Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2026 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
29-Jan-26	12:06:00 PM	29-Jan-26	12:06 PM	Muswellbrook	DUST	Direct communication with staff onsite - Representatie from Kleinfelder responded	Dust blowing over complainants yard which impacted their swimming pool	Representative from Kleinfelder spoke to complainant at 12:06pm on the 29/01/2026 to discuss concerns about dust at OPT being generated due to strong southeasterly winds impacting exposed soils across OPT. Commitment made to compensate complainant for replacement pool salts.
03-Feb-26	3:45:00 PM	03-Feb-26	3:45 PM	Muswellbrook	OTHER	Messages, video, and phone call to Maintenance Superintended - Maintenance Superintendent responded.	Vibration impacting residential property due to compaction activities at OPT	Maintenance Superintendent discussed the complaint with the complainant and representative from Kleinfelder working at OPT. Vibration generating activites were immediately ceased, noting vibration generating activities occurred for a period of approximately 2 hours. Representative from Kleinfelder attempted to contact complainant on the 4/02/2025 in person and via phone to discuss concerns of vibration, but contact was not made. Complaint details were passed onto contractors working on OPT who were instructed to not use vibration controlls on the compaction roller.
21-Feb-26		20-Feb-26		Muswellbrook	OTHER	Muswellbrook Shire Council direct communication with staff onsite - Representative from Kleinfelder responded.	Storm event Friday night (20/02) resulted in some sediment run off site and across Victoria Street	Representative from Kleinfelder spoke to Muswellbrook Shire Council representative. Maintenance Superintendent cleared out sedimed collected in the sediment fencing on Saturaday morning (21/02) and constructed tempory diversion channel on site to allevate any further runoff from further (potential) storms Saturday / Sunday. Site representative inspected site again on the Sunday (22/02). remediation works continued for the week commencing 23/02 to prevent from happening again. Council representative was contacted about follow up work undertaken.