

Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2020 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
15-Jan-20	10:45 PM	15-Jan-20	10:45 PM	Woodlands Ridge	NOISE	Direct call to MCC office - OCE responded	Noise - excavator and dozer	OCE on shift visited Woodlands Ridge to discuss complaint and used hand held noise monitor to register sound levels. Mining operations were then altered by changing dig sequence to face digger away from the affected area. Reinforced 1st gear operations, and returned to check noise at Woodlands Ridge. Observed it was audibly quieter.
09-Feb-20	6:05 PM	09-Feb-20	6:05 PM	Scone	ODOUR	Direct call to MCC office - OCE responded	Couldn't do gardening, issue with odour	OCE on shift explained factors indicating the odour experienced by the resident was unlikely to originate from MCC operations. The gas monitors site did not indicate levels of SO2 and H2S gases were elevated.
05-Mar-20	9:52 PM	05-Mar-20	9:52 PM	McCully's Gap	NOISE	Environmental Hotline - OCE responded	Dozer noise in background	Operational activities were minimal during this time due to wet weather. Weather at the time consisted of winds of 0.6m/s swinging from the south east to south west and a stability class of F. Other operational activities at the time of the complaint included a digger, two dump trucks, and a dozer in Strip 22 east moving waste to the Open Cut 1 dump, one dozer on the Open Cut 1 dump. Two dozers on the eastern rehabilitation area were being relocated to Open Cut 1 to commence wet weather road recovery during the time when the complaint was received. Complainant was called at 10.30 pm and a message was left. No call back was received from the complainant. OCE undertook a review of operations following the call
26-Mar-20	6:57 PM	26-Mar-20	Unknown	Scone	ODOUR	Direct call to MCC office - OCE responded	Odour complaint	Spontaneous combustion management was ongoing. Other mining operations occurring during time of complaint included two dozers and two graders conducting road recovery following rainfall event. Complainant did not require a follow up call.
13-Apr-20	7:58 AM	13-Apr-20	7:58 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	Odour Complaint	OCE discussed odour management with the complainant, who appreciated what was being done onsite to control odour. OCE conducted an odour observation in the surrounding area, noting the spontaneous combustion odour was not detectable. Weather conditions were cool and calm.
No complaints received during May 2020.								
No complaints received during June 2020.								
17-Jul-20	10:34 PM	17-Jul-20	10:34 PM	McCully's Gap	NOISE	Text message sent to the OCE - OCE responded	Noise Complaint	OCE on shift reviewed operations in response to the complaint including reviewing noise levels. It was determined that no changes were required to be made to the mining operations. The OCE reinforced the controls to minimise noise, such as use of the silent horn and operating dozers in first gear only, with the crew. The Environmental Superintendent left a message for the complainant regarding the complaint.
09-Aug-20	1:55 PM	09-Aug-20	1:55 PM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Smell	Mining had been taking place through a hot area in OC1. Water carts were assisting with managing the heat. Odour observations at 7am did not detect any odour near the complainant's residence. No gas data is available due to a fault with the monitor. Attempts to contact the complainant have been unsuccessful.
10-Aug-20	10:23 AM	10-Aug-20	10:23 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur smell	Mining had stopped due to heavy rain. Steam was coming off the hot areas in OC1. Odour observations at 7am and 11am did not detect any odour near the complainant's residence. No gas data is available due to a fault with the monitor. The OCE spoke with the complainant with no additional comments related to the complaint made.
19-Aug-20	4:40 PM	19-Aug-20	4:40 PM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur smell	Mining operations were occurring in OC1 with water carts assisting to manage the heat. Gas levels at the local monitor were <10ppb. Attempts to contact the complainant have been unsuccessful.

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Date of Complaint	Time of Complaint	Date of Incident	Time of Incident	Location	Type of Complaint	Mode of Complaint	Nature of Complaint	Action Taken
28-Aug-20	7:21 PM	28-Aug-20	All day	N. Muswellbrook	DUST	Environmental Hotline - OCE responded.	Dust problem	Complainant was concerned about dust covering their car that day. OCE and Env Super discussed the complainant's concerns with them. The wind was blowing from the SW-NW during the day indicating that the dust did not blow from the direction of MCC.
29-Aug-20	9:05 AM	29-Aug-20	9:05 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur smell and smoke haze	Mining operations were occurring in OC1. Odour observations conducted at 7am and following the complaint did not detect any odour near the complainant's residence. It was noted there a general mist in the area (upwind and downwind of MCC). Gas levels at the local monitor were <10ppb. The Step-Up OCE discussed the complainant's concerns with them in person.
30-Aug-20	9:13 AM	30-Aug-20	9:13 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur smell and smoke haze	Mining operations were occurring in OC1. Odour observations conducted at 7am did not detect any odour near the complainant's residence. No gas data is available due to a fault with the monitor. Attempts to contact the complainant have been unsuccessful.
01-Sep-20	6:03 PM	01-Sep-20	1:08 PM	Aberdeen	BLAST	Email from the EPA	Dust from Blast	Blast in S23 at 1.08 pm. The complainant commented they were from Aberdeen and they noticed a cloud of dust as they drove past. The review of the blast recording indicates the dust cloud dispersed before leaving site. A response was provided to the EPA.
12-Sep-20	7:40 AM	12-Sep-20	7:40 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Spontaneous Combustion odour and visual amenity	Mining operations were occurring in OC1 and spontaneous combustion management was ongoing. Odour observations conducted at 7.20 am did not detect any odour near the complainant's residence and wind was not blowing towards the complainant's house. No gas data was available at the time of the complaint due to the monitor being offline. Gas results before 1.30am and after 9.30am were all zero. Attempt to contact the complainant was unsuccessful.
05-Oct-20	8:18 PM	05-Oct-20	8:18 PM	Woodlands Ridge	DUST	Environmental Hotline - OCE responded.	Dust coming from mine	The OCE inspected the pit in response to the complaint and observed dust being generated from hot material being uncovered in S22. Two water carts were running, and the water infusion spray was operating in S22, at the time of the complaint. The OCE stopped mining operations in S22 and waited for infusion sprays to cool the area before continuing. The OCE called the complainant back to explain what measures had been taken.
15-Oct-20	7:45 AM	15-Oct-20	7:45 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur smell	The ES performed odour observations on Muscle Creek Road approximately 15min after complaint was received but could not detect any sulphur odour. The gas monitor in the vicinity did not detect any sulphur dioxide (<10 ppb) and recorded 10 ppb hydrogen sulphide for 10 minutes at 7:24am. The ES called the complainant back to discuss the odour complaint. The complainant was not satisfied with the explanation and subsequently spoke to the GM regarding the issue.
05-Nov-20	5:15 PM	05-Nov-20	5:15 PM	Scone	ODOUR	MCC Workshop Phone	Strong Odour	Complainant called MCC about a strong odour and explained they weren't satisfied with MCC's response. No operations were occurring at the time of the complaint due to wet weather. The OCE inspected the mine area. No further action was taken.
11-Nov-20	7:58 AM	11-Nov-20	7:58 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	Sulphur smell	Complainant called MCC about a strong odour. The EO performed odour observations on Muscle Creek Road approximately 10 minutes after the complaint was received and noted a smell of smoke. The gas monitor in the vicinity did not detect any sulphur dioxide (<10 ppb) and recorded 10 ppb hydrogen sulphide for 10 minutes at 7:24am. Conditions were foggy at the time of the complaint. A dozer on the ROM was sealing and containing hot coal from night shift when the complaint was received. The OCE inspected the mine area. Water sprays and water carts were conducting spontaneous combustion management. A water cart was sent to cool the hot coal on the ROM. The ES called the complainant back and left a message.
13-Dec-20	9:46 PM	13-Dec-20	9:46 PM	Scone	ODOUR	Environmental Hotline - OCE responded	Sulphur smell	Complainant called MCC about a sulphur smell. No coal mining was occurring at the time of the complaint. Coal was being processed and stockpiled at the CHPP at the time of the complaint. The OCE inspected mine areas. No further action was taken.