

# Bengalla Mine Community Complaints Register 2021



In accordance with Environmental Protection Licence (EPL) 6538 the Bengalla Mining Company Pty Limited (BMC) operates a 24 Hour Complaints hotline for the purpose of receiving any complaints from members of the public in relation to activities conducted at the Bengalla Mine (Bengalla) or by BMC vehicle or mobile plant. The BMC notifies the public of the complaints line telephone number (Ph. 1800 178 984) via the Bengalla website.

This register is provided in accordance with the requirements of EPL 6538 and State Significant Development (SSD) 5170 (as modified).

Complaint Number	Date	Time	Mode of Complaint	Complainant ID	Nature of Complaint	Complaint Details	Action Taken
1	23/01/21	03:10 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 15:10 hrs on 23/1/21 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast vibration at his residence. The complainant requested a call back.	On 23/1/21 the site OCE returned his call and advised the Environmental Advisor would return his call on Monday with the results of the blast. On Monday 25/1/21 the Senior Environmental Advisor returned his call and provided the blast results for Moore and Collins blast monitors as follows:  Moore: 101.5 dB(L) and 3.76 mm/s Collins: 95.7 dBL and 0.68 mm/s
2	25/01/21	03:00 PM	Phone Call	1	Blast (Overpressure / Vibration)	At approximately 15:00 hrs on 25/1/21 the complainant phoned the Senior Environment Advisor directly in regards to a blast vibration at his residence.	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors as follows:  Moore: 104.4 dB(L) and 1.23 mm/s Collins: 99.2 dBL and 0.72 mm/s
3	25/01/21	07:17 AM	Email	2	Air Quality	An email was received from the NSW EPA stating they had received a complaint regarding dust along Wybong Road from BMC and an adjoining mine. EPA did not supply the name of the complainant.	A dust inspection was undertaken by the Senior Environmental Advisor. Discussions were held with BMC Operations Superintendent, Mine Manager, Dispatch and OCE. All watercarts were in operation at the time of the complaint. At the time of the dust inspection no dust was evident leaving Bengalla.
4	27/01/21	09:01 PM	Hotline	3	Lighting	At approximately 21:01 hrs on 27/1/21 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a light shining into her residence. The complainant did not request a call back.	The OCE conducted an assessment of dump lighting and removed a light from a dump.
5	31/01/21	12:18 AM	Hotline	4	Lighting	At approximately 00:18 hrs on 28/1/21 an anonymous call was received via the Bengalla Mine (Bengalla) 24 hr complaint hotline in regards to a light shining into a house on Denman Road. The caller declined any further details	The OCE reported at 7:00am 31/1/2021 that all lighting plants were positioned during the night to eliminate / minimise community impacts.
6	14/02/21	01:54 AM	Hotline	5	Noise	At approximately 1:54 AM on 14/02/21 the complainant phoned the complaint hotline in regard to noise which was described as a beating with a humming sound. The complainant did not request a call back.	Supplementary noise monitoring was undertaken at 1312 Denman Rd (AN03) at 1:47 AM on 14/02/2021. AN03 is located approximately 2.4 km SSE of the complainant's residence but generally in a similar direction from Bengalla Mine. The monitoring returned a result of 35.2 dB which is below the criterion of 40 dB for that location. At the time of the complaint the Bengalla Mine real-time noise monitor located on Roxburgh Rd reported noise level of approximately 42.00 dB, below the trigger level of 48.00 dB at that location.
7	16/02/21	10:38 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 10:38 hrs on 16/2/21 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast vibration at his residence. The complainant requested a call back.	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors as follows:  Moore: 109.6 dB(L) and 1.50 mm/s Collins: 109.8 dBL and 0.75 mm/s
8	24/02/21	04:14 PM	Hotline	4	Dust	At approximately 16:14 hrs on 24/2/21 an anonymous caller phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to visible dust leaving site over a nearby road. The caller stated that their call was not a complaint, but an observation and just wanted to advise.	The OCE advised that Excavator 10 was working in the area. Communication was made to the operator to monitor dust when working close to Wybong Rd. Water carts were operating. The Snr Environmental Advisor checked the cameras and observed a small amount of dust was present when loading trucks however was confined to the work area only.
9	24/02/21	05:07 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 17:07 hrs on 24/2/21 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast vibration at his residence. The complainant requested a call back.	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors as follows:  Moore: 110.6 dB(L) and 2.03 mm/s Collins: 106.3 dBL and 1.05 mm/s
10	4/03/21	01:16 AM	Hotline	5	Noise	At approximately 1:16 AM on 4/03/21 the complainant phoned the complaint hotline in regard to loud low frequency noise. The complainant did not disclose if they would like to be called back.	Supplementary noise monitoring was undertaken at 1312 Denman Rd (AN03) at approximately 2:23 AM on 4/03/2021. AN03 is located approximately 2.4 km SSE of the complainant's residence but in a similar direction from Bengalla Mine. The monitoring returned a result of 34 dB which is below the criterion of 40 dB for that location. At the time of the complaint the Bengalla Mine real-time noise monitor located on Roxburgh Rd reported low frequency noise level of approximately 36.42 dB.
11	8/03/21	10:07 PM	Hotline	3	Lighting	At approximately 22:07 hrs on 5/3/21 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a light shining into her residence. The complainant did not request a call back.	The complainant did not request a call back

12	13/03/21	04:41 PM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 16:41 hrs on 13/3/21 the complainant phoned the Bengalla Mine (Bengalla) 24 hr complaints hotline in regards to a blast vibration at his residence . The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 07:56am on 15/3/2021 and left a message as the call was unanswered on 4 occasions on 15/3/21 and 16/3/21.  Provided the blast results on 17/3/21 for Moore and Collins blast monitors as follows:  Moore: 102.2 dB(L) and 1.01 mm/s Collins: 97.4 dBL and 0.89 mm/s
13	17/03/21	10:59 AM	Phone Call	6	Blast (Overpressure / Vibration)	At approximately 10:59 hrs on 17/3/21 the complainant phoned the Bengalla Mine (Bengalla) Senior Environmental Advisor direct in regards to a blast vibration at his residence .	The Senior Environmental Advisor provided the blast results for Moore and Collins blast monitors as follows:  Moore: 101.7 dB(L) and 1.50 mm/s Collins: 104.1 dBL and 1.12 mm/s
14	17/03/21	11:02 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:02 hrs on 17/3/21 the complainant phoned the Bengalla Mine (Bengalla)24hr complaints hotline in regards to a blast vibration at his residence. The complainant requested a call back.	The Senior Environmental Advisor called the complainant at 11:05am on 17/3/2021 provided the blast results for Moore and Collins blast monitors as follows:  Moore: 101.7 dB(L) and 1.50 mm/s Collins: 104.1 dBL and 1.12 mm/s
15	20/03/21	11:07 AM	Hotline	1	Blast (Overpressure / Vibration)	At approximately 11:07 hrs on 20/3/21 the complainant phoned the Bengalla Mine (Bengalla)24hr complaints hotline in regards to a blast vibration at his residence. The complainant requested a call back.	The Senior Environmental Advisor was unable to contact the complainant on 20/3/21 and 21/3/21 however contact was made with the complainant at 7:55am on 22/3/2021 and provided the blast results for Moore and Collins blast monitors as follows:  Moore: 105.9 dB(L) and 1.36 mm/s Collins: 105.7 dBL and 1.05 mm/s