

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 Mannering Colliery plant was functioning and no faults evident, the VPPS conveyor did fault at the time reported and that all alarms at Mannering 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 Mannering 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 Mannering 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 Mannerling 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

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, thumbing 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.