

Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2019 Complaints Register

Date of Complaint	Time of Complaint	Date of Incident	Time of Incident	Location	Type of Complaint	Mode of Complaint	Nature of Complaint	Action Taken
14-Jan-19	8:46 PM	14-Jan-19	8:45 PM	McCully's Gap	LIGHT	Environmental Hotline - OCE responded.	Light pointing at property	The OCE adjusted the lighting plant on the maintenance service pad and contacted the complainant. The complainant was comfortable that the light was no longer facing their property.
17-Feb-19	6:41 AM	17-Feb-19	6:41 AM	McCully's Gap	NOISE	Direct call to OCE phone and Environmental hotline	Excessive dozer noise	OCE conducted a review of the operations and all activities were being undertaken in accordance with the Noise Management Plan, Development Consent conditions and Environmental Protection Licence.
05-Mar-19	9:39 AM	03-Mar-19	8:00 AM	McCully's Gap	ODOUR	Email from EPA	Burning coal air pollution from mine possibly Muswellbrook Coal	Mining operations were in progress. Spontaneous combustion management activities were occurring on site in accordance with the Spontaneous Combustion Management Plan. Elevated SO2 levels were seen on the gas monitors. Up wind monitor at Muscle Creek had higher readings than the downwind monitor at Nisbet. The Environmental Superintendent provided a response to the EPA.
11-Mar-19	4:03 PM	10-Mar-19	7:30 PM	Woodlands Ridge	ODOUR	Email from EPA	Annoying sulphur smell	Spontaneous combustion management activities were occurring on site in accordance with the Spontaneous Combustion Management Plan. At the time of the complaint gas monitoring at Muscle Creek H2S readings <= 3.2ppb and SO2 reading <10ppb. The Environmental Superintendent provide a response to the EPA
27-Mar-19	9:20 PM	27-Mar-19	8:20 PM	Scone	ODOUR	Direct call to OCE's phone - OCE responded	Had to close house up due to spon com odour	Mining operations were in progress with infusion sprays running. The OCE discussed the spontaneous combustion management with the complainant. At the time of the complaint gas monitoring readings at Nisbet <2ppb for both SO2 and H2S.
30-Mar-19	11:00 AM	31-Mar-19	11:00 AM	Muswellbrook	ODOUR	Environmental Hotline - OCE responded	Can smell spontaneous combustion strongly and see smoke	No operational activities at the time of the complaint due to recent heavy rainfall. Spontaneous combustion control measures on site were in accordance with the Spontaneous Combustion Management Plan. The OCE discussed the spontaneous combustion management with the complainant.
07-Apr-19	6:49 AM	07-Apr-19	6:49 AM	Woodlands Ridge	ODOUR	Environmental Hotline - OCE responded	Very bad odour	Mining operations were in progress with infusion sprays running. Odour observation at Topknot Place at approximately 7:30am detected a very weak odour. Gas monitoring sites 13 and 16 (Muscle Creek) 30 minute H2S readings < 2.5ppb and 1 hour SO2 readings < 1.0ppb. Complainant contacted the EPA as well and the Environmental Superintendent provided a response to the EPA. Attempts to contact the complainant have been unsuccessful.
24-Apr-19	8:37 AM	24-Apr-19	8:37 AM	Woodlands Ridge	ODOUR	Environmental Hotline - OCE responded	Strong Sulphur Smell	Mining operations were in progress. Spontaneous combustion management activities were occurring on site in accordance with the Spontaneous Combustion Management Plan. Odour observations at Topknot Place at approximately 8:00am and 8:50am detected no odour. At the time of the complaint gas monitor readings at Muscle Creek were <2ppb for both SO2 and H2S. Attempts to contact the complainant have been unsuccessful.
02-May-19	10:45 AM	01-May-19	2:20 PM	Woodlands Ridge	ODOUR	Email from EPA	Sulphurous, acrid odour and can see visible smoke plume	Mining operations were in progress. Spontaneous combustion management activities were occurring on site in accordance with the Spontaneous Combustion Management Plan. At the time of the complaint 30 minute H2S readings were 1.3 to 1.6 ppb while 30 minute SO2 readings were 1.8 to 2.2 ppb. The Environmental Superintendent provide a response to the EPA.

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03-May-19	9:58 AM	03-May-19	9:58 AM	Woodlands Ridge	DUST	Environmental Hotline - OCE responded	Dust visible	Mining operations had commenced. Hot material was being uncovered in Strip 21 Goaf. The Mine Manager and Environmental Superintendent inspected the area where the complaint originated and dust from MCC was visible. The OCE stopped operations in Strip 21 Goaf and operations were changed to manage the dust. The Environmental Superintendent spoke to the complainant and thanked them for their feedback. The complainant had also contacted the EPA and a response was provided to the EPA.
20-May-19	1:25 PM	20-May-19	1:24 PM	Woodlands Ridge	ODOUR	Direct message to General Manager's phone - General Manager responded	Air quality at house today is putrid with smell of sulphur	Mining operations were occurring in Strip 21 goaf. Hot material was being cooled by water carts. Odour observation at Topknot Place at 2:37pm detected no odour. At the time of the complaint 30 minute gas reading for H2S was 1.3ppb and SO2 was 1.1ppb from the Muscle Creek monitoring site. The General Manager contacted the complainant but did not receive a response.
22-May-19	8:42 PM	22-May-19	8:42 PM	McCully's Gap	ODOUR	Environmental Hotline - OCE responded	Odour complaint	Spontaneous combustion was being managed as per our Spontaneous Combustion Management Plan. The Nisbet monitoring station returned 30 minute H2S and hourly SO2 gas reading of 0.7 ppb and 0.4 ppb respectively. The OCE contacted the complainant and discussed the complainant's concerns with them.
22-May-19	8:53 PM	22-May-19	8:53 PM	McCully's Gap	NOISE	Environmental Hotline - OCE responded	Can hear digger loading trucks	Mining operations had moved into a new area. The OCE reviewed operations and made adjustments to mitigate any noise impacts. The OCE contacted the complainant and discussed the complainant's concerns with them. Actions were put in place to reduce noise impacts on subsequent night shifts.
22-May-19	9:00 PM	22-May-19	9:00 PM	McCully's Gap	NOISE	Environmental Hotline - OCE responded	Noise and Smell	Mining operations had moved into a new area. The OCE reviewed operations and made adjustments to mitigate any noise impacts. Actions were put in place to reduce noise impacts on subsequent night shifts. Spontaneous combustion was being managed as per our Spontaneous Combustion Management Plan. The Nisbet monitoring station returned 30 minute H2S and hourly SO2 gas reading of 0.7 ppb and 0.4 ppb respectively. The OCE contacted the complainant and discussed the complainant's concerns with them.
11-Jun-19	10:30 AM	11-Jun-19	10:30 AM	S. Muswellbrook	VISUAL	Environmental Hotline - OCE responded	Visible Smoke	Mining and spontaneous combustion management activities were underway. The OCE contacted the complainant and explained the current situation with spontaneous combustion and the processes used to mitigate its effects. The complainant confirmed that they noticed the smoke while they were driving along the NEH towards Muswellbrook. The smoke was not visible from the complainant's residence.
12-Jun-19	10:40 PM	12-Jun-19	10:40 PM	Muswellbrook	NOISE	Environmental Hotline - OCE responded	Noise from Muswellbrook Coal Extreme	The OCE reviewed operations and made adjustments to mitigate any noise impacts. The OCE contacted the complainant and discussed the complainant's concerns with them. The Environmental Superintendent spoke with the complainant the next day who confirmed that the noise had cleared after approximately 15 minutes.
14-Jun-19	9:35 AM	14-Jun-19	9:35 AM	Muscle Creek	VISUAL	Environmental Hotline - Production Superintendent responded.	Excessive Stream/Smoke coming from that hole up there	Mining operations were occurring. Hot material was being cooled by water sprays. The Production Superintendent contacted the complainant and explained the current situation with spontaneous combustion and the processes used to mitigate its effect. The complainant also contacted the EPA and the Environmental Superintendent provided a response to the EPA.
14-Jun-19	9:42 AM	14-Jun-19	9:42 AM	Muscle Creek	ODOUR	Environmental Hotline - Production Superintendent responded.	Smell of sulphur being high	Mining operations were occurring. Hot material was being cooled by water sprays. The Production Superintendent contacted the complainant and explained the current situation with spontaneous combustion and discussed the complainant's concerns with them. At the time of the complaint the 30 minute H2S and 1 hour SO2 results at Muscle Creek were between 0.2 to 0.5 ppb and 0.1 to 0.3 ppb respectively. The complainant also contacted the EPA and the Environmental Superintendent provided a response to the EPA.

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23-Jun-19	5:15 AM	23-Jun-19	5:15 AM	McCully's Gap	NOISE	Environmental Hotline - OCE responded	Noise emissions from the mine	Mining operations were being carried out in accordance with Noise Management Plan. The OCE contacted the complainant and discussed the complainant's concerns with them. The Environmental Superintendent attempted to contact the complainant but was unsuccessful.
No Complaints Received During July 2019								
08-Aug-19	3:35 PM	07-Aug-19	4:15 PM	Woodlands Ridge	ODOUR	Email from the EPA	Strong odours and dust pollution	Mining operations were occurring in Strip 21 and Strip 22. Hot material was being cooled by water carts. The Environmental Superintendent provided a response to the EPA.
09-Sep-19	8:32 AM	05-Sep-19	9:22 AM	Woodlands Ridge	ODOUR	Email from the EPA	Burning coal creating a lot of smoke. Sulphur odour in the air.	Mining operations were occurring in Strip 21 and Strip 22. Hot material was being cooled by sprays and water carts. A response was provided to the EPA by the Environmental Superintendent.
11-Sep-19	10:23 AM	11-Sep-19	7:19 AM	Woodlands Ridge	ODOUR	Email from the EPA	Very strong odour coming from Muswellbrook Coal.	Mining and spontaneous combustion management activities were underway. Odour observation at Topknot Place at 7:21am detected no odour. The Environmental Superintendent provided a response to the EPA.
23-Sep-19	8:03 AM	23-Sep-19	8:03 AM	Muscle Creek	OTHER	Direct call to MCC office - Mine Manager Responded	Hazard with a low loader truck taking up all the bridge	The Mine Manager investigated the incident and obtained statements for the float driver and a witness. The Mine Manager contacted the complainant and float owner and relayed the results of the investigation. Actions were put in place to prevent a reoccurrence.
19-Oct-19	9:50 AM	19-Oct-19	9:50 AM	Muswellbrook	VISUAL	Direct call to MCC office - OCE responded	Report of emissions above MCC site	OCE inspected mining operation and noted smoke haze above site. OCE suspended processing coal and loading coal from pit. Water cart cooling spontaneous combustion in Strip 21. OCE reviewed re-starting operations and monitored conditions. Emissions from spontaneous combustion were what was seen. OCE discussed the complaint with the complainant.
22-Oct-19	2:42 PM	19-Oct-19	7:30 AM	Woodlands Ridge	ODOUR	Email from the EPA	Very strong odour coming from Muswellbrook Coal.	A response was provided to the EPA on 29 October 2019. Data supplied to the EPA as requested. Upwind monitors had higher gas levels than the downwind monitors. Gas levels at the time of the complaint were:- 30 minute average hydrogen sulphide readings - upwind monitor = 0.995 ppb, down wind monitor = 0.097 ppb 1 hour average sulphur dioxide readings - upwind monitor = 1.2 ppb, down wind monitor = <0.1 ppb
24-Oct-19	6:00 AM	24-Oct-19	6:00 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	Sulphur odour	OCE contacted the complaint. OCE review the operations and drove around site. No odour was detected.
25-Oct-19	3:18 PM	25-Oct-19	8:30 AM	Woodlands Ridge	ODOUR	Email from the EPA	Large amount of dust and sulphur produced from Coal Mine.	A response was provided to the EPA on 30 October 2019. Requested data was also supplied to the EPA. At the time of the complaint gas monitor readings were higher at the upwind monitor for the 30 minute average hydrogen sulphide - upwind monitor 1.594ppb downwind monitor 0.984. 1 hourly sulphur dioxide readings at both up and down wind monitors were equal at 1.8ppb
02-Nov-19	1:35 PM	02-Nov-19	1:35 PM	Muswellbrook	VISUAL	Direct call to MCC office - OCE responded	Dust cloud heading towards Queen Street.	OCE inspected the mining operations and phoned the complainant back and let them know the dust was not coming from Muswellbrook Coal, we did not have dozers bulk shaping and we had not let a shot off. Complainant was happy we had looked into the issue and that it was not Muswellbrook Coal, he was also happy with our approach to this issue. Emissions from the spontaneous combustion were visible.

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12-Nov-19	11:43 AM	12-Nov-19	8:17 AM	Woodlands Ridge	VISUAL	Email from the EPA	Heavy dust smelling of sulphur blowing across Muscle Creek	Mining operations were occurring in Strip 22. Hot material was being cooled by water carts. A response was not required by the EPA. Emissions from the spontaneous combustion were visible.
19-Nov-19	1:47 PM	15-Nov-19	8:18 AM	Woodlands Ridge	ODOUR	Email from the EPA	Dust and sulphur since 7:00am	Mining operations were underway. Water carts were assisting with the management of spontaneous combustion. Muscle Creek gas monitor recorded <1ppb of H2S and SO2. The EPA did not require any information in relation to this complaint.
19-Nov-19	1:47 PM	15-Nov-19	11:45 AM	Unknown	VISUAL	Email from the EPA	Noticed dust (actually spon com emissions) when driving past.	Mining operations were occurring with water carts assisting with spontaneous combustion management. The EPA did not require a response to this complaint. Emissions from the spontaneous combustion were visible.
22-Nov-19	7:30 PM	22-Nov-19	7:00 PM	Scone	ODOUR	Direct call to MCC office - OCE responded	Had to close windows, issue with odour.	Spontaneous combustion management activities were occurring on site in accordance with the Spontaneous Combustion Management Plan. OCE discussed the complainant's concerns with them.
No complaints received during December 2019								