

Date	Nature of Complaint/Incident	Complaint/Incident Details	Action Taken
26/01/2019	Complaint - Noise	Text message noise complaint. Asked if the mine was doing anything different. Explained noise was very loud from 3am and again at 8.15am.	No abnormal activities occurring. Production constant all night. Noted that the loader has started working at 8.30am. Complainant explained that the noise was noticeable from the loader as engine noise but it was a lot quieter than previously.
30/01/2019	Complaint - Noise	Text message noise complaint. Explained that he could hear loud engine noises at 7.45am. He suspects it to be the loader.	CPP operator spoke with complainant and worked with the resident to turn various pieces of plant on and off to determine the source of the noise. LakeCoal's E&C Coordinator contacted the complainant at 10.30am on 12/2/19 to further understand the nature of the complaint and provide an update on the investigation findings.
12/02/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Complainant advised of loud buzzing noises starting at 12.10am to the morning	Follow up meeting with complainant by LakeCoal. Investigated the complaint further in consultation with the resident.
13/02/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Complainant advised of woken by loader noise at 2:30am.	Followed up with email. No loader operations at that time of morning.
18/02/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Complainant advised of baffling buzzing and stamping noises at 4:30am.	Followed up with email. Normal operations, no loader operations at that time of morning.
21/02/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Complainant advised of baffling buzzing and stamping noises at 5:40am.	Followed up with email. Normal operations, no loader operations at that time of morning.

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22/02/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Complainant advised of clanging noise from Mannering and the power station. Saw a light from the Colliery.	Followed up with email. Normal operations.
26/02/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Complainant advised of buzzing, clanging noise from Mannering and Power station from 2am till 6:40am. Also saw a light at the Colliery.	Followed up with email. No coal plant or loader running at that time in the morning.
27/02/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Complainant advised of being woken at 5:15am.	Followed up with email. No coal plant or loader running at that time in the morning.
28/02/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Complainant advised of sleep disturbance still prevailing at 4:00am.	Followed up with email. No coal plant or loader running at that time in the morning. Visited complainant for face to face meeting.
09/03/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Woken by loader machinery noises at 5:02am	No loader running at that time in the morning.
11/03/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Woken by loader machinery noises at 5:00am.	No loader running at that time in the morning.

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12/03/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Sleep disturbance at 11:40 pm. Loader and clang noise.	No loader running at that time during the night.
17/03/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Sleep disturbance at 1:05 am. Banging and clanging noises.	Real-time, unattended noise logger installed by Delta Electricity to detect noises and report to Dept. of Planning - Compliance.
18/03/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Sleep disturbance at 10:48 pm. Banging and clanging noises.	Real-time, unattended noise logger installed by Delta Electricity to detect noises and report to Dept. of Planning - Compliance.
02/04/2019	Incident - TSS Exceedance	TSS exceedance at Point 1 occurring 2 April 2019	The EPA was notified immediately after receiving lab results confirming that a TSS exceedance had occurred on the 2nd April. Notification was made via the EPA environment line on the 5th April.
21/03/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village regarding noise impacts on local community.	Following process with Dept. of Planning Compliance. Site inspection undertaken and noise logger installed. Noise mitigation works report and attended monitoring report sent to the Dept. of Planning - Compliance.
25/04/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Sleep disturbance 11:26 PM.	Following investigation process with Dept. of Planning - Compliance.
26/04/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Sleep disturbance 11:26 PM.	Following investigation process with Dept. of Planning - Compliance.

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12/06/2019	Complaint - Noise	Complaint received from residents in Macquarie Shores Retirement Villiage. Sleep disturbance between 12 and 7 AM. Residents requested to be provided with ear plugs.	Following investigation process with Dept. of Planning - Compliance. Ear plugs were provided to residents.
20/06/2019	Complaint - Noise	Complaint receieved from residents in Macquarie Shores Retirement Villiage. Sleep disturbance 12 am and 7 am.	Technical Services alerted Mannering Colliery Production Supervisors and Control Room of current coal processing times and requested to minimise running Mannering Colliery outside of night time hours where possible.
04/07/2019	Complaint - Noise and Dust	Group complaint listing receieved from the manager of Macquarie Shores Retirement Village. Complainants were individually contacted to understand their concerns/major issues.	Residents were followed up with a phone call and main concerns were recorded. Residents were advised of the noise compliance monitoring and reporting process and noise mitigation works conducted and proposed. Manager was later contacted to let him know of the outcome of phone calls.
04/07/2019	Complaint - Noise and Dust	Resident was contacted - the main concern was the noise impacts paticularly at 10pm. Can hear loud alarms, rumbling noises. Also reported having black dust on cars and windows.	Residents were followed up with a phone call and main concerns were recorded. Residents were advised of the noise compliance monitoring and reporting process and noise mitigation works conducted and proposed.
04/07/2019	Complaint - Noise and Dust	Resident was contacted - Complainant mentioned that they were not personally affected but the complaint is regarding the power station which sometimes sounds like a jet plane going over and reports of dust in the air from the ash dam.	Residents were followed up with a phone call and main concerns were recorded. Residents were advised of the noise compliance monitoring and reporting process and noise mitigation works conducted and proposed.
04/07/2019	Complaint - Noise	Resident was contacted - Complainants main concern was the increase in noise during night time in the last 3-6months.	Residents were followed up with a phone call and main concerns were recorded. Residents were advised of the noise compliance monitoring and reporting process and noise mitigation works conducted and proposed.

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04/07/2019	Complaint - Noise and Dust	Resident was contacted - Complainants main concern was dust impacts on the community in particular the air quality to childrens health. Also reported sleep disturbance cause by loud noises.	Residents were followed up with a phone call and main concerns were recorded. Residents were advised of the monitoring of the Noise Compliance monitoring and reporting process and noise mitigation works conducted and proposed.
04/07/2019	Complaint - Noise and Vibration	Resident was contacted - Complainants main concern was the loud noises and vibrating/shaking at night. Has been woken up by house shaking and vibrating.	Residents were followed up with a phone call and main concerns were recorded. Residents were advised of the monitoring of the Noise Compliance monitoring and reporting process and noise mitigation works conducted and proposed.
04/07/2019	Complaint - Unknown	Unknown	Complainant could not be contacted via telephone, message left.
04/07/2019	Complaint - Unknown	Unknown	Complainant could not be contacted via telephone, message left.
04/07/2019	Complaint - Unknown	Unknown	Complainant could not be contacted via telephone message left.
15/07/2019	Complaint - Noise	Sleep disturbance noises are still prevailing and have been bad particularly between midnight and 7 am in the morning and during the weekend.	Following investigation process with Dept. of Planning - Compliance. Resident was advised of the noise monitoring and reporting process and noise mitigation works conducted and proposed.
18/07/2019	Complaint - Noise	Complaint received from residents in Macquarie Shores Retirement Village. Unbearable banging, clanging and thumping caused sleep disturbance between 12 am and 7 am.	Site inspection was conducted immediately after receiving complaint to check operations at Mannering Colliery. The coal processing plant or loader were not running at the time of complaint or at all during that day. A site inspection was also carried out at Macquarie Shores Retirement Villiage, where no audible noise could be heard from either Mannering Colliery or Vales Point Power station. Complainant's residence was visited but complainant did not respond.
19/07/2019	Complaint - Noise and Vibration	Complaint received from resident in Macquarie Shores Retirement Village, regarding noise and vibrations and also reported via the EPA Officer.	Informed the EPA on current DPIE Noise Compliance Report process, to help the EPA to inform the redacted name of the complainant.

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22/07/2019	Complaint - Noise and Vibration	Complaint received from resident in Macquarie Shores Retirement Village. Noise vibrating through windows during 10 pm 19/7/2019 till Monday 22/7/2019. Loud clanging, buzzing, machinery, roaring from turbines etc, heard 24/7.	Visual amenity assessment survey conducted at 3:30am on morning of complaint. No audible noise heard emanating from Mannering Colliery at this time.
11/08/2019	Complaint - Noise	Complaint received from resident Macquarie Shores Retirement Village. Loud clanging, thumping, stumping, tapping, engine and coal turbine roaring and buzzing have become worse and unbearable.	Resident was advised of the noise monitoring and reporting process and noise mitigation works conducted and proposed. Complainant was also advised that an unattended noise logger has been installed with results reported to Dept. of Planning on completion of study.
13/08/2019	Complaint - Noise and Vibration	Complaint received from resident in Macquarie Shores Retirement Village. Loud vibrating sounds including thumping, stumping and machinery noises between 1am - 4:55am. Bubblings noises were heard at 5:23am.	Resident was advised of the noise monitoring and reporting process and noise mitigation works conducted and proposed. Complainant was also advised that an unattended noise logger has been installed with results reported to Dept. of Planning on completion of study.
26/08/2019	Complaint - Dust	Complaint received via EPA representative. Dust issue at Delta Coal Mannering Colliery in relation to EPL 191. Complainant said that water trucks are not being used in recent months and the dust is increasingly affecting residents nearby.	Investigation was undertaken and email response to the allegation provided to the NSW EPA officer. The response outlined the current dust reduction measures that are in place including: a street sweeper for sealed roads, dust suppression spray used in the coal handling plant, coal conveyors are covered, use of sprinklers when needed in the car park of CVC to minimise airborne dust. The EPA officer was also informed of further upcoming dust reduction measures, including an application of dust suppressant chemical for site unsealed roads which is organised for the following week and also the use of a contracted water cart while a replacement cart is being sourced by Delta Coal. Ongoing monthly depositional dust gauge monitoring results are in compliance with the limits.

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05/09/2019	Complaint - Noise	Complaint recieved from resident in Macquarie Shores Retirement Village. Noise noted between night time and 7am from 4/09/19 and 5/09/19.	Resident previously advised of the noise monitoring and reporting process and noise mitigation works conducted and proposed. Delta Coal representative spoke to complainant on 6/09/19 to further understand nature of complaint. Further investigations were being undertaken. Checked Mannering Colliery operations and no CHP or loader operation between 11.30pm 3/9/19 and 6.30am 5/9/19. Ongoing communication.
09/09/2019	Complaint - Noise	Complaint recieved from resident in Macquarie Shores Retirement Village. Noise noted: Saturday 7/9/2019 5.33 am, Sunday 8/9/2019 10.24 pm and 9/9/2019 between 1.00 am and 7 am particularly 4.33 am the noises had been exceptionally loud. Vibrating thumping noises, conveyor belt noises and roaring engine. On Sunday a siren was noted.	Resident previously advised of the noise monitoring and reporting process and noise mitigation works, ongoing communication.
11/09/2019	Complaint - Noise	Noises (banging, thumping, conveyor belt and loud roaring loader engine) were exceptionally loud from 4.25 am 11/9/2019.	Resident previously advised of the noise monitoring and reporting process and noise mitigation works, ongoing communication.
18/09/2019	Incident - TSS Exceedance	TSS exceedance at Point 1 occuring 18 September 2019 during a significant rainfall event.	The EPA was notified immediately after receiving lab results on 20 September confirming that a TSS exceedance had occurred on 18 September. A self reporting notification was made to EPA and DPIE Compliance via phone and email on 20 September with an incident report submitted on 23 September.
26/09/2019	Complaint - Noise	Complaint received via email from resident in Macquarie Shores Retirement Village. Noise noted between 12am and 7am, and in particular from 6am.	Resident was advised that the MC coal handling plant did not operate from 5:25pm on 25 September until 6:50am on 26 September 2019. Surface operations at MC during the nominated period were limited to a single person on the surface undertaking cleaning activities (hosing down and shovelling). A start-up alarm would have sounded at 6:50am on 26 September to warn personnel of the start-up of the plant as part of the commencement of operations.

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07/10/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Noise noted between 12am and 6am on 7/10/19. Intermittent low pitch thumping, buzzing and low pitch bass clanging noises could be heard.	Email sent to complainant acknowledging receipt of email. Operations to be reviewed.
09/10/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village in relation to sleep disturbance. Noise noted at 4.20am on 9/10/19. Clang, thumping, buzzing and stumping vibrating noises could be heard.	Email sent to complainant on 11/10/19 acknowledging receipt of email. Complainant advised that the CHPP was operating continuously during the complaint period, and no irregularities were noted. In addition, the loader is not operated at night. Further discussions to take place during upcoming community meeting.
21/10/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Noise noted between from 4am on 19/10/19 and 20/10/19 and from 6.20am on 21/10/19.	Email sent to complainant on 23/10/19 acknowledging receipt of email. Complainant advised that the CHPP was operating continuously during the complaint period, and no irregularities were noted at this time or during regular maintenance. Further discussions to take place during upcoming community meeting.
28/10/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Noise noted between 3am and 4am on 28/10/19.	Email sent to complainant on 29/10/19 acknowledging receipt of email. Complainant was advised that the CHPP was operating during the complaint period, but no abnormal sounds were noted during an inspection undertaken by DC staff on 29/10/19. Data from continuous noise monitor to be reviewed. Further feedback to be provided if additional information comes to light. Further discussions to take place during upcoming community meeting.
04/11/2019	Incident - pH Exceedance	Exceedance of pH was recorded at LDP01 point.	The water quality was tested again for pH on 08/11/2019 and results were within the pH limit.

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19/11/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Banging noises noted intermittently from 11.30pm on 18/11/19 to 2.30am 19/11/19.	Email sent to complainant on 26/11/19 acknowledging receipt of emails. Complainant was advised that the monitoring data during this period was reviewed, operations were continuous during this period and the loader operator at Mannering Colliery was not in operation at Mannering Colliery during this time period. The complainant was also advised that the DPIE had accepted Delta Coals Noise Management Plan.
04/12/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Loud noises (knocking and clanging) between 11:30pm 3/12 until the morning 4/12. Complainant also requested an update on the 24hr unattended noise logger.	Email sent to complainant on 11/12/19 acknowledging receipt of emails. Complainant was advised that the monitoring data during this period was reviewed, Mannering CHP was operational, with no loader activities during this period. The Complainant was also advised that feedback from EMM was sought and provided noise monitoring results from the week prior which stated "site noise was inaudible at all locations during the evening and night measurements". The complainant was advised that deltacoal are working to achieve the continuous noise monitoring at macquarie shores, in line with the commitments addressed in the most recent Noise Management plan for Mannering Colliery.
16/12/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Loud noises (humming, buzzing, Clanging) were heard between Sunday 15/12 to Monday 16/12. The noises between 12am and 7am on 16/12 were the worst.	Follow up phone call received from complainant on 16/12/19. Complainants observations and concerns were discussed.

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30/12/2019	Complaint - Noise	Complaint received from resident in Macquarie Shores Retirement Village. Dumping and clanging noise from midnight and particularly 1.25 am Sunday 29/12/2019. Between midnight and 7am in the morning is of primary concern.	Email sent to complainant on 6/1/2020 acknowledging receipt of email. Complainant was advised that production ceased prior to 7am on the 24th December, with CHP operations ceasing by 1pm 24th December. No production or CHP operations have occurred since this point. Activities have been limited to maintenance works during daylight hours only.