

Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2024 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
02-Jan-24	9:35:00 PM	02-Jan-24	9:35 PM	McCully's Gap	LIGHT	Environmental Hotline - Thiess Environment & Community Superintendent responded.	3 lighting plants shining into yard	OCE inspected the operation to determine the light source then adjusted the lighting plant positions in the Zone 1 dozer push area. At 9: 45pm, the Rehabilitation Superintendent called the complainant to provide feedback that the lighting plant had been moved to minimise the lighting impact on their property.
01-Feb-24	12:58:00 PM	31-Jan-24	3:59 PM	North Muswellbrook	BLAST	Email from MSC - Thiess Environment & Community Superintendent responded.	Buildings shaking	Blast 5 in Zone 2 at 3:59pm. Results from all blast monitors were within compliance limits. Thiess ECS followed up with Council representative regarding complaint. Future blasts will have significantly reduced charges due to blasthole depths and will continue to be designed to reduce community impact by minimising vibration.
01-Mar-24	7:18:00 PM	01-Mar-24	7:18 PM	Muscle Creek	NOISE	Environmental Hotline - Thiess Environment & Community Superintendent responded.	Digger noise at top of hill	Thiess ECS noted to the complainant that no night shift activities were currently occurring and explained the rehab/closure process to mine out waste coal and manage spontaneous combustion risk. Complainant appreciated the information and was happy to know the spontaneous combustion odour would be gone after closure.
04-Mar-24	11:45:00 AM	01-Mar-24	12:00 AM	-	NOISE	Email from EPA	Noise and vibration impacts	Complaint communicated to Thiess ECS and response letter provided to the EPA 14/3/2024.
26-Mar-24	8:16:00 PM	26-Mar-24	8:16 PM	McCully's Gap	LIGHT	Environmental Hotline - Thiess Environment & Community Superintendent responded.	Bright light pointing at complainant's home	Thiess OCE contacted complainant to discuss complaint. OCE adjusted light on the RL160. OCE checked back with complainant and they were happy with the adjustment and thanked him for the quick response. Thiess ECS contacted the complainant to discuss the complainant's concerns the next day.