

Muswellbrook Coal Company Limited (EPL No. 656)

PO Box 123 - Muswellbrook, NSW 2333

2021 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
10-Jan-21	8:10 AM	10-Jan-21	8:10 AM	Muswellbrook	ODOUR	Environmental Hotline - OCE responded	Spon Com Odour	Complainant called MCC about a strong smell. Heavy fog was noted to be present at the time of the complaint. Coal was being mined in S22 and transported to the ROM. The OCE inspected the mine boundaries and did not detect odours or smoke. OCE noted that the fog was lifting at the time of the inspection. OCE called complainant back to discuss spontaneous combustion control. Monitoring and capping of spontaneous combustion is ongoing.
07-Jun-21	9:37 AM	07-Jun-21	9:37 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	Spon Com Odour	Complainant called MCC about a strong sulphur smell and a visual haze. Material from Strip 24 was being transported to pit 2 rehab. Coal from Strip 23 was being processed and transported to the ROM. Water infusion sprays and water carts were conducting spontaneous combustion management. The OCE inspected the effectiveness of infusion sprays on Strip 23 and the ROM stockpile for hot coal. Complainant noted that they did not require a call back. No further action was taken.
11-Jun-21	7:12 PM	11-Jun-21	7:12 PM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	Spon Com Odour	Complainant called The Environmental Hotline regarding Spon Com odour. At the time of complaint, spon com fire on the edge of coal was being capped by clay. An access point for a water cart was established and spraying began at 11:00 PM. A review of clay sealing options was undertaken. OCE called complainant to discuss current and ongoing spon com management.
13-Jul-21	3:56 PM	13-Jul-21	3:56 PM	Woodlands Ridge	VISUAL	Environmental Hotline - OCE responded	Disaster that is going over there	Complainant called The Environmental Hotline regarding Spon Com visual. At the time of complaint, hot material was being moved to the ROM. A water cart was established on the ROM and sprayed until the hot material was processed. The OCE called complainant to discuss current and ongoing spon com management. The complainant was satisfied with the outcome.
30-Jul-21	1:41 PM	30-Jul-21	1:41 PM		DUST	Environmental Hotline - OCE responded	Excess amount of dust that has been happening the past few days	Complainant called the Environmental Hotline to report dust. Hot coal was being mined and processed at the time of complaint. Processing was stopped to remove the hot coal and the water carts were used to cool hot coal on the mining area and on the ROM. An infusion spray is to be set up in strip 23. Clay capping is being applied to hot spots in the mine. The caller did not want a return call.
05-Aug-21	8:47 PM	30-Jul-21	10:15 AM		ODOUR	Email from EPA	Smoke and odour believed to be associated with spontaneous combustion	The EPA advised via email that an anonymous complaint was made via the EPA hotline on 30 July 2021. Hot coal was being mined and processed at the time of complaint. A water cart was being used to cool the hot coal on the mining area and on the ROM.
20-Aug-21	7:13 AM	20-Aug-21	7:13 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	detecting sulphur smell at complainants house	Complainant called the Environmental Hotline to report a sulphur smell. Hot coal was being mined at the time of complaint. OCE inspected mine area to determine the origin of the odour. A water cart was used to cool hot spots.
22-Aug-21	7:05 AM	22-Aug-21	7:05 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	Being affected by a strong odour	Complainant called the Environmental Hotline to report a strong odour. Hot coal was being processed in the mine and the ROM at the time of complaint. OCE inspected mine area to determine the source of the odour. A water cart was dispatched in the mine and the ROM to cool hot spots.
29-Aug-21	6:55 AM	29-Aug-21	6:55 AM	Muscle Creek	ODOUR	Environmental Hotline - OCE responded	Sulphur	Complainant called the Environmental Hotline to report sulphur. Mining was being conducted at strip 23 and strip 24 at the time of complaint. A water cart was operating for dust suppression and cooling of hot spots. The OCE attempted to return the call to the complainant, but was not able to make contact.
07-Sep-21	1:09 PM	07-Sep-21	1:09 PM	McCully's Gap	BLAST	Direct call to MCC Office	Blast had shaken the house and windows	Complainant called the MCC office at 13:09 to ask if MCC had fired a blast minutes earlier, as their house and windows had shaken. A blast was fired in strip 24 at approximately 13:06pm. All of the blast monitoring results were below the EPL criteria. Vibration at the nearest monitor to the complainants location was recorded at 1.46mm/sec. The complainant did not want a return call.

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29-Sep-21	12:43 PM	29-Sep-21	12:05 PM	Muswellbrook	BLAST	Email from MSC	Shaking and vibration	Complainant contacted MSC to report shaking and vibration at approximately 12:05pm. A blast was fired in strip 24 at 12:05pm on 29 September. Vibration results from the monitoring network were below the EPL criteria and were provided to MSC via return email at 12:53pm on 29 September. With monitoring point B1 at 0.43mm/s, B2 at 0.33mm/s, B3 at 0.46mm/s and B4 at 0.81mm/s. MSC did not provide contact details for the complainant.
29-Sep-21	12:43 PM	29-Sep-21	12:05 PM	Muswellbrook	BLAST	Email from MSC	Shaking and vibration	Complainant contacted MSC to report shaking and vibration at approximately 12:05pm. A blast was fired in strip 24 at 12:05pm on 29 September. Vibration results from the monitoring network were below the EPL criteria and were provided to MSC via return email at 12:53pm on 29 September. With monitoring point B1 at 0.43mm/s, B2 at 0.33mm/s, B3 at 0.46mm/s and B4 at 0.81mm/s. MSC did not provide contact details for the complainant.
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