

Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2023 Complaints Register

Date of Complaint	Time of Complaint	Date of Incident	Time of Incident	Location	Type of Complaint	Mode of Contact	Nature of Complaint	Action Taken
19-Jan-23	10:30:00 AM	18-Jan-23	4:00 PM	Other	HAULAGE	Environmental Hotline - Environmental Superintendent responded	Damage to car (headlight) from coal falling off a truck & dog hauling coal.	Truck had a red tarp and was travelling north. Photo sent through of damaged headlight. Quote received for repairs - agreed that MCC would pay for repair. Incident will be noted in TBT to Haulage Operators with a reminder to check their vehicles after loading and tipping for hang-up.
03-Mar-23	9:39:00 AM	03-Mar-23	9:39 AM	McCully's Gap	ODOUR	Environmental Hotline & direct call to MCC Office - Ops Manager responded	Reported being able to smell burning coal	Caller was interested in information relating to mine cessation and commencement of rehabilitation. Ops Manager explained spray had been moved previous day which may have contributed to odour. Will continue to infuse areas showing signs of heating and areas will be capped as part of rehabilitation.
06-Mar-23	1:36:00 PM	06-Mar-23	1:36 PM	Woodlands Ridge	ODOUR	Environmental Hotline - Environmental Superintendent (ES) responded	Caller wanted to know how much longer the smell from the mine would continue.	No mining activities. Spon com management activities, including infusion sprays currently in place. ES discussed current status of operations plus rehabilitation activities still to be undertaken. Complainant was appreciative of the feedback.