and one hour either side) and a description of the mining activities that were occurring and dust management measures in place generally around the time of the complaint on 13/09/17. On 13/09/17, the hourly average wind speed at 08:00 and 09:00 hours was 3 m/s and 4 m/s respectively and there had been no rainfall in the previous 24 hours. These meteorological conditions are within the low risk category described in Bengalla's Air Quality Management Plan (AQMP). At that time (and for the preceding four hours) the hourly average wind direction was from the south-west. Denman Road is located to the south-east of Bengalla, which suggests that Bengalla was not the main contributor to dust on Denman Road at that time. The usual mitigation measures for day to day mining operations were implemented at the time of the complaint on 13/09/17, in accordance with the management actions for low risk conditions outlined in the AQMP.
24	16/09/16	07:27 AM	Hotline	3	Blast (Vibration)	At 07:27 hrs on 16/09/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regard to a blast. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.	The Environmental Advisor returned the complainant's phone call at approximately 15:56 hrs on 22/09/17. The Environmental Advisor provided the complainant with the Moore and Collins blast monitor results for 16/09/17 (1.85 and 0.98 mm/s; 87.6 and 101.6 dBL respectively). The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor assured the complainant that it would be recorded as an official complaint. The Environmental Advisor advised that they had spoken to the OCE's about responding to complaints outside of office hours and that the Environmental Advisor would also reiterate the complaint response procedure with the OCE's supervisor.
25	19/09/17	09:30 AM	Email	10	Air Quality (Dust)	In an email dated 19 /09/17 the Environmental Protection Authority (EPA) notified the Bengalla Mining Company Pty Ltd (BMC) of a complaint received by the EPA concerning alleged dust from Bengalla Mine (Bengalla). On 19 /09/17 a caller reported the following to the EPA "excessive dust blowing from ... Bengalla Coal Mine today ... at 9.30am. The winds are westerly, blowing excessive amount of dust towards town". By email to BMC dated 19 September 2017, the EPA requested "details on dust management measures and any actions taken to comply with Bengalla's dust management plan ... and weather conditions" in relation to the complaints on 19/09/17.	In a letter dated 29/09/17 BMC provided the EPA with a report containing information about the weather conditions at the time of the complaint (and one hour either side) and a description of the mining activities that were occurring and dust management measures in place generally around the time of the complaint on 19/09/17. On 19/09/17, the hourly average wind speed at 09:00 and 10:00 hrs was 8 m/s and there had been no rainfall in the previous 48 hours. These meteorological conditions are within the medium risk category described in Table 11 of Bengalla's Air Quality Management Plan (AQMP). At the time of the complaint on 19/09/17 (when meteorological conditions were within the medium risk category) Bengalla did not operate on the elevated and exposed areas of the Overburden Emplacement Area or pre-strip, did not carry out topsoil stripping activities and directed water carts to focus on specific areas of the site in accordance with the management actions for those conditions described in the AQMP.
26	21/09/17	08:57 AM	Hotline	1	Air Quality (Dust)	At 08:57 hrs on 21/09/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline to make a complaint in regards to excessive dust. The complainant's message requested a call back after 11:00 hrs. The complainant advised that they observed dust from Bengalla while traveling along Wybong Road in the mornings around 09:00 hrs and then in the afternoon when they are returning along Wybong Road the dust is generally no longer visible.	Following the complaint the Open Cut Examiner (OCE) inspected the pit and shut down three diggers and one dozer at the northern end of the pit. The Dragline was down for maintenance and four watercarts were operating. Low wind speeds and an inversion were recorded at the time of the complaint. At 11:05 Hrs on the 21/09/17 the Environmental Advisor phoned the complainant at approximately and left a voicemail message with contact details. On the 22/09/17 the Environmental Advisor contacted the complainant and described the meteorological conditions at the time of the complaint (inversion present, wind speed < 1m/s and wind direction from the south-west) and informed the complainant of the operational changes made in response to the complaint.

27	22/09/17	08:00 AM	Email	10	Air Quality (Dust)	<p>In an email dated 22/09/17 the Environmental Protection Authority (EPA) notified the Bengalla Mining Company Pty Ltd (BMC) of a complaint received by the EPA concerning alleged dust from Bengalla Mine (Bengalla) on 22/09/17.</p> <p>On 22/09/17 the caller advised the EPA that "dust from two coal mines can be seen while driving on Denman Rd, coming from Bengalla Mine. Complainant drives to work and has seen dust coming from the coal mines in the past two weeks usually in the mornings at 08:00 hrs and afternoons between 17:30-18:00 hrs. The dust this morning was really bad, there is plumes of grey dust coming out of both the open pits of the coal mines ..."</p> <p>The EPA's email to BMC of 22/09/17 requests information about the activities occurring at Bengalla on the morning of 22/09/17 and any dust control measures in place.</p>	<p>In a letter dated 29/09/17 BMC provided the EPA with a report containing information about the weather conditions at the time of the complaint (and one hour either side) and a description of the mining activities that were occurring and dust management measures in place generally around the time of the complaint on 22/09/17.</p> <p>At the time of the complaint on 22/09/17 (08:00 hrs) the meteorological conditions were within the low risk category described in the Bengalla Air Quality Management Plan (AQMP) - the hourly average wind speed from 7:00 to 9:00 hrs was 1 m/s and there had been no rainfall in the previous 24 hours.</p> <p>The usual mitigation measures for day to day mining operations were implemented at the time of the complaint on 22/09/17, in accordance with the management actions for low risk conditions outlined in the AQMP.</p>
28	22/09/17	09:15 AM	Hotline	12	Air Quality (Dust)	<p>At 09:15 hrs on 22/09/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline to make a complaint in regards to dust coming from the site. The complainants location is unknown and the complainant did not request a call back.</p>	<p>At the time of the complaint on 22/09/17 (09:15 hrs) the meteorological conditions were within the low risk category described in the Air Quality Management Plan (AQMP).</p> <p>At the time of the complaint the Dragline was in an environmental dust delay. Four out of five water carts were in operation (one water cart was not available due to unscheduled maintenance). The equipment fleet was operating - excavators and drills were generally operating below the first bench and dumping occurred on the prestrip and in pit. There were no blasts undertaken on the morning of 22/09/17. No further action required.</p>
29	22/09/17	09:32 AM	Hotline	13	Air Quality (Dust)	<p>At 09:32 hrs on 22/09/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline to make a complaint in regards to dust everyday this week. The complainants location is unknown and the complainant did not request a call back.</p>	<p>At the time of the complaint on 22/09/17 (09:32 hrs) the meteorological conditions were within the low risk category described in the Air Quality Management Plan (AQMP).</p> <p>At the time of the complaint the Dragline was in an environmental dust delay. Four out of five water carts were in operation (one water cart was not available due to unscheduled maintenance). The equipment fleet was operating - excavators and drills were generally operating below the first bench and dumping occurred on the prestrip and in pit. There were no blasts undertaken on the morning of 22/09/17. No further action required.</p>
30	22/09/17	03:56 PM	Hotline	3	Blast (Vibration)	<p>At 15:56 hrs on 22/09/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration that shook the complaints house. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.</p>	<p>The Environmental Advisor returned the complainant's phone call immediately. The Environmental Advisor provided the complainant with the Moore and Collins blast monitor results for 22/09/17 (1.40 and 0.95 mm/s; 98.9 and 97.2 dBL respectively) .</p> <p>The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor assured the complainant that it would be recorded as an official complaint. No further action required.</p>
31	3/10/17	10:58 AM	Hotline	3	Blast (Vibration)	<p>At 10:53 hrs on 03/10/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration that shook the complaints house. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.</p>	<p>The Environmental Advisor returned the complainant's phone call immediately. The Environmental Advisor provided the complainant with the Moore (1.89 mm/s and 94.5 dBL) and Collins (0.93 mm/s and 99.8 dBL) blast monitor results . The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor assured the complainant that it would be recorded as an official complaint. No further action required.</p>
32	7/10/17	12:22 PM	Hotline	3	Air Quality (Dust)	<p>At 12:22 hrs on 07/10/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust from a blast passing over the complaints house. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.</p>	<p>The Open Cut Examiner (OCE) on duty contacted the complainant and advised that the Environmental personnel would contact the complainant on Monday. The OCE confirmed that the watercarts were operating and that changes had been made to the operations as a result of the weather conditions. The Environmental Advisor phoned and provided the complainant with the wind speed and direction recorded at the time of the blast - 3.6m/s and 123 degrees (south-easterly) respectively.</p>
33	12/10/17	03:45 PM	Hotline	3	Blast (Vibration)	<p>At 15:45 hrs on 12/10/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration that shook the complaints house. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.</p>	<p>The Environmental Advisor returned the complainant's phone call immediately. The Environmental Advisor provided the complainant with the Moore (1.85 mm/s and 110.5 dBL) and Collins (1.02 mm/s and 105.7 dBL) blast monitor results. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor assured the complainant that it would be recorded as an official complaint. No further action required.</p>
34	21/11/17	07:46 AM	Hotline	6	Noise	<p>At 07:46 Hrs on 21/11/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to heavy machinery noise. The complainant lives to the west of Bengalla within 2 km of the Project Boundary. The complainant requested a call back.</p>	<p>At 09:05 hrs on 21/11/17 the Environmental Advisor attended the residence front gate (approx. 150m from house) to undertake a noise measurement. The measurement recorded was LAeq 29dBa which is below the State Significant Development (SSD) 5170 and Environmental Protection Licence (EPL) 6538 criteria. The Environmental Advisor phoned complainant at 08:35 hrs to report results. The complainant did not answer the phone call so the Environmental Advisor left a voice message. No response was received from the complainant as of 23/11/17 10: hrs.</p> <p>On 21/11/17 the Dragline and CHPP were down all day shift, including at the time of the complaint. The majority of the operating equipment was at the southern end of the pit. At the time of the complaint, dumping was occurring at the Lower South Dales Dump, Upper Central Dump and had recently commenced at the Lower Wantana Dump.</p> <p>The complainant phoned the Environmental Advisor 28/11/17 at 14:50 hrs to discuss the complaint. Environmental Advisor advised the complainant of the noise reading taken and of the operations at the time of the complaint. Environmental Advisor also added that the Mt Pleasant construction works may have been a contributing factor. The complainant was not aware of Mt Pleasant workings. The complainant also requested noise data from previous complaint, which was provided.</p>

35	23/11/17	04:30 PM	Email	10	Air Quality (Dust)	<p>In an email dated 24/11/17 the Environmental Protection Authority (EPA) notified the Bengalla Mining Company Pty Ltd (BMC) of a complaint received by the EPA concerning alleged dust from Bengalla Mine (Bengalla) at 16:30 hrs on 23/11/2017.</p> <p>On 23/11/17 the caller advised the EPA that they had observed a large amount of dust rising from the Bengalla as they were driving past on Wybong Road. There was no wind and the dust was hanging in the air.</p> <p>The EPA's email to BMC of 24/11/17 requests details of the dust management activities undertaken at Bengalla at the time of the complaint.</p>	<p>In an email dated 06/12/17 BMC provided the EPA with the details of the dust management activities undertaken at Bengalla at the time of the complaint.</p> <p><u>Equipment status around the time of the complaint (16:30 hrs):</u></p> <ul style="list-style-type: none"> • Dragline and all four drills were operating. • Four out of the five watercarts were operating. • Trucks: 28 Operating, one refuelling and three not operating. • Dozers: <ul style="list-style-type: none"> - Not operating - DZ005, DZ009, DZ011, DZ016 - Operating - DZ006, DZ007, DZ008, DZ012, DZ013, DZ014, DZ015, DZ017, DZ029, DZ030, DZ607 and RT002. • Diggers: <ul style="list-style-type: none"> - Operating - EX002, EX004, EX005, EX007 - Walking - EX003, EX008 - Not operating - EX006 and L002. <p><u>Meteorological Conditions</u></p> <ul style="list-style-type: none"> • Bengalla Meteorological station hourly average wind speed and direction around the time of the complaint was 2m/s and 140 degrees (South-Easterly) respectively. • These meteorological conditions are within the low risk category described in the Air Quality Management Plan (AQMP). <p><u>Real-Time Environmental Monitoring Alerts</u></p> <ul style="list-style-type: none"> • No air quality risk alerts were received on 23/11/17. <p><u>Air Quality Monitoring</u></p> <ul style="list-style-type: none"> • As per the 6 day run schedule, no compliance particulate matter less than 10 micrometres (PM10) or Total Suspended Particulate (TSP) monitoring was undertaken on 23/11/17. • At the time of the complaint (16:30 hrs) the real-time DustTraks EPA22, EPA23 and EPA24 recorded 10-minute average PM10 levels of 7.3 ug/m3, 10.3 ug/m3 and 7.7 ug/m3 respectively. • At the time of the complaint (16:30 hrs) EPA22, EPA23 and EPA24 recorded rolling 24 hour average PM10 levels of 8.5 ug/m3, 11 ug/m3 and 8.1 ug/m3 respectively.
36	8/12/17	05:37 PM	Hotline	7	Air Quality (Dust)	<p>At 17:37 hrs on 08/12/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to reduced visibility due to dust. The complainant lives to the north-west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.</p>	<p>The Environmental Advisor returned the complainant's phone call on 11/12/17 and left a voice message.</p> <p>At 17:25 hrs on 08/12/17 a medium air quality risk alert was generated for hourly average wind speeds above 5.6 m/s. The hourly average wind speed and direction at the time of the complaint was 7m/s and SW respectively.</p> <p>At the time of the complaint (17:37 hrs):</p> <ul style="list-style-type: none"> • The dragline was operating • None of the drills were operating – the drills went on dust delays prior to the time of the complaint. • Seven diggers were not operating and one digger was relocating • Nine out of sixteen dozers were not operating. <p>The BMC Environmental Advisor phoned the complainant on 15/12/17 to follow-up. The complainant is concerned about respiratory issues which can be inflamed by the dust. The complainant took photos. of the dust on 08/12/17 and noted that the dust was also bad this morning of 15/12/17.</p>
37	9/12/17	10:48 AM	Hotline	3	Blast (Vibration)	<p>At 10:48 hrs on 09/12/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration that shook the complaints house. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back.</p>	<p>The Environmental Advisor returned the complainant's phone call on 11/12/17. The Environmental Advisor provided the complainant with the Moore (1.93 mm/s and 104.6 dBL) and Collins (0.69 mm/s and 98.6 dBL) blast monitor results. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. The Environmental Advisor assured the complainant that it would be recorded as an official complaint and that the OCE's duties with regards to responding to complaints would be communicated.</p>

38	18/12/17	06:08 PM	Hotline	14	Air Quality (Dust)	At 18:08 hrs on 18/12/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust coming across Wybong Road and no watercarts operating. The complainant requested a call back as soon as possible.	<p>The Environmental Advisor phoned the complaint back on 19/12/17 at around 08:20 hrs and left a voicemail message with contact details. No call back was received from the complainant.</p> <p>The complainant then phoned the Department of Planning & Environment (DP&E) regarding his complaint.</p> <p>The DP&E phoned the Bengalla complaints hotline to determine if it was working. The Environmental Advisor responded to DP&E's message via the hotline immediately.</p> <p>In an email dated 19/12/17 DP&E requested that BMC provide DP&E with information as detailed in the email.</p> <p>The Environmental Advisor phoned the complaint again at 12:55 hrs on 19/12/17 and spoke with the complainant. The Environmental Advisor mentioned that four out of five watercarts were operating at the time of the complaint. The Environmental Advisor committed to following up internally in regards to lack of response to the complaint and also about the whereabouts of the watercart at the time of the complaint.</p> <p>In an email dated 21/12/17 BMC provided the DP&E with the following information:</p> <ul style="list-style-type: none"> • A copy of the complaints hotline email/text as provided to BMC from the answering service. • An explanation of who the hotline information is provided to and accountability for response for after business hour response. • Confirmation of BMC's response to the complainant. • Records of watercart movements between 17:00 hrs and 19:00 hrs 18/12/17 - Dot trace map of watercart movements on day shift of 18/12/17. • Actions taken to mitigate dust management in the evening of the 18/12/17. • Bengalla Real-Time PM10 monitoring data from around the time of the complaint. <p>In an email dated 22/12/17 BMC responded to a phone call from DP&E made on 21/12/17, in regards to a request for further information with respect to phoning the complainant. In this email BMC advised DP&E that the relevant phone was not with the OCE at the time of the complaint and that the Bengalla Environmental Advisor phoned the complainant as soon as practicable as described in BMC's previous email.</p>
39	19/12/17	09:10 AM	Email	10	Air Quality (Dust)	<p>In an email dated 19/12/17 the Environmental Protection Authority (EPA) notified the Bengalla Mining Company Pty Ltd (BMC) of a complaint received by the EPA concerning alleged dust from Bengalla Mine (Bengalla) affecting Denman Road, Muswellbrook at approximately 09:10 hrs on 19/12/17.</p> <p>The EPA's email to BMC of 19/12/17 requested that BMC provide the EPA with details on the alleged dust incident.</p>	<p>In an email dated 20/12/17 BMC provided the EPA with the requested details on the alleged dust incident including:</p> <p><u>Activities conducted on the premises between 07:00 hrs and 10:00 hrs Tuesday 19/12/17</u></p> <p>One out of eight diggers was not operating. Three out of 15 dozers were not operating; Two out of four graders were not operating. The Dragline and all four drills were operating. Four out of five watercarts were operating.</p> <p><u>Dust mitigation measures implemented</u></p> <p>Between 7am and 10am on 19/12/17 the meteorological conditions recorded at the Bengalla weather station were within the low risk category described in the Air Quality Management Plan (AQMP). See the previous section for equipment not operating.</p> <p><u>Records of watercart movements.</u></p> <p>Dot trace map of watercart movements on day shift 19/12/17.</p> <p><u>Records of water use for dust management.</u></p> <p>Approximately 1,190 KL of water was used for dust suppression between 07:00 hrs and 10:00 hrs on 19/12/17.</p>
40	24/12/17	08:48 AM	Hotline	15	Air Quality (Dust)	At 08:48 hrs on 24/12/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to dust pollution. The complainants location at the time of the complaint is unknown. The complainant requested a call back.	<p>The Open Cut Examiner (OCE) on duty phoned the complainant back at approximately 09:20 hrs on 24/12/17 but did not reach the complainant. The OCE left a message on the complainant's voicemail.</p> <p>Around the time of the complaint:</p> <ul style="list-style-type: none"> • The Dragline was operating • Two out of five watercarts were operating. • Two out of four of the graders were operating. • 10 out of 15) of the dozers were operating. • All four of the drills were operating. Prior to complaint, only half of the drills were operating. • All eight diggers were operating. • 29 out of 32) of the trucks were operating. <p>At the time of the complaint the meteorological conditions recorded at the Bengalla weather station were wind speed of 0.39 m/s, wind direction from the north-north-east and temperature 26.79 with no rainfall in previous 24 hours.</p>

41	28/12/17	09:22 PM	Hotline	16	Air Quality (Dust)	At 21:22 hrs on 28/12/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to a large cloud of dust over the mine site. The complainant alleged that they drove to Bengalla and couldn't see due to dust and did not observe any watercarts. The complainant did not request a call back.	<p>Around the time of the complaint: The Dragline was on an operating delay due to shift change however, it was generally operating throughout the day.</p> <ul style="list-style-type: none"> • Two out of five watercarts were operating. • Two out of four of the graders were operating. • Nine out of fifteen of the dozers were operating. • Three out of four of the drills were operating. • Six out of eight diggers were operating. • 24 out of 32 trucks were operating. <p>At the time of the complaint the meteorological conditions recorded at the Bengalla weather station were wind speed of 0.39 m/s, wind direction from the north-north-east and temperature 26.7°C with no rainfall in previous 24 hours.</p>
42	30/12/17	03:20 PM	Hotline	3	Blast (Vibration)	At 15:20 hrs on 30/12/17 the complainant phoned the Bengalla Mine (Bengalla) 24 Hour Complaints Hotline in regards to blast vibration that shook the complaints house. The complainant lives to the west of Bengalla within 1 km of the Project Boundary. The complainant requested a call back as soon as possible.	<p>The Open Cut Examiner (OCE) on duty phoned the complainant and advised that blasting had been undertaken in accordance with the Bengalla procedures. The OCE informed the complaint that the complaint would be logged as an official complaint.</p> <p>The Moore and Collins blast monitor results were - 1.67 and 0.61 mm/s and 106.4 and 106.6 dBL respectively. The lower limit blast criteria are 115 dBL and 5mm/s, 5% of blasts can exceed the lower limit but no blasts can exceed the upper limit criteria of 120 dBL and 10 mm/s. No further action required.</p>