

Muswellbrook Coal Company Limited (EPL No. 656)
PO Box 123 - Muswellbrook, NSW 2333

2025 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
04-Feb-25	9:41:00 PM	04-Feb-25	9:41 PM	Woodlands Ridge	ODOUR	Environmental Hotline - OCE responded.	Visual smoke from site with large fire having a potent smell.	OCE called back complainant and left message. On 5 February 2025 complainant rang back and OCE explained the rehabilitation works in progress and management of heated material. Complainant thanked OCE for response and information. No further action required.
30-Sep-25	5:39:00 PM	30-Sep-25	Unknown	Muswellbrook	OTHER	Text message sent to Environmental Superintendent - Environmental Superintendent responded.	Watercart spraying over fence and clothesline resulting in washing needing to be rewashed.	Environmental Superintendent discussed the complaint with the complainant and the remediation works happening at the Old Pit Top. Complaint details were passed onto the contractors working on the remediation project who communicated the complaint to the water cart operators.
19-Nov-25	11:11:00 AM	19-Nov-25	11:11 AM	Muswellbrook	DUST	Direct call to MCC office - Representative from Kleinfelder responded.	Dust blowing over house due to loading activities at OPT.	Representative from Kleinfelder visited complainant at 12:30pm on the 19/11/2025 to discuss concerns about dust from remediation works at OPT. Commitment made to install water sprays when working/loading in the area near the complainants house.