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Good Evening

This is the sixth in a series of 8 e-mails for the Wylfa Newydd DCO Examination Deadline 3 deliverables.

The list below provides a complete list of all documents attached to this e-mail and we will also be delivering 2x USB pen drives containing all of our Deadline 3 submission to your offices at 10:00 tomorrow (Tuesday 18th December).

- 50 Local Noise Mitigation Strategy (Companion Guide).pdf

Kind Regards

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Wylfa Newydd Project

Local Noise Mitigation Strategy (Companion Guide)

PINS Reference Number: EN010007

18 December 2018

Revision 1.0

Examination Deadline 3

Planning Act 2008

Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009

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1 Executive Summary

- 1.1.1 Horizon is proposing to construct and operate a new nuclear power station, known as Wylfa Newydd, on land adjacent to the former Magnox nuclear power station on the north coast of Anglesey. This will inevitably give rise to environmental effects, one of which is noise.
- 1.1.2 Whilst a range of embedded, good practice and additional mitigation measures are proposed to control noise, there remains the potential for residual adverse noise effects at some existing buildings.
- 1.1.3 In response, Horizon has developed a voluntary Local Noise Mitigation Strategy ("LNMS") through which noise insulation and related measures will be provided to qualifying buildings within the vicinity of the Wylfa Newydd Development Area ("WNDA") and along road transport access routes.
- 1.1.4 Horizon's LNMS is contained within section 8 of the Wylfa Newydd Code of Construction Practice ("CoCP") [REP2-031] and is expected to be secured under Requirements within the draft DCO [REP2-020]. This LNMS Companion Guide has been written as an explanatory guide to the LNMS, setting out practical aspects of its implementation. This document does not form part of the Development Consent Order ("DCO") application and is provided for information only. The intention is that it will be a 'live' document so it can be updated throughout implementation in response to questions raised by applicants and the local community.
- 1.1.5 Section 2 briefly recaps on the background to the LNMS, and its evolution. The LNMS has been known by other names and this section is also intended to reduce any confusion that may result from this.
- 1.1.6 Section 3 is a Q&A style chapter providing further information on how the LNMS is expected to work, including:
 - Available mitigation measures (section 3.1).
 - Eligibility criteria for buildings, and other applicability criteria for LNMS measures (section 3.2) (as secured in the Wylfa Newydd CoCP).
 - The LNMS process (section 3.3).
 - Other questions (section 3.4).

2 Introduction

2.1 Overview of the Wylfa Newydd DCO Project

- 2.1.1 Horizon is proposing to construct and operate a new nuclear power station, known as Wylfa Newydd, on land adjacent to the former Magnox nuclear power station on the north coast of Anglesey. The Power Station would deliver up to 3,100 megawatts (MW) of electricity, which is enough power for around five and a half million homes.
- 2.1.2 The WNDA is the area that would be used for construction and operation of the Power Station, Marine Works and other on-site development.

2.2 The need for noise mitigation

- 2.2.1 Construction of the Wylfa Newydd DCO Project will give rise to a range of different effects or impacts, including those relating to noise. In order to properly understand and manage all impacts, an Environmental Impact Assessment ("EIA") has been carried out to consider impacts that could be expected during construction, operation and eventual decommissioning of the Power Station. The key findings of the EIA are contained within a detailed Environmental Statement ("ES"), forming part of the application for the DCO. If granted, the DCO will combine with planning permissions and other necessary consents for the Wylfa Newydd Project.
- 2.2.2 Noise modelling work reported in the ES predicts that construction of the Wylfa Newydd DCO Project has the potential to cause significant effects at various locations, either close to the WNDA and/or as a result of construction traffic. The ES proposes a range of mitigation measures within the WNDA and the boundary of the associated A5025 Off-line Highway Improvement Works to reduce and control noise at source, such that noise effects are minimised. These combine a range of measures including design considerations, good practice and additional mitigation. These measures will be secured through the Wylfa Newydd CoCP [REP2-031].

2.3 The Local Noise Mitigation Strategy

- 2.3.1 Even after the above mitigation measures are taken into account, there is the potential for some residual noise effects which could adversely affect some existing buildings which are near the WNDA, or in close proximity to certain roads ('qualifying highways' – refer to section 2.7 below). In response to this, Horizon is committing to providing additional noise mitigation through the LNMS.
- 2.3.2 The purpose of the LNMS is to provide noise insulation measures for buildings which could be significantly adversely affected by noise during construction of the Wylfa Newydd DCO Project, and by project-related traffic on qualifying highways. The LNMS is being provided over and above all other mitigation measures relied upon in the ES and participation in the scheme is entirely at the discretion of the owners or occupiers of eligible buildings.

Note about vibration: The scope of the LNMS applies only for the effects of noise. For information on the control of vibration, refer to section 8.2 of the Wylfa Newydd CoCP [REP2-031].

2.4 Evolution of the LNMS

- 2.4.1 Offering additional, voluntary mitigation measures such as those included within the LNMS is not unusual for large-scale projects. For example, similar initiatives have been developed and implemented on projects of a similar scale such as Hinkley Point C, Crossrail, Thames Tideway and High Speed 2.
- 2.4.2 Each project has its own characteristics, even for projects of the same type. Factors such as location, scale, duration of construction and the phasing of works will all have a bearing on the mitigation proposals that are developed. The location and types of nearby buildings (and other noise sensitive receptors) will also vary from one project to another.
- 2.4.3 In developing the key principles of the LNMS, Horizon has considered the precedents set by other large projects, the project proposals, and local factors. Horizon has also undertaken two stages of consultation on the emerging LNMS. The first round of consultation was carried out in 2014 as part of an initial consultation on Horizon's Neighbourhood Support Scheme ("NSS"). At that time, the scheme was referred to as Disturbance Mitigation.
- 2.4.4 A second consultation on more developed proposals was carried out in 2016, in parallel with the Stage Two Pre-Application Consultation for the Wylfa Newydd DCO Project. This led to the LNMS being extended to include areas that would be significantly affected by additional road traffic noise.
- 2.4.5 Following submission of the DCO application, Horizon has reviewed the eligibility criteria and implementation processes for the LNMS. This review was triggered by comments received through the Statement of Common Ground process, relevant representations received in August 2018 on the DCO application and in light of potential Requests for Non-material Change.

2.5 Securing the LNMS within the planning process

- 2.5.1 The Wylfa Newydd CoCP¹ [REP2-031] sets out how construction activities will be managed and controlled in order to deliver the mitigation commitments for the Wylfa Newydd DCO Project.
- 2.5.2 The Wylfa Newydd CoCP forms part of the DCO application for the Wylfa Newydd DCO Project. It is expected to be secured under Requirement PW7 in the draft DCO [REP2-020] thereby forming a legally binding commitment. Horizon's LNMS is contained within Section 8.3 of the Wylfa Newydd CoCP.

¹ A number of Sub-CoCPs also exist to cater for specific locations, but these always cross refer back to the Overarching CoCP for the LNMS. Reference to 'CoCP' in this Companion Guide includes the Sub-CoCPs.

2.6 The Purpose of the LNMS Companion Guide

- 2.6.1 This Companion Guide serves only as an explanatory guide to the LNMS. Its purpose is to explain aspects of the LNMS, including the practical aspects of its implementation. It is not proposed to be a secured document, or part of the DCO application as the LNMS itself is ready secured within the Wylfa Newydd CoCP [REP2-031]. Horizon will keep this document under review so that it can be updated to respond to questions arising from the local community.

2.7 Definitions and abbreviations

- 2.7.1 A number of important definitions and abbreviations are used in the LNMS and throughout this document. These are listed in the tables below.

Table 2-1 Definitions

Term or Abbreviation	Definition
“acoustic fencing”	Means timber fencing of sufficient surface density, and without gaps, so that it acts as a noise barrier.
“application pack”	Means the pack of information sent out to owners or occupiers of potentially eligible buildings. It contains further information about the LNMS, details of how to apply and an application form (see section 3.3).
“bedroom”	Means a room originally intended for sleeping.
“LNMS applicant”	Means an owner or occupier (on behalf of an owner) who is in the process of applying for LNMS (see section 3.3).
“eligible building”	Means a building accepted by Horizon into the LNMS during the LNMS process (see section 3.2).
“eligible room”	Means a room within an eligible building which would benefit from LNMS measures delivered through the noise insulation package (i.e. a bedroom or living room) (see section 3.2).
“enhanced measures”	Means LNMS measures which may be applicable in certain situations to reduce noise in gardens and conservatories (see section 3.1).
“Horizon”	Means Horizon Nuclear Power Wylfa Ltd, its appointed representatives and contractors.
“living room”	Means sitting rooms, dining rooms, and kitchens with integrated living or dining areas.

Term or Abbreviation	Definition
“LNMS WNDA Construction Boundary Plan Area”	<p>Means the boundary drawn around the WNDA within which buildings would be eligible for noise insulation under the LNMS provided that the criteria related to ownership, lease length and use set out in the LNMS are satisfied.</p> <p>The LNMS WNDA Construction Boundary Plan appears as figure 8-1 in the Wylfa Newydd CoCP. It has been included for information in this LNMS Companion Guide as figure 3-3.</p>
“LNMS measures”	<p>Means the measures available under the LNMS, relating to noise insulation. These are divided into two categories:</p> <p>(1) a noise insulation package (for eligible rooms) and</p> <p>(2) enhanced measures (relating to gardens and conservatories) (see section 3.1).</p>
“noise insulation package”	<p>Means the package of LNMS measures available for qualifying doors and qualifying windows in eligible rooms (see section 3.1).</p>
“potentially eligible building”	<p>Means a building which meets the acoustic and building type eligibility criteria of the LNMS (see section 3.2). Owners or occupiers of potentially eligible buildings will be notified and provided with information to allow them to apply under the LNMS if they wish to do so.</p>
“qualifying door”	<p>Means an external door to an eligible room, directly affected by noise arising from the qualifying works or a qualifying highway.</p>
“qualifying highway”	<p>The section of the A5025 between Valley and Tregele, the section of the A5 between the junctions with the A5025 and the A55 North Wales Expressway, and minor roads to the Logistics Centre at Parc Cybi from junction 2 of the A55. This is shown in figure 8-2 in the Wylfa Newydd CoCP and has been included for information in this LNMS Companion Guide as figure 3-4.</p>
“qualifying window”	<p>Means an external window within an eligible room, directly affected by noise arising from the qualifying works or a qualifying highway.</p>

Term or Abbreviation	Definition
“qualifying works”	Means works which are predicted to exceed the noise thresholds for the LNMS at a particular location (such that the acoustic criteria is then met).
“Wylfa Newydd CoCP”	A document to set out and secure project-wide environmental requirements in accordance with the mitigation of construction activities relied on in the Environmental Statement, as well as construction commitments made through other assessment processes undertaken for the Wylfa Newydd Project. The Wylfa Newydd CoCP and accompanying sub-CoCPs will be submitted and approved as part of the DCO application for the Wylfa Newydd DCO Project.
“Wylfa Newydd DCO Project”	The elements of the Wylfa Newydd Project for which consent is being sought through the DCO comprising the construction and operation of the Power Station, other on-site development, the Marine Works, the Off-Site Power Station Facilities and the Associated Development
“Wylfa Newydd Development Area”	Means the area of land adjacent to the Existing Power Station where the Wylfa Newydd Power Station, other on-site developments and Marine Works would be located.

Table 2-2 Abbreviations

Abbreviation	Term
CoCP	Code of Construction Practice
DCO	Development Consent Order
EIA	Environmental Impact Assessment
ES	Environmental Statement
NSS	Neighbourhood Support Scheme
LNMS	Local Noise Mitigation Strategy
WNDA	Wylfa Newydd Development Area

3 Local Noise Mitigation for the Wylfa Newydd DCO Project

3.1 Mitigation

What mitigation is available under the LNMS?

- 3.1.1 A number of LNMS measures are available for eligible buildings (see also section 3.2 for information on eligibility). These fall into two categories:
- A '**noise insulation package**' contains measures to improve noise insulation in eligible rooms of eligible buildings. Its aim is to improve noise insulation for qualifying windows and doors whilst ensuring adequate ventilation. Solar blinds and blackout blinds are also available as part of this package.
 - Two '**enhanced measures**' may be offered where there is a need and scope to provide additional noise insulation for conservatories and/or gardens (see paragraphs 3.1.13-15 and 3.1.16-18)
- 3.1.2 Figure 3-1 illustrates which measures are contained within each of the two areas, and a more detailed description of each measure is provided in the sections that follow.
- 3.1.3 The practical feasibility of installing LNMS measures at an eligible building will be subject to a survey. During the survey, the surveyor will be able to provide further information and clarification. Additional conditions apply for the enhanced measures (see paragraphs 3.1.15 and 3.1.17). Horizon will remain available throughout the LNMS process to help with any queries.

Figure 3-1 The LNMS Mitigation Measures

LNMS mitigation measures (applicable for eligible buildings)	
'Noise Insulation Package' (for eligible rooms)	'Enhanced measures'
<ul style="list-style-type: none"> • Either secondary glazing (to fit existing windows); or • Standard double glazed replacement windows. • Additional (noise insulated) ventilation • Acoustic treatment for external doors • Internal solar blinds or blackout blinds <p><small>Note 1</small></p>	<ul style="list-style-type: none"> • Acoustic fencing • Noise insulation for conservatories

(See also paragraph 2.2.12 about applicability and conditions)

(Note 1: Blackout blinds are available for bedrooms - see paragraph 2.1.12)

What is secondary glazing?

- 3.1.4 Secondary glazing is where a separate pane of glass is installed typically 100 – 200mm inside the existing window (which remains in place). This can normally be opened for cleaning and ventilation.
- 3.1.5 Compared to double glazing, secondary glazing tends to be more effective at reducing noise. The noise reduction benefit tends to be greatest at the lower frequencies associated with construction activities and road traffic movements.

What is double glazing?

- 3.1.6 The double glazing option consists of two panes of glass, typically around 12-20mm apart in a sealed casing, which is installed to replace the existing window. Double glazing is designed to reduce thermal loss (keeping rooms warm) and to reduce noise.
- 3.1.7 If a LNMS applicant wishes to take up the offer of double glazing, they will be made aware that it may not perform as well as secondary glazing in reducing the noise levels associated with construction activities and road traffic movements. If double glazing is selected, it will not be possible for an occupier or owner to apply for secondary glazing at a later date.

What if I already have double glazing?

- 3.1.8 Typically, double glazing that is newer than ten years old will already provide good noise insulation. Horizon has a duty to the environment and won't replace double glazing which is considered to be in good condition. In such cases, an applicant wishing to achieve an even greater level of noise mitigation may wish to opt for secondary glazing. The suitability of existing glazing will be assessed during the survey stage (see paragraph 3.1.3).

What is additional (acoustic) ventilation?

- 3.1.9 Windows work best to control noise when they are kept closed. Acoustic ventilation will be offered where practicable, so that ventilation can be provided even when windows are closed. This will typically involve fixing a small electric ventilator fan in a housing mounted on the inside face of an external wall, and installing an air duct through the wall so that the fan can draw fresh air in from outside. The air duct and/or the internal housing containing the fan will be treated with acoustic material which reduces sound transferring from outside to inside.

What is the acoustic treatment for external doors ?

- 3.1.10 Where an eligible room includes a qualifying door, it may be possible to provide a secondary door or a replacement double glazed door to improve noise insulation. The practicality of such measures will be assessed on a case by case basis during the survey stage (see paragraph 3.1.3).

What are internal solar blinds?

- 3.1.11 Internal solar blinds are designed to help reduce the amount of heat within a room by reducing the transmittance of sunlight through windows. They are fitted close to the internal pane of a window (inside the eligible room), and are particularly useful in helping prevent rooms with south facing windows from becoming too warm when windows are closed.

What are blackout blinds?

- 3.1.12 If preferred, blackout blinds can be installed in bedrooms instead of solar blinds where there is line of sight to the WNDA. This option may be of interest to those at eligible buildings close to the main construction activities (i.e. those close to the WNDA) who are concerned about site and construction vehicle lighting. This type of blind is more effective at blocking light than a solar blind.

What is acoustic fencing?

- 3.1.13 The LNMS has been designed primarily to keep noise down in bedrooms and living rooms. However, there may be some situations in which a significant improvement can be achieved within a garden through the installation of a timber fence which is designed to reduce noise transmission from one side to the other.
- 3.1.14 This measure will not be effective in all cases, and it will only be offered where it is believed that real benefit would result.

Important notes about acoustic fencing

3.1.15 The provision of acoustic fencing to reduce noise in gardens will be made available on a case by case basis and will be subject to survey. It will only be applicable where there would be a clear benefit in reducing noise arising as a consequence of the Wylfa Newydd DCO Project. Relevant factors will include:

- Direction of the garden relative to the qualifying works
- Whether the fence obstructs the line of sight from the garden to the qualifying works
- Prevailing wind direction
- The presence, nature and condition of any existing fences or other structures which may act as noise barriers.

What is noise insulation for conservatories?

3.1.16 The LNMS has been designed primarily to reduce noise in bedrooms and living rooms. However, there may be some situations in which a conservatory forms an integral part of a home such that it will be regarded as part of a living room. In such situations, Horizon will explore whether there are any reasonable measures that would improve noise insulation. This will be subject to survey and to the conditions set out below.

Important notes about conservatory mitigation

3.1.17 The provision of noise insulation to existing conservatories will be made available on a case by case basis and will be subject to survey. It will only be applicable where there would be a clear benefit in reducing noise arising as a consequence of the Wylfa Newydd DCO Project. Relevant factors include:

- The conservatory must be outside of the eligible building but attached to and an integral part of it.
- The conservatory must be on an affected side of the building facing the qualifying works.
- The conservatory must presently act as part of an eligible room (i.e. living room or bedroom).
- Works will be limited to replacing existing glazing. Works will not be undertaken where significant modification or re-building works would be involved or where no obvious benefit would result from carrying out works (e.g. glazing less than 10 years and which is performing adequately).

- 3.1.18 The option for additional acoustic ventilation does not apply for conservatories.
- 3.1.19 It will be assumed that there will be no requirement for planning permission or building regulations approval. Where either is required, responsibility for acquiring them will fall to the owner/occupier and will be at their cost. Horizon may seek proof that the necessary planning or building regulations are in place (or not required) prior to agreeing to undertake works in a conservatory.

3.2 Eligibility and applicability

- 3.2.1 The following sections describe the criteria which can also be found in the Wylfa Newydd CoCP [REP2-031] by which buildings will be deemed eligible to benefit from LNMS measures. (Refer also to the eligibility schematic provided in figure 3-2).

Where does the LNMS apply?

- 3.2.2 The LNMS measures will be offered at buildings within the LNMS WNDA Construction Boundary Plan Area, or where noise due to the Wylfa Newydd DCO Project is predicted to exceed the noise insulation thresholds set out within the Wylfa Newydd CoCP [REP2-031]. This will be determined through Horizon's noise modelling work and specifically relates to noise caused by:
- Construction activities within the WNDA; and/or
 - Road traffic noise due to the Wylfa Newydd DCO Project.

- 3.2.3 Eligibility depends upon meeting the four criteria set out below.

What criteria are used to decide if a building is an eligible building?

- 3.2.4 Four criteria under the LNMS are used to decide whether a building will be an eligible building for which LNMS measures may then be available. These are:
- **Acoustic** - where a building is within the LNMS WNDA Construction Boundary Plan Area or noise levels are predicted to exceed LNMS noise thresholds.²
 - **Building type** - buildings must be residential properties, guest houses, Bed & Breakfast or hotels.
 - **Owner or long term leaseholder** - with 3 or more years remaining in the case of a lease.

² LNMS noise thresholds are contained in the LNMS which can be found within section 8.3 of the Wylfa Newydd CoCP.

- **Existing and lawfully occupied** - Buildings must have been existing buildings at the date the DCO is granted and are lawfully occupied (homeowner or tenant in the case of residential buildings and owner or leaseholder in the case of businesses providing overnight accommodation).
- 3.2.5 Horizon recognises that owners and occupiers of buildings closest to the WNDA stand to be affected by a combination of impacts as a result of the construction, not just the effects of noise. In recognition of this, buildings located within the LNMS WNDA Construction Boundary Plan (replicated in figure 2-3) will automatically qualify under the acoustic criterion (criterion 1).
- 3.2.6 Horizon will identify buildings that meet criteria 1) and 2), referring to these buildings as '**potentially eligible buildings**'. These criteria will be determined as follows:
- **Acoustic criteria**
 - Building located within the area outlined on the LNMS WNDA Construction Boundary Plan (Figure 8-1 of the Wylfa Newydd CoCP, replicated as figure 3-3 in this LNMS Companion Guide) See paragraph 3.2.5 above, or
 - Noise due to construction within the WNDA

Buildings where noise is predicted to exceed noise thresholds due to construction within the WNDA, or
 - Noise due to road traffic

Certain buildings are also likely to qualify due to road traffic related to the Wylfa Newydd DCO Project (e.g. along existing and new alignments of the A5025). These properties are likely to be in close proximity to the '**qualifying highways**' (Figure 8-2 of the Wylfa Newydd CoCP, replicated as figure 3-4 in this LNMS Companion Guide). Horizon will use further modelling and assessment work to identify buildings which meet the acoustic criteria within this area.
 - **Type of building:** Eligible buildings will be permanent structures within which people normally sleep overnight, i.e. residential buildings, guest houses, Bed & Breakfast or hotels. Non-permanent structures such as static caravans or houseboats will not be eligible for noise mitigation.

How will I know if I am the owner or occupier of an eligible building?

- 3.2.7 There is a two-step process. Firstly, Horizon will write to owners or occupiers of '**potentially eligible buildings**', letting them know that the building in question may be eligible for LNMS measures. Horizon will include an application pack with further information about the LNMS, including details of how to apply and an application form.

- 3.2.8 The owner or occupier can then decide whether or not to apply for LNMS measures. Where an application is submitted and is accepted by Horizon, the building will be referred to as an **‘eligible building’**. Details regarding the process once the application has been accepted is set out in section 3.3.

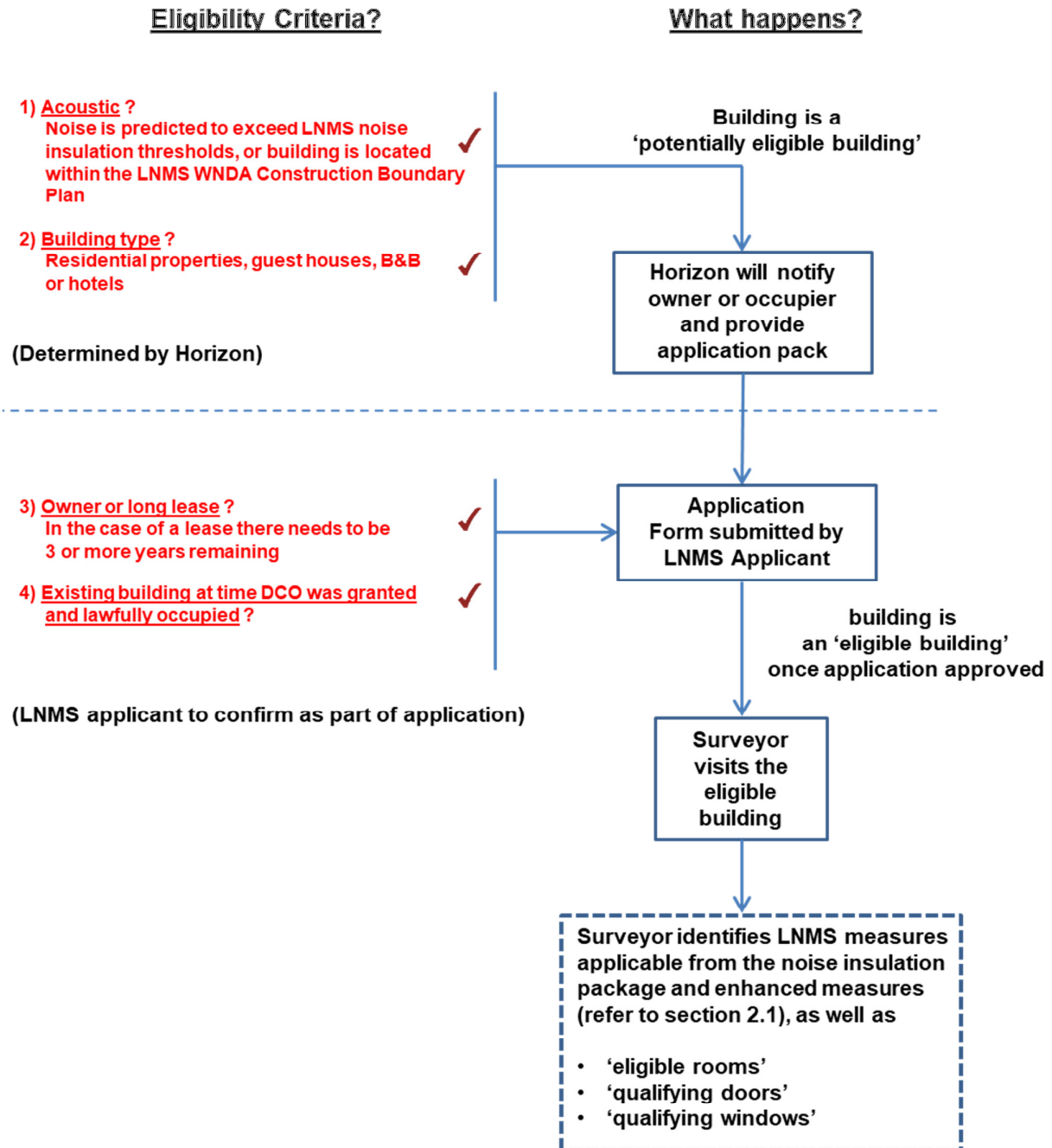
Which rooms, windows or doors of eligible buildings will be able to receive measures from the LNMS noise insulation package?

- 3.2.9 The LNMS noise insulation package will be available in **‘eligible rooms’**. These are bedrooms and living rooms within an eligible building. ‘Bedrooms’ shall be taken to mean rooms originally intended for sleeping. ‘Living rooms’ means sitting rooms, dining rooms, and kitchens with integrated living or dining areas.
- 3.2.10 Windows and doors which qualify for noise insulation within eligible rooms will be those which would be directly affected by construction related activity (e.g. facing the WNDA or road network). They are referred to as **‘qualifying windows’** and **‘qualifying doors’**.
- 3.2.11 Eligible rooms, qualifying windows and qualifying doors will be confirmed during a visit by a surveyor once an application has been received and approved.

Are there any conditions or limitations for LNMS measures?

- 3.2.12 The LNMS has been designed to provide a range of mitigation measures linked to noise insulation. Not all measures will be appropriate, able to be installed or relevant for all eligible buildings, and so certain limitations may apply. The feasibility and applicability of the various measures will be discussed and agreed with the LNMS Applicant when the surveyor visits an eligible building. (See also notes on conditions for acoustic fences and conservatories in paragraphs 3.1.15 and 3.1.17 respectively).

Figure 3-2 Eligibility Schematic



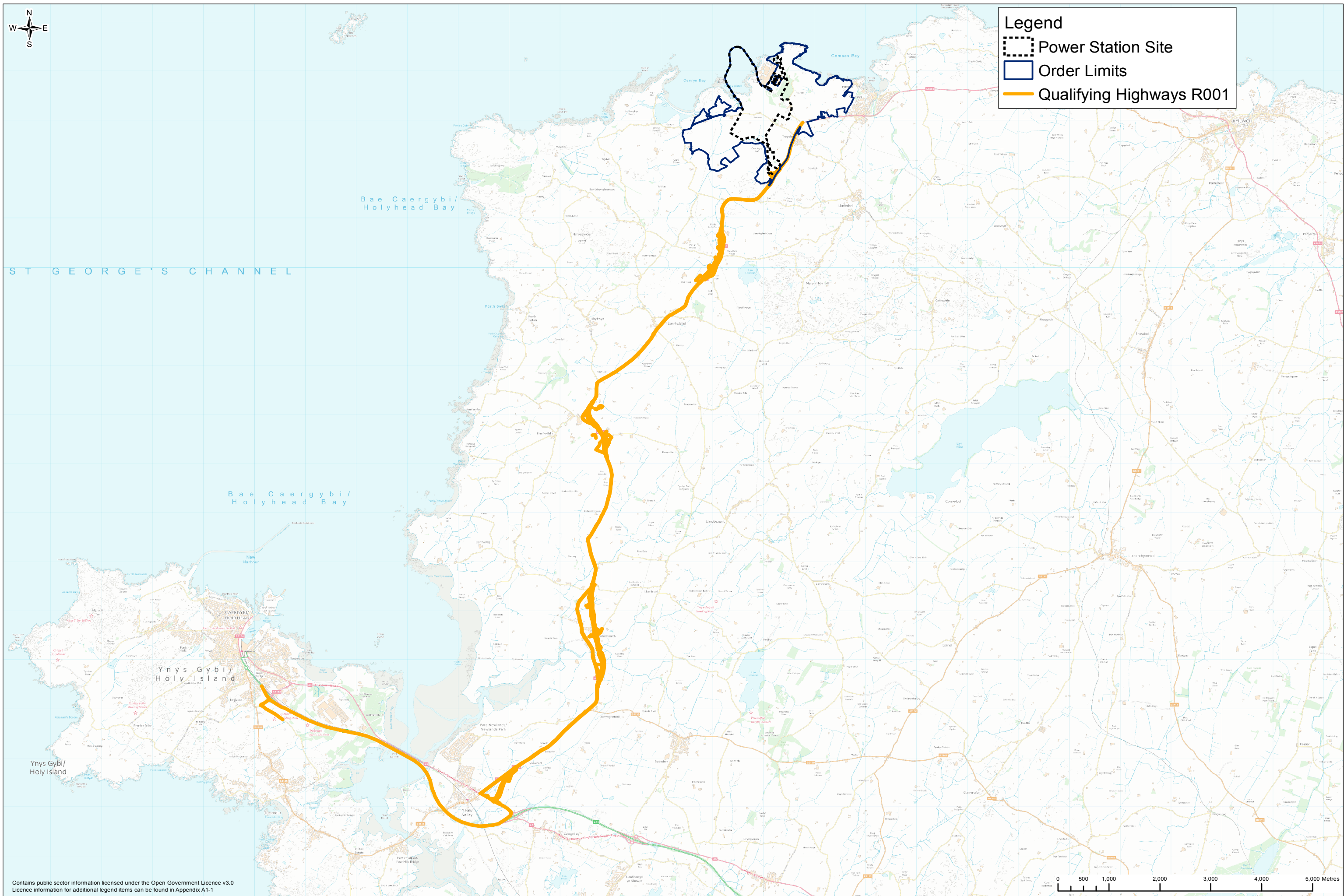


Figure 3-4 LNMS qualifying highways

3.3 Process

How do I apply for LNMS measures?

- 3.3.2 Horizon will notify owners or occupiers of potentially eligible buildings that meet the acoustic and building type criteria that they may be eligible to receive LNMS mitigation measures. They will be provided with an application pack to enable them to apply should they choose to do so. (Refer also to section 3.2 and figure 3-2).

What happens after an application has been received by Horizon?

- 3.3.3 Applications received by Horizon will be verified, and where accepted a building is then an eligible building able to receive support under the LNMS. Horizon will arrange for a suitably qualified surveyor to visit the property to carry out a survey of the property and discuss options available under the LNMS.
- 3.3.4 Eligible rooms, qualifying doors and qualifying windows will be identified during the survey, and the owner or occupier may then select the benefits they would like to receive from the noise insulation package. (Refer also to section 3.2 and figure 3-2).
- 3.3.5 The owner or occupier will be able to discuss the pros and cons of the various options during the surveyor's visit, and also explore whether either of the enhanced LNMS measures (acoustic fencing and noise insulation measures for conservatories) is applicable.
- 3.3.6 Once LNMS measures are agreed upon, Horizon will formalise the agreement in an offer to the owner / occupier. Once accepted, Horizon will arrange for installation to take place. Installation will be carried out by approved contractors using methodology to minimise disturbance during the installation.
- 3.3.7 The process is summarised in figure 3-5 below.

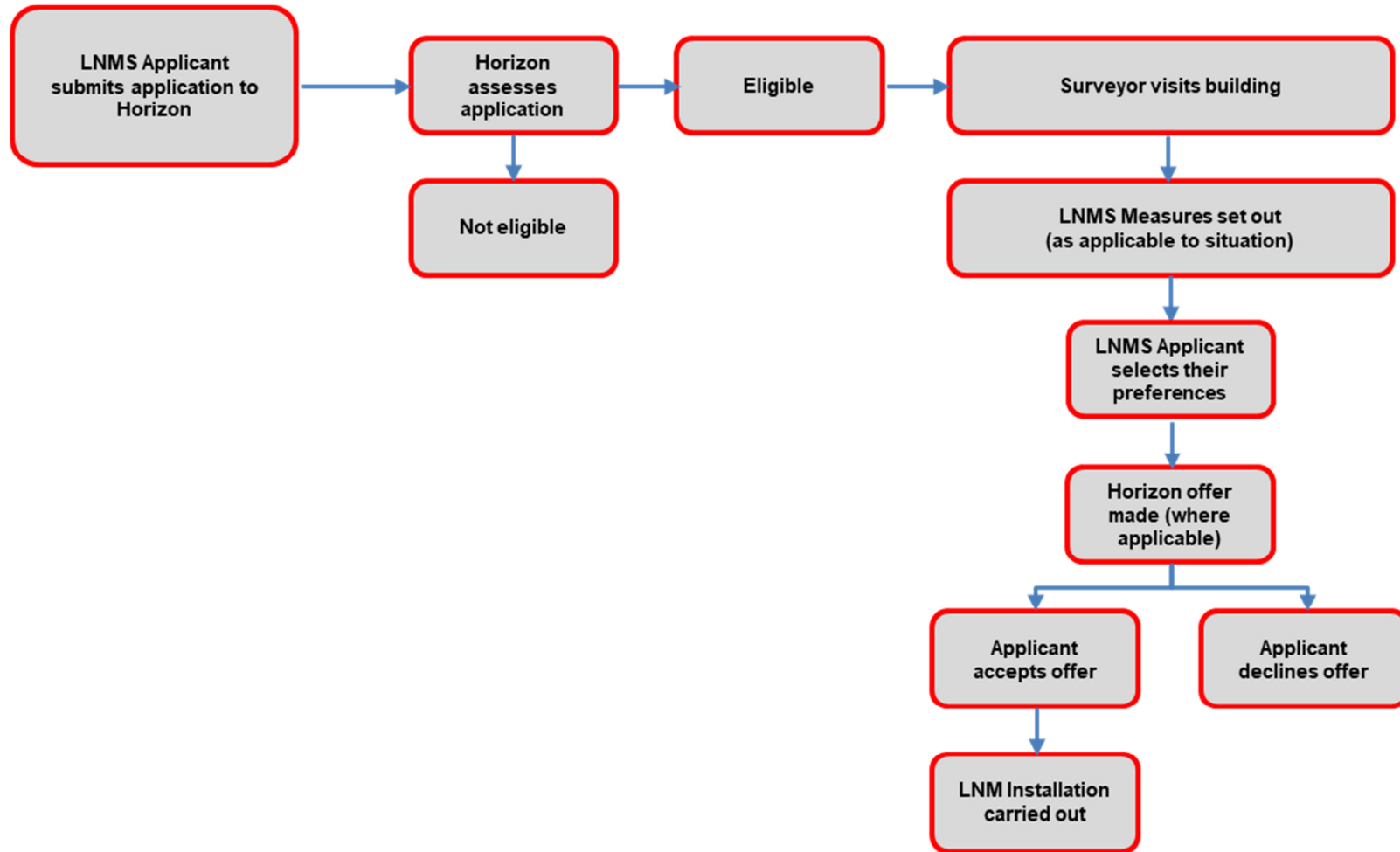


Figure 3-5 Additional noise insulation process (schematic overview)

Will I have to pay for measures provided under the LNMS?

- 3.3.8 No. The LNMS measures will be provided and installed free of charge.

Who carries out the noise installation work?

- 3.3.9 Horizon will arrange for suitably qualified installation contractors to carry out the works.

How long will it take to receive noise insulation under the LNMS?

- 3.3.10 Horizon is in the process of working up detailed internal procedures for implementing the LNMS. These will also be influenced by discussions with external contractors and suppliers. However, the experience of other schemes suggests that it would typically take around six months to complete the process from an application being accepted by Horizon through to finished installations.

Will Horizon prioritise work to fit with construction activities?

- 3.3.11 Horizon aims to have noise insulation measures in place ahead of the qualifying works beginning (i.e. works which would give rise to the increased noise). To achieve this, Horizon will work with its contractors (surveyors and installers) to ensure effective prioritisation.
- 3.3.12 Horizon will send out reminders and work proactively with owners or occupiers of potentially eligible buildings to encourage applications to be submitted within the timescales required to achieve this.
- 3.3.13 It will also be important for owners and occupiers to engage positively with Horizon throughout the LNMS process in order that this can be achieved.
- 3.3.14 Horizon will be available throughout the process to help with any queries that might arise during the process.

What if there are changes to work methodology or phasing that could change noise predictions?

- 3.3.15 Construction noise predictions will be updated at various times during the construction phase, as more information about work phasing becomes available from contractors. Horizon will notify owners or occupiers of any additional buildings that could potentially become eligible as a result. It will also review and adapt its prioritisation plans to take account of any changes.

3.5 Other questions

Is it compulsory to accept the extra noise insulation?

3.5.2 No. Participation is entirely at the discretion of the owner or occupier.

Can I take a cash alternative to LNMS?

3.5.3 No. Cash alternatives will not be available.

Can I arrange for the noise insulation work to be carried out myself?

3.5.4 No. The work must be carried out by Horizon's installers.

How long will the LNMS be available?

3.5.5 The LNMS will be available for the duration of construction of the Wylfa Newydd DCO Project.

How does the LNMS work for listed buildings?

3.5.6 It may not be possible to install all measures in the **noise insulation package** at listed buildings due to restrictions on altering the character or appearance of the building. Horizon will notify owners or occupiers of listed buildings as early as possible and will work with them to explore what reasonable mitigation might be appropriate specific to each case.

If I receive an offer, do I have to take it up now, or can I wait to see if the noise is acceptable to me?

3.5.7 LNMS measures are applicable for qualifying works. Where reasonably practicable, Horizon aims to put in place LNMS measures before qualifying works begin. This may become more difficult to achieve if a decision to accept an offer of LNMS support is delayed, and Horizon would therefore advise that decisions are taken early.

Does work carried out under the LNMS come with a warranty?

3.5.8 LNMS measures will be subject to a manufacturer's warranty. If there is a failure beyond this time and a property still qualifies under the acoustic criterion (see section 3.2), Horizon will arrange to repair or replace the failed apparatus.

What styles of replacement windows and doors will you be offering under LNMS?

3.5.9 Horizon will endeavour to fit glazing that is in keeping with the style of existing windows where reasonably practicable. Options will be discussed during the building survey (see also paragraph 3.2.12).

If I opt for double glazing instead of secondary glazing and later decide that I would like secondary glazing due to the noise impact can I apply again?

- 3.5.10 No. An LNMS applicant will be made aware of any potential shortfall in sound insulation performance of double glazing. It will not be possible to re-apply to install secondary glazing in addition to double glazing.

I have single glazing – can I still opt to have double or secondary glazing?

- 3.5.11 Yes, both options will be available subject to a survey being carried out and feasible options being identified to reduce noise (see also paragraph 3.2.12).

What if I'm not happy with the work that is carried out or I wish to complain?

- 3.5.12 Speak to Horizon in the first instance. Horizon will only use installation contractors who are approved and insured to install LNMS measures. Any complaints received will be properly investigated and remedied as appropriate. In the event that an issue cannot be resolved in this way, Horizon will invoke a dispute resolution process (see also paragraph 3.4.19).

I've received additional noise insulation but am still finding it difficult to cope with the extra noise – what should I do?

- 3.5.13 Speak to Horizon in the first instance. Horizon and its contractors will review the installed measures to check whether that they are working as they should.
- 3.5.14 Horizon will also investigate on a case by case basis any situations in which there may be additional exceptional circumstances to consider, such as medical conditions, that result in an exceptional sensitivity to noise.

I'm not eligible to receive LNMS support but am finding it difficult to cope with the extra noise – what should I do?

- 3.5.15 Speak to Horizon in the first instance. In some situations there may be exceptional circumstances, such as medical conditions that result in an exceptional sensitivity to noise. Horizon will investigate on a case-by-case basis to better understand the situation.

My business / institution doesn't qualify for LNMS but I feel there are exceptional reasons why it should be considered. What should I do?

- 3.5.16 The LNMS is a voluntary scheme primarily for residential properties and businesses in which people normally sleep overnight (guest houses, hotels and B&Bs).
- 3.5.17 Speak to Horizon in the first instance if you operate another type of business or institution where there exists a particular sensitivity to noise caused by the Wylfa Newydd DCO Project. Horizon will consider such cases on their merits.

- 3.5.18 Horizon is also reviewing more generally how it engages with local businesses and whether there are any practical measures that can be offered - either to help them benefit from the Wylfa Newydd DCO Project during construction and beyond, or where businesses feel concerned about the proposals.

Dispute resolution

- 3.5.19 Horizon and its contractors will engage positively with those affected by noise, to resolve issues about the operation of the LNMS, such as those raised in the questions above.
- 3.5.20 In the event of a dispute arising which cannot be easily resolved between Horizon and the affected owner or occupier, Horizon will consider the use of a suitably qualified and experienced independent third party to review the situation and recommend the course of action to be taken.