

21/01/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village (MSHV). A siren was heard and loud clanging noises from 5.40am Tuesday 28/01/20.	Email sent to complainant on 21/01/2020 acknowledging receipt of email. Complainant was advised that during an investigation of the complaint they were able to confirm that there were no emergency phone calls made, all Mantering Colliery plant was functioning and no faults evident, the VPPS conveyor did fault at the time reported and that all alarms at Mantering are all operating at minimum volumes (per Australian standards). The complainant was also advised that there is reason to think that this sound may be coming from Vales Point Power station and therefore forwarded the complaint on to them for investigation. Vales Point Power Station has reviewed the alarm levels on the conveyor route.
12/03/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village (MSHV). Clanging, humping and engine rapping could be heard between 12am - 7am, Tuesday 9/03/20, Wednesday 10/03/20 and Thursday 11/03/20	Email sent to complainant on 12/03/20 acknowledging receipt of email. Complainant was advised that stockpiling activities at Mantering have not occurred on any of these noted periods, and have been limited to day shift only (start at 7am). The complainant was also advised that attended noise monitoring was conducted on 17/2/20 while the loader stock pile was operating and during this period noise contributions satisfied the relevant noise limits.
18/03/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village (MSHV). Loud noises were heard at 2:55am.	Email sent to complainant on 20/03/20 acknowledging receipt of email. Complainant was advised that CHP operations were occurring at Mantering from well before the period mentioned by complainant to a little after 5am. The complainant was also advised that no coal stockpile or loader was operating overnight on 18/03/2020.
20/03/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village (MSHV). Loud thumping, engine noise and clanging was heard between 4.30am - 8.30am.	Email sent to complainant on 20/03/20 acknowledging receipt of email. Complainant was advised that Delta Coal were not conducting any CHP or coal stockpile activities overnight. The Vales Point conveyor last operated at 10:57am on 19/03/20 and the Mantering CHP was last operated at 6:42am on 19/03/20.
01/04/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village (MSHV). Continuous engine roaring could be heard from 2.55am on 1/04/2020.	Email sent to complainant on 1/04/2020 acknowledging receipt of email. The complainant was advised that the coal plant was operational during the time period. The real time noise monitor at MSHV showed directional levels well below the (night) noise limit L_{Aeq} of 43 dB detailed in the consent.
06/04/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village (MSHV) Loud, low, bass vibrating, stumping and clanging noises were heard between 1.24am - 7am on 6/04/2020.	Email sent to complainant on 27/04/20 acknowledging receipt of email. Complainant was advised that the loader was in use during this time period. The real time noise monitor at MSHV showed levels well below the (night) noise limit of L_{Aeq} 43 dB detailed in the consent.
19/04/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village (MSHV). Vibrating, knocking and thumping noises were heard around 3.30am on 19/04/2020.	Email sent to complainant on 22/04/20 acknowledging receipt of email. The complainant was advised that the real time noise monitor at MSHV showed levels well below the (night) noise limit of L_{Aeq} 43 dB detailed in the consent.

24/04/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village. Loud vibrating and buzzing was heard from 12am - 7am 24/04/2020.	Email sent to complainant on 27/04/20 acknowledging receipt of email. The complainant was advised that the loader was in use during this time period. The real time noise monitor MSHV showed levels well below the (night) noise limit of L_{Aeq} 43 dB detailed in the consent.
03/05/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village. Loud noise was heard from 2.46am 03/05/2020.	Email sent to complainant on 06/05/20 acknowledging receipt of email. The complainant was advised that the complaint was investigated and noise limits were below the consented limits during the time of the complaint.
05/05/2020	Complaint - Noise, Dust and Vibration	The EPA received a complaint from a resident in Macquarie Shores Retirement Village. Excessive noise and vibrations from Chain Valley Colliery.	An email was sent to the EPA on 6/05/2020 acknowledging receipt of email. The EPA was advised that complainant may have been referring to Mannering Colliery as it is Macquarie Shores Home Villages closest neighbour. Noise at Chain Valley Colliery has been dramatically reduced as there is no longer runs the ROM coal processing plant is no longer in operation and has drastically reduced stockpiling equipment. Minor levels of coal transport occurs during day shift only and directly between Chain Valley Colliery to Vales Point Power Station via internal access/haul roads. The EPA was also advised that monitoring of depositional dust is done routinely and has generally been within the limits, excluding vandals. There is also access to an onsite water cart and is used when required, it was not used on the day complaint was recorded because there had been rain on 5/5
28/05/2020	Complaint - Noise and Vibration	Complaint received from resident in Macquarie Shores Home Village. Knocking clanging, banging and alarms were reportedly heard between 4:30am and 5am. Complainant advised they had notified a CCC member to request to enclose and line the YE1 conveyor.	The complainant requested that a review of directional noise data and a summary of this data be tabulated and sent to him for review. A response was provided to the complainant by the Technical Services Manager providing a summary of site operations (Mannering Colliery plant and conveyors were operating normally without stoppages). Directional Noise logger data indicated that noise emissions from the direction of Mannering Colliery was not exceeding the consented noise limit value.

16/06/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village, noting engine and 'thumping' noises between 12:00pm and 7:00am. The complainant also requested a update regarding the decommissioning status of the rotary breaker on site.	The Delta Coal Technical Services Manager provided update to the complainant on the 22/06/2020 noting the Rotary Breaker was no longer in commission, providing photographs of the removal of the rotary breaker from the coal handling and preparation plant (CHPP).
26/06/2020	Complaint - Noise	Complaint Received from resident in Macquarie Shores Home Village (MSHV). Loud noises were heard within between 2am and 6am.	An email was sent to the complainant on 03/07/2020 acknowledging receipt of their complaint. The complainant was provided with data detailing unattended directional continuous noise monitoring undertaken by Delta Coal to identify noise sourcing from Mannering Colliery. The complainant was also provided data detailing meteorological conditions for the time of their complaint. The complainant was informed that for the period, meteorological conditions may have enhanced noise sourcing from Mannering Colliery received by MSHV, however Mannering Colliery was within night-time noise compliance limits imposed by the sites development consent (monitoring indicated Mannering Colliery's contribution to noise at the receiver was approximately 30dB while noise limits are 43dB).

02/07/2020	Complaint - Noise	Complaint Received from resident in Macquarie Shores Home Village. Loud noises were heard within between 12am and 10am.	An email was sent to the complainant on 03/07/2020 acknowledging receipt of their complaint. The complainant was provided with data detailing unattended directional continuous noise monitoring undertaken by Delta Coal to identify noise sourcing from Mannering Colliery. The complainant was also provided data detailing meteorological conditions for the time of their complaint. The complainant was informed that for the period, meteorological conditions would not propagate noise toward MSHV from Mannering Colliery and Mannering Colliery was within night-time noise compliance limits imposed by the sites development consent (monitoring indicated Mannering Colliery's contribution to noise at the receiver was between 0 to 30 dB while noise limits are 43dB).
06/07/2020	Complaint - Noise	Complaint Received from resident in Macquarie Shores Home Village. "Low frequency thumping noise" was heard from 11:30pm. The complainant questioned the status of noise mitigation works being undertaken at the site.	An email was sent to the complainant on 13 July 2020 acknowledging receipt of their complaint. The complainant was informed that the site was considered to be operating within consented noise limits based upon data continuous directional loggers. The complainant was provided updates on noise mitigation projects, indicating that they were nearing completion.
14/07/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village. "Low frequency engine type noise" was heard from 11:30pm. The complainant described eardrum soreness, impacts to mental health and sleep habits, suggesting the noise originated from the sites mine loader. The complainant questioned the status of noise mitigation works being undertaken at the site.	An email was sent to the complainant on 16 July 2020 acknowledging receipt of their complaint. The complainant was informed that the loaders at the site were not operational on 14/7 or 15/7 during the evening/night and that meteorological conditions for both evenings were less likely to propagate noise from mannering colliery toward MSHV. The complainant was informed that the rotary breaker had been decommissioned.
20/07/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village referencing vibrating, clanging and suspected loader noises from 8:45pm (19/7) until 9:00am (20/7).	Complaint responded to on the 23/07. The complainant was informed that the colliery had not had production between the 18/07 to the 21/07 due to a belt outage. Continuous directional noise logger data indicated Mannering Colliery's contribution to noise levels at the Macquarie Shores Home Village at the referenced time within the complaint was between 16 to 28 db(A) during the evening and night. The complainant was informed the loader at Mannering Colliery was operational.
04/08/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village referencing loud 'stumping, thumping and clanging noises' emitting from Mannering Colliery at 4:30am. The complainant requested a review of recorded noise, operational and meteorological data be undertaken for the period of 00:00-10:00am 04/08.	The complainant was responded to on 04/08 and was provided with requested review. The review indicated that the mine was not producing coal for the time period referenced and that no coal was moving from the stockpile to VPPS from 2:58am to 8:00am. CCTV footage indicated the mine loader was not operational for the period of the complaint until 8:30am. Continuous directional noise logger data for the early morning period (2:00-5:00am) was indicated an LAeq of 15 dB (A) adhering to the sites 42 dB(A) limit at the receptor.

21/08/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village referencing ticking and thumping at 3:15am	The complainant was provided a letter on the 28/08 following internal investigation for the complaints in the period of 21/08 - 28/08. Data was provided from Mannering Collierys directional noise monitor and meteorological station, as well as a summary of site activity. It is noted that for the 11 periods highlighted, the site was active with exception of 3 time periods, where no operations were occurring at Mannering Colliery, comprising greater than 25% of the complaint periods, suggesting the complainant is also impacted by noise sources other than Mannering Colliery. The review indicated that Manerriing Colliery noise emissions were below approved site limits during all periods of complaints based on directional noise data.
22/08/2020	Complaint - Noise	Complaint received from resident in Macquarie Shore Home Village referencing ticking, clanging, low-frequency banging at 4:00am, 10pm and 11:45pm.	
23/08/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village referencing ticking, clanging, low-frequency banging at 5:30am and 9:30pm.	
24/08/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village referencing ticking, clanging, low-frequency banging at 3:00am, 5:40am and 11:20pm.	
25/08/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village referencing ticking, clanging, low-frequency banging at 3:00am, 5:40am and 11:20pm.	
27/08/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village referencing "stamping and banging" at 2:40am.	
06/09/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village referencing 'banging and clanging' noises at 12:05am and 5:02am.	The complainant was provided with a letter on the 9/09/2020 following internal investigation for the complaint period. The report identified that Mannering Colliery CHPP and Drift Belt was operational at the time of the complaint. It was noted that directional noise data for the periods of the complaints indicated that site operations were within consented noise limits. It was noted that meteorological conditions were considered noise enhancing for Mannering Colliery noise.
12/09/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village citing "vibrating thump together with humping noise from VPPS" for periods 2:21am and 5:45am.	The complainant was provided with a letter on the 18/09/2020 following internal investigation for the complaints made within the period of 12th to the 20th September 2020. The colliery was noted to be operational, the a review of directional noise logger data installed at Macquarie Shores Home Village indicated the Manerriing Colliery was operating within consented noise limits.
13/09/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village citing "vibrating thump together with humping noise from VPPS" for period 4:30am.	

INCIDENTS AND COMPLAINTS REGISTER - 2020
MANNERING COLLIERY

14/09/2020	Complaint - Noise	Complaint received from resident in Macquarie Shores Home Village citing "vibrating thump together with humping noise from VPPS" for period 1:00am and 2:00	The complainant was provided with a letter on the 18/09/2020 following internal investigation for the complaints made within the period of 12th to the 20th September 2020. The colliery was noted to be operational, the a review of directional noise logger data installed at Macquarie Shores Home Village indicated the Manenring Colliery was operating within consented noise limits.
14/09/2020	Complaint - Noise	Compalint received from resident in macquarie Shores Home Village citing audible machinery and humming noises. Complainant requested information around Mannering Colliery noise reduction projects.	Complaint was responded to via e-mail informing them of recent noise reduction projects including decommissioning of the rotary breaker and enclosure of the Coal Handling Plant. The complainant was also informed regarding recent reviews of continuous noise loggers and attended nosie monitoring indicating the colliery was operating within consented noise limits.
19/09/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing "clanging and thumping" noise at 4:20am.	The complainant was provided with a letter on the 18/09/2020 following internal investigation for the complaints made within the period of 12th to the 20th September 2020. The colliery was noted to be operational, the a review of directional noise logger data installed at Macquarie Shores Home Village indicated the Manenring Colliery was operating within consented noise limits.
20/09/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village Citing "very bad thumping" for periods of 00:12am and 6:00am	The complainant was provided with a letter on the 18/09/2020 following internal investigation for the complaints made within the period of 12th to the 20th September 2020. The colliery was noted to be operational at 00:12am however was not producing or loading coal at or around 6:00am. A review of directional noise logger data installed at Macquarie Shores Home Village indicated the Manenring Colliery was operating within consented noise limits, when operational.
22/09/2020	Complaint - Noise	Complaint resieved from resident of Macquarie Shores Home Village citing "thumping, humping, and vibrating noises" at 3:50am.	The complainant was provided with a letter on the 2nd October 2020 following internal investigation for complaints made within the period of 22nd - 28th September 2020. The colliery was noted to be operational during all periods of complaints. The review of directional noise logger data, attended noise monitoring results and meteorogical conditions indicate that the colliery was satisfying consented noise limits (Project Approval MP06_0311). It was noted on the 26th September at 6:15am, noise limits did not apply to Mannering Colliery due to wind speeds greater then 3m/s.
23/09/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing "thumping and clanging conveyor noise" at 4:00am.	
23/09/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing "banging, thumping and clanging noises" between 10:15pm and 12:00am	
25/09/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing "thumping, banging and thumping" at 2:20am and 6:25am.	
26/09/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing loud thumping and banging noises at 6:15am.	
27/09/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing loud thumping and banging noises at 1:30am and 5:30am.	
28/09/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing "clanging and thumping" noise at 4:40am	
28/10/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing engine and conveyor noise from 5am.	

INCIDENTS AND COMPLAINTS REGISTER - 2020
MANNERING COLLIERY

07/11/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing low-bass buzzing loader noise, vibrating and thumping noise 1:00-2:07am	The complaint was acknowledged to the complainant via e-mail on the 9/11/2020. A letter report was issued to the complainant on the 18/11/2020 detailing the results of unattended noise monitoring during the periods of the complaints as well as meteoerological monitoring.
12/11/2020	Complaint - Noise	Complaint received from resident of Macquarie Shores Home Village citing loud 'thumping' banging and vibrating from 1:00am.	The complaint was acknowledged to the complainant via e-mail on the 13/11/2020. A letter report was issued to the complainant on the 18/11/2020 detailing the results of unattended noise monitoring during the periods of the complaints as well as meteoerological monitoring.
23/11/2020	Complaint - Noise	<p>A complaint was received from a resident of Macquarie Shores Home Village at approximately 11:06am via txt to the Environmental Compliance Coordinator, noting that the noise they could hear occurring at 3:00am that evening was occurring at the current time.</p> <p>The complainant also submitted a complaint citing "a loud thumping noise that was vibrating in nature could be heard from Mannering Colliery at 3:15am 23/11/2020.</p>	<p>The Environmental Compliance Coordinator attended Mannering Colliery at to confirm production was occurring as per normal and there were no noisy defects at 11:15am (23/11/2020), noise did not appear unusual at the colliery.</p> <p>With no change in production rates at MC, the Environmental Compliance Coordinator attended Macquarie Shores Home Village, no noise was audible from Mannering Colliery at the time. The complainant was contacted to ask if the reported noise was still occurring, however the complainant reported it had ceased, assuming production at the colliery had ceased. Throughout the period of 11:00am to 12:00pm there were no considerable changes to attended noise monitoring records and production records.</p> <p>A letter report was issued to the complainant on the 14/12/2020 detailing the results of unattended noise monitoring during the periods of the complaints as well as meteoerological monitoring.</p>
07/12/2020	Complaint - Noise	A Complaint was received from a resident of Macquarie Shores Home Village, via text message to the Environmental Compliance Coordinators mobile number. The complaint stated "thumping noise could be heard and has been very bad this monrning from 6:30am. Can you please check directional noise logger".	<p>A review of the site data detailing site production and trends indicated that production of coal at Mannering Colliery had ceased at 4:30am on the morning of the 7th November 2020, and the following noise producing activities were NOT functional at the time specifeid in the complaint:</p> <ul style="list-style-type: none"> * conveyor belts operated by Delta Coal were operational, including the primary drift belt * The Coal Handling and Processing Plant * The Mannering Colliery Coal Stockpile Loader <p>There have been no other identified sources of noise from Mannering Colliery audible at Macquarie</p>
22/12/2020	Complaint - Noise	A complaint was received from a resident of Macquarie Shores Home Village noting "loud thumping and vibrating noises from 5:00am, Can you please check if the noises were from Manenring Colliery."	<p>The complainant was acknowledged upon receipt of their email, that a formal response would be provided. On the 01/02/2021 Delta Coal provided the complainant with a formal response detailing site operations, site consented noise limits, directional noise logger data and meteorological conditions for the times specified in the complaint.</p> <p>Investigation identified that between 5:00am and 7:00am on the 22/12/2020 Mannering Collierys primary noise sources (Drift Belts, Coal handling and preperation plant and rubber tyred loader) were not operational. Directional noise data indicated the sites noise contribution was significantly below development consent limits.</p>
23/12/2020	Complaint - Noise	A complaint was received from a resident of Macquarie Shores Home Village noting "from 5:00am thumping, banging and clanging coming from Mannering end"	<p>The complainant was acknowledged upon receipt of their email, that a formal response would be provided. On the 01/02/2021 Delta Coal provided the complainant with a formal response detailing site operations, site consented noise limits, directional noise logger data and meteorological conditions for the times specified in the complaint.</p> <p>Investigation identified that between 5:00am and 7:00am on the 23/12/2020 production was occurring at Mannering Colliery with the drift belts and coal handling and preperation plant operational. Directional noise logger data indicated Mannering Colliery was operating within consented noise limits by a significant margin.</p>