

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. Controls to minimise noise, such as use of the silent horn and operating dozers in first gear only, were discussed with night shift crew onsite. OCE used a hand held noise monitor to register sound levels onsite at several locations. Sound levels were within compliance limits. Environmental Superintendent followed up the complaint with the resident on the following Monday and no further actions were required.