

Date	Nature of Complaint / Incident	Complaint / Incident	Action Taken
12/02/2021	Complaint - Noise	Resident of Macquarie Shores Home Village (MSHV) emailed a complaint to the Delta Coal Environmental Compliance Coordinator (ECC) on the 12th February 2021, indicating "exceptionally loud vibrating and thumping noise suddenly came back from 3:27am 12/2/2021".	There were no notable changes in Delta Coal operations or plant during the complaint period. The complaint was acknowledged to the complainant. The complainant was provided with a graphical representation of the data captured by the directional noise logger installed at Macquarie Shores Home Village, from which analysis indicated that Manning Colliery (MC) was operating within consented noise limits during the complaint period. Attended noise monitoring was undertaken on the evening of the 12/2/2021 during similar meteorological and operational conditions.
26/02/2021	Complaint - Noise	Resident of MSHV emailed through a complaint to the ECC on the 26th February 2021, indicating "at 6:30am the noise level was just unbearable. We could hear vibrating thumb and clan noises emitting from overland conveyor presumably the YE1 whilst transporting coal to your sister company VPPS".	<p>An e-mail response was provided to the complainant on the 26th February 2021 which detailed the following:</p> <ul style="list-style-type: none"> <li>* Review of noise logger data provided, results indicate compliance (significantly under consented levels);</li> <li>* The YE1 conveyor was unlikely to be the source of noise at MSHV based upon a review of attended noise monitoring results conducted over the last 12 months and discussions with our noise consultant, having not previously identified the YE1/YE2 system as a source of industrial noise at MSHV;</li> <li>* The drift belt was initiated at 6:30am, this was likely the cause of noise observed at MSHV from MC, it was noted that MC cannot feasibly commit to being inaudible at all times at MSHV;</li> <li>* The complainant was provided with a summary of noise reduction works undertaken at MC within the 2020 period.</li> </ul>
05/03/2021	Complaint - Noise	Resident of MSHV emailed a complaint to the Delta Coal ECC on the 5th March 2020, describing "loud vibrating thumb and clang noises have been waking us up". The complainant requested a graphical analysis be provided from the Delta Coal directional noise logger installed at MSHV.	The complaint was acknowledged to the complainant following receipt of the complaint. On the 22nd March a formal response was provided to the complainant detailing the operations of MC during the complaint period and the results of the directional noise logger. It was noted that during the specified complaint period coal was being transported from underground via the MC drift belt and Coal Handling and Preparation Plant, however the MSHV directional logger all pass and low pass data was significantly below the consented MC noise limits, indicating that the site was likely operating in compliance with consented noise limits.
21/03/2021	Incident - Volumetric Discharge Exceedance	Exceedance of volumetric discharge limit at LDP1. A total of 4,134 kL was discharged exceeding the EPL 191 limit of 4,000 kL.	Condition L3.2 of EPL 191 stipulates that "Exceedance of the volume limit for Point 1 (LDP1) is permitted only if the discharge from Point 1 occurs solely as a result of rainfall at the premises exceeding 10mm during the 24 hours immediately prior to the commencement of discharge". Mine dewatering at MC had ceased on the 18/03/2021, with the exceedance occurring on the 21/03/2021. The exceedance was reported to the EPA, DPIE and Resources Regulator even though being considered permitted under EPL 191.
24/03/2021	Complaint - Noise	Resident of MSHV emailed a complaint to the Delta Coal ECC on the 24th March 2021 describing "loud thumping and vibrating noise".	The complaint was acknowledged and provided with a graphical representation of the directional data logger for the complaint period. The directional logger data indicated that the low-frequency noise sourcing from the direction of MC was around 30 dB(A), based on this data it was considered likely that the site was operating within consented noise limits.



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25/03/2021	Complaint - Noise	The DPIE contacted the Delta Coal ECC on the 25th of March regarding a noise complaint received from a resident of Macquarie Shores Home Village for the period of 12:00am to 9:00am and requested to review the data from the directional noise logger, noting it is not a tool to measure compliance however can be used for indicitive purposes.	A response was provided to the DPIE on the 1st April 2021 which outlined the following: * Attended noise monitoring was undertaken at MSHV on the 25th March 2021 at 2:00am and noted the site was compliant with consented noise levels; * Directional noise monitoring recorded similar levels to attended noise monitoring, indicating compliance with consented noise limits for MC