

Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2022 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
14-Apr-22	10:54:00 AM	13-Apr-22	9:04 AM	Kayuga Road	ODOUR	Email from EPA	Smoke and odour believed to be associated with spontaneous combustion	EPA received a call. Caller stated they were impacted by sulphur odour and smoke from MCC. The caller witnessed smoke erupting from the mine on 12 April at 9:15am. MCC believe that the incident described is likely a result of spontaneous combustion control activity. At the time referred to by the caller there were two locations being controlled by water carts. A written response was provided to the EPA.
18-Apr-22	8:40:00 AM	18-Apr-22	8:40 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	Detecting strong sulphur smell at complainants house	Complainant stated there is a strong sulfur smell at their residence. Operations were processing self heating ROM Coal at the time of the complaint. Environmental Officer called the complainant back on the 19 April 22 and left a message.
19-Apr-22	4:30:00 AM	19-Apr-22	4:30 AM	Muscle Creek	ODOUR	Direct call to MCC office - OCE responded	Detecting strong sulphur smell at complainants house	Complainant called the OCE directly stated there was a strong sulfur smell at their residence. OCE explained operations had watercarts focusing on hot material at the time of the complaint. Environmental Officer called the complainant back on the 19 April 22 and left a message.
03-May-22	2:30:00 PM	28-Apr-22	11:28 AM	Sandy Creek Road	ODOUR	Email from EPA	Affected by thick smoke and coal-burning odour, attributed to Muswellbrook Coal	EPA received a call. Complainant stated they were impacted by thick smoke and coal-burning odour, attributed to Muswellbrook Coal. EPA attended a site inspection on 2 May 2022 to get an understanding of the spontaneous combustion control activities on site. EPA sent details of complaint via email 3 May 22.
23-May-22	9:14:00 AM	23-May-22	9:14 AM	Muswellbrook	VISUAL	Environmental Hotline - OCE responded	Asking about mine closure and concerns on spon com	Complainant called the Environmental hotline asking questions about mine closure and how much longer until the spontaneous combustion would stop. Operations had been mining through hot material in Strip 25 and dumping on RL150 Dump. OCE called back the complainant and explained he had relocated the excavator away from the hot material, manned 3 watercarts and sent them to cool the material and repositioned the infusion sprays to cool and soak the hot area. Environmental Superintendent called complainant at 9:30am on 23 May 22 to further discuss the mine closure process and their spontaneous combustion concerns.
22-Jun-22	6:26:00 AM	21-Jun-22	6:26 PM	Woodlands Ridge	ODOUR	Direct call to MCC office	Anonymous spon com odour complaint left on office voicemail	Caller left a voicemail without name or return contact number. Caller lives in Woodlands Ridge and complained of smelling being able to smell spon com and see "coal smoke" in the air. At the time of the complaint, an excavator was loading out coal and three truck were running coal to the ROM. A water cart was controlling spon com. No follow-up was possible due to anonymous complaint.
03-Aug-22	10:00:00 AM	03-Aug-22	10:00 AM	Muscle Creek	VISUAL	Phone call from EPA to Environmental Superintendent	Visible Smoke	EPA received a call from a complainant in Muscle Creek regarding visible spontaneous combustion. Infusion spray and water cart were operating to manage spontaneous combustion at the time of the complaint. Hot coal on the ROM is processed in a timely manner and dumps are selectively capped where required to mitigate spontaneous combustion. Current management and timeframe to complete mining was discussed with the EPA officer. The EPA were satisfied that no further action was required.