Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2017 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
06-Jan-17	4:18 PM	06-Jan-17	4:08 PM	McCully's Gap	BLAST	Direct call to Environmental Coordinator	Dust cloud from blast went across McCullys Gap area	A blast was fired at 12:08pm in the Upper West Road area. Due to the sleep time of the blasting product the blast needed to be fired that day. The activities leading up to the blast and the requirement to fire that day were discussed with the complainant.
13-Jan-17	8:54 PM	13-Jan-17	8:54 PM	Woodlands Ridge	DUST	Environmental Hotline - OCE responded.	Dust going over the house and neighbourhood	At the time of the complaint the OCE was in the process of shutting down a digger circuit and moving the digger to a new location. The complainant was appreciative that the digger had been moved to stop the dust.
17-Jan-17	7:26 AM	17-Jan-17	7:26 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Strong odour smell	Spontaneous combustion management activities were in place. Odour observations approximately 1 hour before the complaint detected no odour in the area. The OCE rang the complainant back and left a message for them to call back if they wished to discuss further.
17-Jan-17	9:52 AM	17-Jan-17	6:30 AM	Muscle Creek	ODOUR	Environmental Hotline - EC responded.	Strong sulphur smell and smoke	Spontaneous combustion management activities were in place. The EC visited the complainant to discuss their concerns. They commented that the smell was strong at 6:30am. MCC's odour observations did not detect any odour around this time and this was discussed with the complainant. The current spontaneous combustion management measures were discussed with the complainant and they were appreciative that the activities are ongoing. They commented that things have been a lot better lately.
31-Jan-17	4:12 PM	31-Jan-17	12:55 PM	Woodlands Ridge	BLAST	EPA via phone and email	Could smell dust and dust was obscuring the view of the mine	Blasting activities occurred at 12:52pm. A detailed response was provided to the EPA.
23-Feb-17	5:42 PM	19-Feb-17	7:45 AM	Scone	ODOUR	Email from EPA	Acrid sulphur smell coming from one of the local coal mines.	No machinery was operating due to overnight rain. A response was provided to the EPA.
23-Feb-17	5:42 PM	20-Feb-17	7:30 AM	Woodlands Ridge	ODOUR	Email from EPA	Strong burning coal smell	Normal mining operations were occurring. A response was provided to the EPA.
23-Feb-17	5:42 PM	21-Feb-17	8:00 AM	Woodlands Ridge	ODOUR	Email from EPA	Very strong sulphur smell	Normal mining operations were occurring. A response was provided to the EPA.
23-Feb-17	5:42 PM	22-Feb-17	9:30 AM	Unknown	VISUAL	Email from EPA	Caller could see dust on the horizon	Normal mining operations were occurring. There were major bushfires burning in the area that would have contributed to the hazy conditions from a distance. A response was provided to the
28-Feb-17	3:26 PM	24-Feb-17	7:00 PM	Scone	ODOUR	Email from EPA and direct call to OCE	Sulphur odour	Normal mining operations were occurring. A response was provided to the EPA.
17-Mar-17	10:40 AM	17-Mar-17	7:00 AM	Scone	ODOUR	Direct call to office and email from EPA	Sulphur odour	Mining operations were delayed by rain during morning with an infusion spray being installed in the goaf area. Lengthy conversations were held with the complainant to discuss their concerns. A response was provided to the EPA.
24-Mar-17	12:48 PM	22-Mar-17	3:15 PM	Woodlands Ridge	ODOUR	Email from EPA	Excessive smoke and odour from the mine	Normal mining operations were occurring. Steam was being generated from the infusion spray in the goaf area. A response was provided to the EPA.
30-Mar-17	9:45 AM	29-Mar-17	5:40 PM	Muscle Creek	DRIVING	Direct call to office	Vehicle not stopping at Stop sign	The driver of the vehicle was identified and was genuinely surprised of the reported event. The driver was reminded of MCC's rules and policies relating to driving.
19-Apr-17	12:46 PM	19-Apr-17	12:45 PM	McCully's Gap	BLAST	Direct call to ES	Could hear the blast in the shed. This is not normal	The blast was reviewed and nothing abnormal was noted. All results were within compliance. The complainant observed the next blast in the same area and did not hear the blast.
20-Apr-17	1:29 PM	19-Apr-17	6:30 AM	Woodlands Ridge	ODOUR	Email from EPA	Smell from odour	Ongoing mining operations and spontaneous management occurring at MCC. Odour observations by the Environmental Superintendent did not detect any odour in the area at approx. 7:35 am. A response was provided to the EPA.
21-Apr-17	9:43 AM	21-Apr-17	9:43 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Can see and smell smoke	Ongoing mining operations and spontaneous management occurring at MCC. Odour observations by the Environmental Superintendent did not detect any odour in the area at approx. 7:15 am. OCE discussed operations with the complainant.
24-Apr-17	7:45 AM	24-Apr-17	7:45 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur odour	Ongoing mining operations and spontaneous management occurring at MCC. Odour observations by the Environmental Superintendent did not detect any odour in the area at approx. 7:20 am. A review of the odour by the ES detected odour at low levels at approx. 8:00am. OCE and ES discussed operations and observations with the complainant.
26-Apr-17	4:45 PM	23-Apr-17	12:05 AM	Woodlands Ridge	NOISE	Email through website to corporate	Scrapping noise from the operation	Crushing at CHPP was the only activity occurring at the time. Complainant commented about odour and blasting in the email. Attempts to contact the complainant have been unsuccessful.
02-May-17	9:44 AM	29-Apr-17	7:50 AM	Woodlands Ridge	ODOUR	Email from EPA	Strong odour and smoke	Ongoing mining operations and spontaneous management occurring at MCC. Odour observations by the OCE detected mild odour in the area at approx. 7:55 am. They also noticed wood smoke in the area. A response was provided to the EPA.

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02-May-17	9:44 AM	01-May-17	5:00 AM	Woodlands Ridge	ODOUR	Email from EPA	Sulphur odour	Ongoing mining operations and spontaneous management occurring at MCC. Odour observations by the Environmental Superintendent did not detect any odour in the area at approx. 8:10am. A response was provided to the EPA.
03-May-17	5:58 PM	03-May-17	5:58 PM	Scone	ODOUR	Direct call to site - OCE responded	Sulphur odour	Odour was detected around the Dartbrook Loadout. Ongoing spontaneous combustion management activities were occurring. The OCE and Environmental Superintendent both spoke with the complainant.
15-May-17	5:49 AM	15-May-17	5:49 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur odour	Shift change over at time of complaint with spontaneous combustion management activities ongoing. The OCE rang back and left a message. The Environmental Superintendent and Senior Operations Manager observed odour separately at ~7:00am. No odour was detected.
18-May-17	10:38 AM	18-May-17	10:38 AM	McCully's Gap	ODOUR	Direct call to Office - OCE responded	Sulphur smell	Excavators were removing overburden, CHPP operational, 2 watercarts and infusion sprays operating in OC1. The OCE discussed the complainants concerns with them.
23-May-17	1:35 PM	23-May-17	1:30 PM	N. Muswellbrook	BLAST	Environmental Hotline - OCE responded.	Blast shook their house	Blast in S19 at 1:30pm. Results were 0.3mm/s and 98.4dB at the monitor near the complainant's house. Results were within compliance. The Environmental Superintendent discussed the complainant's concerns with them.
25-May-17	1:15 PM	25-May-17	1:12 PM	N. Muswellbrook	BLAST	Environmental Hotline - SOM responded.	Blast shook their house	Blast in S19 at 1:30pm. Results were 0.43mm/s and 106.5dB at the monitor near the complainant's house. Results were within compliance. The Senior Operations Manager discussed the complainants concerns with them.
27-May-17	10:22 AM	27-May-17	10:22 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur smell and large cloud hanging around	Excavators were removing overburden, CHPP operational, 2 watercarts and infusion sprays operating in OC1. The OCE left a message for the complainant to call back.
02-Jun-17	10:39 AM	01-Jun-17	9:30 AM	Woodlands Ridge	ODOUR	Email from EPA	Putrid burning coal sulphur	Excavators were removing overburden and infusion sprays were operating in OC1. No coaling activities were being undertaken. A response was provided to the EPA.
06-Jun-17	1:17 PM	06-Jun-17	1:17 PM	N. Muswellbrook	BLAST	Environmental Hotline - OCE responded.	Blast shook their house	Blast in S19 at 1:17pm. Results were 0.26mm/s and 103.9dB at the monitor near the complainant's house. Results were within compliance. The OCE discussed the complainant's concerns with them.
11-Jun-17	10:46 AM	11-Jun-17	Morning	Scone	ODOUR	Direct call to site - OCE responded	Sulphur odour	Odour was evident this morning and at times yesterday. No operations at time of complaint due to rain. Infusion sprays were operations. The OCE discussed the concerns with the complainant.
14-Jun-17	11:37 AM	14-Jun-17	Unknown	Scone	ODOUR	Email from MSC	Sulphur odour	Delayed start to operations due to wet weather. Infusion sprays were operational. MSC did not require a response.
16-Jun-17	10:52 AM	16-Jun-17	10:52 AM	N. Muswellbrook	ODOUR	Direct call to OCE phone - OCE responded	Could smell a very strong smell of sulphur	Normal mining operations occurring with water carts and infusion sprays operational. An area of hot material was being worked. The OCE discussed the complainant's concerns with them. The OCE range back the next day and the complainant commented that things were better today.
20-Jun-17	11:50 AM	20-Jun-17	10:15 AM	Scone	ODOUR	Email from EPA	Sulphur odour and acid	Spontaneous combustion management activities are ongoing and consist of water infusion, mining of hot coal and capping of hot areas. MCC has conducted geochemical testing of the material and it is not prone to acid generation. A response was provided to the EPA.
21-Jun-17	12:56 PM	21-Jun-17	12:50 PM	N. Muswellbrook	BLAST	Direct call to office - ES responded	Blast shook their house	Blast in S20 at 12:50pm. Results were 0.40mm/s and 101.6dB at the monitor near the complainant's house. Results were within compliance. The Environmental Superintendent and Production Superintendent were near the complainant's house at the time of the blast. No vibration was felt with a low rumbling heard in the distance. The ES attempted to discuss the complainant's concerns with them but they were not responsive to the conversation.
26-Jun-17	12:32 PM	23-Jun-17	6:00 PM	Woodlands Ridge	ODOUR	Email from EPA	Burning coal and sulphur smell	Spontaneous management is ongoing including water infusion. A response was provided to the EPA.
26-Jun-17	12:32 PM	25-Jun-17	8:00 AM	Woodlands Ridge	ODOUR	Email from EPA	Putrid burning coal smell and visible line of fog	Spontaneous management is ongoing including water infusion. Odour observations at 7:00am did not detect odour. A response was provided to the EPA.
29-Jun-17	12:45 PM	27-Jun-17	6:00 AM	McCully's Gap	NOISE	Email from EPA	Noise from equipment	At the time of complaint, MCC were in between shits with no Open Cut mining equipment operating. The CHPP was operational with the loader and 1 truck operating at the CHPP. A response was provided to the EPA.
29-Jun-17	12:45 PM	28-Jun-17	9:00 AM	Woodlands Ridge	ODOUR	Email from EPA	Strong sulphur odour and smoke	Spontaneous management is ongoing including water infusion. A response was provided to the EPA.
02-Jul-17	8:13 AM	02-Jul-17	8:13 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Sulphur odour	Ongoing mining operations and spontaneous combustion management activities. Attempts by the OCE to contact the complainant were unsuccessful.
02-Jul-17	9:30 AM	02-Jul-17	overnight	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Strong sulphur smell	Ongoing mining operations and spontaneous combustion management activities. The OCE discussed the complainant's concerns with them.
04-Jul-17	12:53 PM	03-Jul-17	3:05 PM	Woodlands Ridge	BLAST	Email from EPA	Fume generation from blasting	A blast was fired at 3:05pm with a fume rating of 2 that did not leave site. This is not a reportable incident. A response was provided to the EPA.

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04-Jul-17	12:53 PM	03-Jul-17	3:05 PM	Woodlands Ridge	BLAST	Email from EPA	Fume generation from blasting	A blast was fired at 3:05pm with a fume rating of 2 that did not leave site. This is not a reportable incident. A response was provided to the EPA.
07-Jul-17	4:43 AM	07-Jul-17	4:34 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Strong sulphur smell	Ongoing mining operations and spontaneous combustion management activities. The OCE discussed the complainant's concerns with them.
11-Jul-17	9:23 AM	09-Jul-17	Various	Woodlands Ridge	DUST	Email from EPA	Excessive dust being generated	The emissions being observed were from spontaneous combustion emissions rather than other dust generating activities. The emissions were not directly impacting the Woodlands Ridge area. A response was provided to the EPA.
11-Jul-17	10:35 AM	11-Jul-17	8:15 AM	Singleton	HAULAGE	Direct call to Environmental Superintendent	Dangerous driving	The incident was investigated by Daracon and the driver received disciplinary action.
13-Jul-17	1:10 PM	13-Jul-17	7:15 AM	Muscle Creek	ODOUR	Email from EPA	Strong sulphur odour	Ongoing mining operations and spontaneous combustion management activities. A response was provided to the EPA.
14-Jul-17	8:30 AM	Various	Various	Muscle Creek	ODOUR	Environmental Hotline - OCE responded.	Spontaneous combustion	Ongoing mining operations and spontaneous combustion management activities. The OCE discussed the complainant's concerns with them.
18-Jul-17	2:29 PM	17-Jul-17	Unknown	Antiene	ODOUR	Email from EPA	Odour of burning coal	Ongoing mining operations and spontaneous combustion management activities. Due to location of complainant and wind direction it is unlikely MCC are the source of the odour. A response was provided to the EPA.
18-Jul-17	2:29 PM	17-Jul-07	Unknown	Muscle Creek	ODOUR	Email from EPA	Burning coal, sulphurous smell	Ongoing mining operations and spontaneous combustion management activities. A response was provided to the EPA.
18-Jul-17	2:29 PM	17-Jul-07	Unknown	Muscle Creek	ODOUR	Email from EPA	Very strong odour like a sulphur smell	Ongoing mining operations and spontaneous combustion management activities. A response was provided to the EPA.
19-Jul-17	9:05 AM	Various	Various	Woodlands Ridge	HAULAGE	Email from MSC	Long grass on sides of Muscle Creek Road	Grass is to be slashed by MCC. A response was provided to MSC.
21-Jul-17	2:55 PM	20-Jul-17	6:15 PM	Muscle Creek	ODOUR	Email from EPA	Strong smell of sulphur	Ongoing mining operations and spontaneous combustion management activities. A response was provided to the EPA.