

Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2024 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
02-Jan-24	9:35:00 PM	02-Jan-24	9:35 PM	McCully's Gap	LIGHT	Environmental Hotline - Thiess Environment & Community Superintendent responded.	3 lighting plants shining into yard	OCE inspected the operation to determine the light source then adjusted the lighting plant positions in the Zone 1 dozer push area. At 9: 45pm, the Rehabilitation Superintendent called the complainant to provide feedback that the lighting plant had been moved to minimise the lighting impact on their property.
01-Feb-24	12:58:00 PM	31-Jan-24	3:59 PM	North Muswellbrook	BLAST	Email from MSC - Thiess Environment & Community Superintendent responded.	Buildings shaking	Blast 5 in Zone 2 at 3:59pm. Results from all blast monitors were within compliance limits. Thiess ECS followed up with Council representative regarding complaint. Future blasts will have significantly reduced charges due to blasthole depths and will continue to be designed to reduce community impact by minimising vibration.
01-Mar-24	7:18:00 PM	01-Mar-24	7:18 PM	Muscle Creek	NOISE	Environmental Hotline - Thiess Environment & Community Superintendent responded.	Digger noise at top of hill	Thiess ECS noted to the complainant that no night shift activities were currently occurring and explained the rehab/closure process to mine out waste coal and manage spontaneous combustion risk. Complainant appreciated the information and was happy to know the spontaneous combustion odour would be gone after closure.
04-Mar-24	11:45:00 AM	01-Mar-24	12:00 AM	-	NOISE	Email from EPA	Noise and vibration impacts	Complaint communicated to Thiess ECS and response letter provided to the EPA 14/3/2024.
26-Mar-24	8:16:00 PM	26-Mar-24	8:16 PM	McCully's Gap	LIGHT	Environmental Hotline - Thiess Environment & Community Superintendent responded.	Bright light pointing at complainant's home	Thiess OCE contacted complainant to discuss complaint. OCE adjusted light on the RL160. OCE checked back with complainant and they were happy with the adjustment and thanked him for the quick response. Thiess ECS contacted the complainant to discuss the complainant's concerns the next day.
04-Apr-24	9:48:00 AM	27-Mar-24	1:30 AM	Woodlands Ridge	NOISE	Email from MSC (from EPA) - Thiess Environment & Community Superintendent responded.	Can hear digger swinging around	No action taken at time of complaint due to the delay in complaint notification emails (EPA to MSC to MCC). Thiess ECS contacted complainant on 8/4/2024 to discuss concerns but no answer. Message was left on voice mail. At time of complaint, bulk pushing was in progress, including an excavator and trucks hauling waste to RL120 dump.
13-May-24	7:45:00 PM	13-May-24	7:42 PM	Woodlands Ridge	NOISE	Environmental Hotline - Thiess Environment & Community Superintendent responded.	Could hear dozer rattling and the excavators constant hum	Operational changes were made to reduce noise impacts from the operation. OCE conducted an inspection and noted other machinery noise coming from the New England Highway road works. Complainant called again at 2:02am and reported they could still hear the dozer and digger.
24-May-24	12:35:00 AM	24-May-24	12:34 AM	Woodlands Ridge	NOISE	Environmental Hotline - Thiess Environment & Community Superintendent responded.	Noise	Operational changes were made to reduce noise impacts from the operation. OCE conducted an inspection on the access road and to the north of the operations - no area of concern was identified. Thiess Environment & Community Superintendent attempted to contact complainant a couple times (24/5/24 & 27/5/24) but no answer.
26-Jun-24	3:53:00 PM	Unknown	Unknown	Muscle Creek	NOISE	Email from MSC - Thiess Environment & Community Superintendent responded.	Noise from heavy machinery especially after 1am keeping resident awake.	Ongoing noise management as per the Noise Management Plan (NMP). MSC noted they appreciated MCC still operating under NMP and EPL to manage noise. They also queried about an afternoon shift finishing at 3am on weekends and confirmation of a direct number for residents to call. Email reply to MSC with details relating to queries was sent 27 June 2024.
02-Aug-24	5:58:00 PM	02-Aug-24	5:58 PM	McCully's Gap	LIGHT	Environmental Hotline - Thiess Environment & Community Superintendent responded.	Light from site shining into complaints' home through the window.	Light in Zone 5 at RL260 was redirected to the east. OCE confirmed with Complaint that the light was no longer visible from their residence.
02-Aug-24	10:24:00 PM	02-Aug-24	10:24 PM	Unknown	NOISE	Environmental Hotline - Thiess Environment & Community Superintendent responded.	Noise from roaring engines every night keeping resident awake.	Ongoing noise management as per the Noise Management Plan (NMP). OCE inspected the access road and "Blues Road" with no concerns found. Dozer operators reminded to use first gear only.
01-Oct-24	3:48:00 PM	01-Oct-24	3:48 PM	Woodlands Ridge	DUST	Direct call to MCC office - Thiess Environment & Community Superintendent responded.	Visible dust and smoke	The OCE had identified a hot area near the top of the dozer push in zone 3A. Initially 3 dozers were working to reduce the hot material but due to excess dust this was reduced to 1 dozer. This however did not achieve the desired result and the third dozer was instructed to withdraw from the hot material just prior to the complaint was received. The Environment Superintendent provided information to the complainant on what was causing the smoke/dust and an offer to meet in person to further discuss the issue was accepted.