

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
3/04/2019	8:38:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was "a stinking garbage smell present at his house".	30 minutes	The site is experiencing record levels of gas capture, with all seven engines operating. The focus over the previous months has been the ongoing development of the Woodlawn Infrastructure Plan and installation of new gas extraction systems around the bioreactor. The result has been a positive outcome for the operations team and our ongoing compliance commitment. The Leachate Treatment Plant is in the process-proving phase and is currently treating leachate around 100m3 of raw leachate per day. The existing treatment plant is still operating at capacity. The odour audit was conducted at the end of February; Veolia is awaiting the outcomes from the independent auditors.
24/03/2019	8:32:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was "a very potent landfill smell".	Not specified	The site is experiencing record levels of gas capture, with all seven engines operating. The focus over the previous months has been the ongoing development of the Woodlawn Infrastructure Plan and installation of new gas extraction systems around the bioreactor. The result has been a positive outcome for the operations team and our ongoing compliance commitment. The Leachate Treatment Plant is in the process-proving phase and is currently treating leachate around 100m3 of raw leachate per day. The existing treatment plant is still operating at capacity. The odour audit was conducted at the end of February; Veolia is awaiting the outcomes from the independent auditors.
24/03/2019	8:04:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was "a strong pungent odour present at his house and he had to close all the windows".	Not specified	The site is experiencing record levels of gas capture, with all seven engines operating. The focus over the previous months has been the ongoing development of the Woodlawn Infrastructure Plan and installation of new gas extraction systems around the bioreactor. The result has been a positive outcome for the operations team and our ongoing compliance commitment. The Leachate Treatment Plant is in the process-proving phase and is currently treating leachate around 100m3 of raw leachate per day. The existing treatment plant is still operating at capacity. The odour audit was conducted at the end of February; Veolia is awaiting the outcomes from the independent auditors.
18/02/2019	8:59:00 PM	Letter	Willandra Lane, Tarago	The complainant reported to community feedback line that she "detected a slight odour."	Not specified	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the mid commissioning phase and is currently treating leachate at small quantities. The existing treatment plant is still operating at capacity. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. The next Independent Odour Audit has been scheduled and is on the 19th Feb. 2019, which will outline the current performance of the site. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
18/02/2019	11:00:00 AM	Letter	King Street, Tarago	The complainant reported to the community feedback line that he "detected a sweet, sickly smell on Sunday morning and this morning."	Not specified	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the mid commissioning phase and is currently treating leachate at small quantities. The existing treatment plant is still operating at capacity. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. The next Independent Odour Audit has been scheduled and is on the 19th Feb. 2019, which will outline the current performance of the site. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
8/02/2019	8:29:00 PM	Letter	Tarago	The complainant reported to community feedback line that she "Detected an odour at her house which was around for about 30 mins."	30 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the mid commissioning phase and is currently treating leachate at small quantities. The existing treatment plant is still operating at capacity. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. The next Independent Odour Audit has been scheduled and is on the 19th Feb. 2019, which will outline the current performance of the site. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
4/02/2019	7:30:00 AM	Letter	Willandra Lane, Tarago	The complainant reported to community feedback line that she had to "close her house up due to the rubbish smell."	Detected at time of call.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the mid commissioning phase and is currently treating leachate at small quantities. The existing treatment plant is still operating at capacity. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. The next Independent Odour Audit is scheduled to begin this month, which will outline the current performance of the site. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
25/01/2019	7:52:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was "a foul odour present at her house from about 6:30am."	1 hour 30 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the mid commissioning phase and is currently treating leachate at small quantities. The existing treatment plant is still operating at capacity. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. The next Independent Odour Audit is scheduled to begin next month, which will outline the current performance of the site. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
23/01/2019	8:42:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was an "offensive rotten garbage odour and he had to shut the windows to his house to stop the odour coming in."	7 hours	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the mid commissioning phase and is currently treating leachate at small quantities. The existing treatment plant is still operating at capacity. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. The next Independent Odour Audit is scheduled to begin next month, which will outline the current performance of the site. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
30/12/2018	9:58:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that she "experienced a slight rotten garbage smell this morning, when the air was still, but it has gone now."	Not Specified, however noted that it was a short period of time	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the mid commissioning phase and is currently treating leachate at small quantities. The existing treatment plant is still operating at capacity. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
20/12/2018	9:49:00 AM	Letter	Goulburn Street, Tarago	The complainant reported to the Environmental line through EPA that they smelt a "metallic stench coming from the landfill, the strength of the odour was 4/6."	Not Specified	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
3/11/2018	9:56:00 PM	Letter	Willandra Lane, Tarago	The complainant reported to the Environmental line through EPA that "she had the windows to her house open as it was a warm night and at approximately 21:50 a strong smell of waste/refuse wafted in. She said she had to close the windows to stop the smell coming into her house."	Detected at time of call.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
1/11/2018	8:09:00 PM	Letter	Willandra Lane, Tarago	The complainant reported to the community feedback line that she was experiencing odour at her residence when she called. Marie could not describe the type of odour when asked, however stated that it was similar to what she had detected before.	Detected at time of call.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
26/10/2018	1:16:00 PM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA "he detected a very strong rotting garbage odour when he came out of his house at 6:20am that morning. He said its strength was a 4/5."	Not Specified	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
9/10/2018	8:40:00 AM	Letter	Stewart Street, Tarago	The complainant reported to the community feedback line that there was a "sweet and sour smell coming through her house this morning"	25 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
9/10/2018	7:59:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was a "strong rotting garbage smell from approximately 7:15 am this morning."	45 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
3/10/2018	7:59:00 PM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that there was an "awful rotting rubbish smell detected this evening."	Not Specified	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target and is scheduled for commissioning by the end of the week. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
2/10/2018	6:00:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was a "strong putrid smell of rotting rubbish coming from the Woodlawn Bio Reactor."	Not Specified	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target and is scheduled for commissioning by the end of the week. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
1/10/2018	7:20:00 PM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was a "strong putrid smell of rotting rubbish coming from the Woodlawn Bio Reactor and made him feel like he wanted to spew up his dinner and could be smelt inside his house."	20 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target and is scheduled for commissioning by the end of the week. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
22/09/2018	10:01:00 AM	Letter	Mulwaree Street, Tarago	The complainant reported to the Environmental line through EPA that a "garbage/rubbish odour in the air is coming from the Veolia Woodlawn Landfill from 09:30am in the morning."	30 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
17/09/2018	8:13:00 PM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line "there is currently a really awful rotting rubbish smell in the air at Tarago. There is no wind, in fact it is quite still. The smell is distinctively rotting rubbish but a little different than what I have experienced before. It has a kind of sweetness if I can describe it like that, but definitely not pleasant at all."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
17/09/2018	8:32:00 AM	Letter	Willandra Lane, Tarago	The complainant reported to the Environmental line through EPA of a "strong putrid rubbish odour, first noticed it at 8:25am this morning when she opened the door to her house."	5 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
14/09/2018	7:11:00 PM	Letter	King Street, Tarago	The complainant reported to the Environmental line through EPA that he "smelt a decomposing garbage smell from about 6:45pm and it was the worst it has ever been. He said that it was enough to make you feel sick."	30 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
10/09/2018	8:39:00 PM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that the "smell was unbearable and sickening, and he was unable to leave the house due to the smell of stagnant water, rubbish and leachate".	1 hour	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
10/09/2018	7:15:00 PM	Letter	King Street, Tarago	The complainant reported to the community feedback line that he "detected a smell at his residence and it lasted for about half an hour and also noticed this smell in the morning."	30 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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10/09/2018	9:10:00 AM	Letter	Mulwaree Street, Tarago	The complainant reported to the Environmental line through EPA that a "strong rubbish odour was present when she opened the back door of her house at 8:00am this morning."	1 hour	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
30/08/2018	6:00:00 PM	Letter	Mulwaree Street, Tarago	The complainant reported to the Environmental line through EPA that there was a "strong rubbish odour."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
28/08/2018	8:28:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that "It is a horrible rubbish and chemical smell and he first noticed the odour at approx. 6:30am and it was still continuing at the time of his call."	2 hours	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
5/08/2018	9:12:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that the odour "was a foul waste type odour and it started at 21:50 on Saturday 4/8/18 and was still present at the time of his call on 5/8/18 at 09:12."	12 hours	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
12/07/2018	8:50:00 PM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that "the odour was an issue at 8.50 pm 12/7/2018"	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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12/07/2018	8:56:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that Rotten garbage smell rating 7/10 and would like to have other options – maybe email instead. Want to be contacted regarding this.	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
12/07/2018	6:30:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that "a stench of odour from the Woodlawn Bio Reactor, Tarago".	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
10/07/2018	8:49:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that the smell last night was 7/10 and this morning was 8/10.	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
10/07/2018	6:30:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that "this odour has been occurring every day and caller is sick of the odours".	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
9/07/2018	7:00:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that "the smell began at 7 am Monday 9/7/2018, rated as 4/6 and stated that the odour triggered an asthmatic attack on the complainant's spouse. Spouse sought medical attention on Tuesday 10/7/2018 because asthmatic attack could not settle."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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4/07/2018	6:27:00 PM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that "It stinks. I cannot explain it, it just stinks. He said the odour started at 18:00".	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
3/07/2018	9:30:00 AM	Call	Cullulla Road, Tarago	Complainant contacted the Community feedback line and complained that the trucks exiting the Crisps Creek Intermodal Facility are slow going up the hill towards the Bioreactor which makes him late for work, and that some drivers don't wait for him to pass before exiting out of the slip lane.	Not specified.	Veolia has advised contractors to give way to vehicles when exiting the Crisps Creek Intermodal Facility.
3/07/2018	8:46:00 AM	Letter	Goulburn Street, Tarago	The complainant reported to the Environmental line through EPA that "he is affected by a strong offensive odour coming from Woodlawn landfill starting from 8:30am. He rated the odour at 5/6 and said the wind condition is calm".	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
3/07/2018	8:45:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line "the smell is very bad, 10/10; it is a very foggy morning".	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
22/06/2018	9:20:00 AM	Letter	Leahys Lane, Tarago	The complainant reported to the Environmental line through EPA a "sour milk and rotten garbage smell, first noticed the odour at about 6:30am, there was no wind at this time".	3 hours	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
21/06/2018	7:10:00 PM	Letter	Leahys Lane, Tarago	The complainant reported to the Environmental line through EPA a "sour milk and rotten garbage smell, first noticed the odour at about 7pm"	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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21/06/2018	10:05:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that his partner "first noticed the odour at about 5:30 am on their way to work, he went outside about 10am for a break and felt so nauseous from the odour he had to go inside again."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
28/05/2018	10:15:00 AM	Letter	Willandra Lane, Tarago	The complainant reported to the community feedback line that it "Smells like rubbish, usual tip smell we get coming into the house, the smell was about a 5 on a scale of 1-5. It feels as if nothing is changing and it is getting worse. Not fair, I feel money throwing at Goulburn Council is not enough to get rid of the smell".	15 minutes	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
26/05/2018	9:00:00 AM	Letter	Rosebury Street, Tarago	The complainant reported to the Environmental line through EPA that he experienced a "strong pungent odour suspected of coming from the Woodlawn Bioreactor, first noticed the odour when I went outside the house at 8:45am. He said it was a waste type odour and it was a cold morning with only a slight breeze."	Not specified	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
22/05/2018	9:45:00 PM	Letter	Tarago	The complainant reported to the community feedback line that he "smelt an odour in town last night on the way home, the smell was about a 2 as per the ranking in the odour diaries"	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
19/04/2018	9:30:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that it " smelt like rotten garbage, same as before, as I was leaving my house"	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
19/04/2018	9:00:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that it "smells like rotten garbage at my house"	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.
5/04/2018	7:57:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that she "Left home about 8:10am and smelt it when I came out my back door, it smelt like rotten garbage and it usually does not smell past mid-morning and does not stick around"	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor. The gas extraction system was operating at an efficient state and no power station or gas extraction related issues occurred during the lead up to the odour complaint.
29/03/2018	11:46:00 AM	Letter	Cullulla Road Tarago	The complainant reported to the community feedback line that she "First smelt faint odour at 7:15am at Cullulla road, Tarago and again at 7:25am at corner of King/Mulwaree st but stronger. Smell was an absolute stench at 8:55am at the corner of Collector / Tarago road. Smell was tolerable when she arrived back home at 9:10am"	2 hours	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. The gas extraction system was operating at an efficient state and no power station or gas extraction related issues occurred during the lead up to the odour being detected by the complainants.
29/03/2018	8:40:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that she "went outside and the smell is particularly strong, worse than earlier in the week."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. The gas extraction system was operating at an efficient state and no power station or gas extraction related issues occurred during the lead up to the odour being detected by the complainants.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
27/03/2018	7:26:00 AM	Letter	Cullulla Road Tarago	The complainant reported to the community feedback line that she "First detected the smell at 7:26am at the corner of King/Mulwaree st (bus depot), was a faint odour- smelt of rubbish/gas. The strongest odour was at 8:55am at the corner of Collector and Tarago road- Had to spray bus with glen40 as kids felt ill, odour was stronger than first smelt at 9:10am"	2 hours	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. The gas extraction system was operating at an efficient state and no power station or gas extraction related issues occurred during the lead up to the odour being detected by the complainants.
27/03/2018	10:02:00 AM	Letter	Goulburn Street, Tarago	The complainant reported to the EPA that they "first noticed the odour last night at about 8pm and closed up the house at that time, so couldn't say how long the odour lasted however they said it was still present at 7.30am this morning when they first went outside. They said the strength of the odour varied between 4/6 (strong) – 6/6 (overpowering)."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. The gas extraction system was operating at an efficient state and no power station or gas extraction related issues occurred during the lead up to the odour being detected by the complainants.
27/03/2018	9:49:00 AM	Letter	Mulwaree Street, Tarago	The complainant reported to the EPA that "she first noticed the odour when she went outside this morning at about 8.30-9am. She said the odour is affecting the whole town. She said the odour is overpowering and rated its strength as a 6/6."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. The gas extraction system was operating at an efficient state and no power station or gas extraction related issues occurred during the lead up to the odour being detected by the complainants.
27/03/2018	8:54:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that she was experiencing a "slight smell wafting over her property that seems to be getting stronger."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. The gas extraction system was operating at an efficient state and no power station or gas extraction related issues occurred during the lead up to the odour being detected by the complainants.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
28/02/2018	8:25:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the EPA that she was experiencing a "strong rotting garbage smell coming from the Veolia Bioreactor on 28/2/18 at 08:00."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. Following a heavy storm event (25/2/2018, greater than 80mm) Veolia is currently in the process of managing excess storm water in the Void. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor, this assessment is expected to start in March 2018. We are also reviewing our tipping sequence in an attempt to further improve gas collection. We also advise that compared to this time last year gas collection has increased significantly which is an outcome of all the improvements we have implemented to date.
8/02/2018	8:47:00 PM	Letter	Rosebury Street, Tarago	The complainant reported to the EPA that he was experiencing a "strong stench/odour and it smells like rotten rubbish."	Not specified.	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia has commenced the civil work on the new Leachate Treatment Plant.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor this assessment is expected to start in March 2018.</p>

# Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
18/01/2018	8:27:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the EPA that "a foul rotting rubbish smell is coming from the Woodlawn Bioreactor. She noticed the smell when she went outside of her house at approx 8am and said she had not detected any odours recently, but this morning's odour was particularly bad and said it was a 10 out of 10 for strength and intensity."	Not specified.	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>
13/12/2017	8:55:00 AM	Letter	King Street, Tarago	The Complainant reported to the EPA that he first "noticed an odour of rotting garbage when he went outside at approx. 8am and was still present at the time of his call at 8.55am. He said the strength was strong = 4/6"	55 minutes	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>

# Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
13/12/2017	8:39:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the EPA that "there was a bad odour at the residence from approx 8am, this is an ongoing issue and he is concerned about the impact the odours are having on the quality of water in his water tank."	39 minutes	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>
3/12/2017	9:14:00 PM	Letter	Rosebery Street, Tarago	The complainant reported to the EPA that "there was a bad odour at the residence from approx 9pm, the smell was so strong that he vomited up his dinner. He advised that the smell was a rubbish smell."	14 minutes	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
28/10/2017	8:45:00 AM	Letter	Rosebery Street, Tarago	The complainant reported to the EPA that there was "a bad odour at his residence that smelt like "a dump/tip smell" from about 8:15am that morning".	30 minutes	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>
8/10/2017	6:25:00 PM	Letter	Roseview Road Tarago	The complainant reported to the EPA that "the odour was quite bad at his property from 15:00hrs that day, but that the issue was an ongoing one"	3 hours	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
21/09/2017	8:38:00 AM	Letter	Tarago	The complainant reported to the EPA that there was an odour of "rotting food waste started at around 8:15am today. The weather is dry and calm, with a slight westerly breeze. The odour strength is around 4-5/6, quite strong today. This is an ongoing issue at the site."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.
19/09/2017	9:30:00 PM	Letter	Braidwood Road, Tarago	The complainant reported to the EPA that "Excessive rotting rubbish smell coming from the Veolia Woodlawn Bio Reactor, Collector Road, Tarago. Odour started on 19/7/17 at 21:30 and was ongoing overnight."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
18/09/2017	4:00:00 PM	Letter	Rosebery Street, Tarago	The complainant reported to the EPA that "There is a nauseating odour coming from Veolia. The odour started on 18/09/17 at 16:00."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.
17/09/2017	7:15:00 AM	Letter	Roseview Road, Tarago	The complainant reported to the EPA that "The smell of rotting garbage from the Veolia Tarago Landfill was extreme on 17/9/17 from 07:15. This has been an ongoing issue for a long time with many complaints made by local residents over that time and no resolution to the odour issue. The odour started overnight."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
10/09/2017	7:40:00 AM	Letter	Roseview Road, Tarago	The complainant reported to the EPA that "the smell from the Veolia Woodlawn Landfill, Collector Road, Tarago, has been extreme since the early hours of the morning and is still present now at 07:48."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.
10/09/2017	7:30:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the EPA that there was an "extremely pungent odour in the air coming from the Veolia Woodlawn Landfill, Collector Road, Tarago."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
2/09/2017	8:50:00 AM	Letter	Braidwood Road, Tarago	The complainant reported to the EPA that a "strong garbage smell in the air from Veolia Woodlawn Bioreactor Facility."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.
23/08/2017	11:17:00 AM	Letter	Braidwood Road, Tarago	The complainant reported that "This stench has been phenomenal all over winter. It is blood shocking. Last night we went to a windfarm meeting and walking out of there it nearly knocked you arse over head. That's how bad it was. And people were complaining about it. Let's do something about it for Christ's sake."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
23/08/2017	9:11:00 AM	Letter	Braidwood Road, Tarago	The complainant reported "You promised this stench would be eliminated within about 12 months. It is getting worse. Every day and every morning this winter it is phenomenal. Let's do something about it. Close them down. You haven't heard from me in a long, long while. I'm sick of it. I've had a gutful of it."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.
23/06/2017	9:00:00 AM	Letter	Coghill Road, Tarago	The complainant reported that the smell this morning is really bad.	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn are well underway with the implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd were engaged to model stormwater ingress and their recommendations have been implemented to minimise the potential for stormwater ingress into the void. Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year (Power Generation increase ~86% and Gas Capture Increase ~91%). A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to provide a proposal to further understand fugitive gas emissions/odour and its behaviour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
21/05/2017	10:00:00 PM	Letter	Taylor's Creek Road, Tarago	The complainant reported that the odour made her eyes water and smelt absolutely putrid.	90 mins	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn are well underway with the implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd were engaged to model stormwater ingress and their recommendations have been implemented to minimise the potential for stormwater ingress into the void. Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year (Power Generation increase ~86% and Gas Capture Increase ~91%). A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to provide a proposal to further understand fugitive gas emissions/odour and its behaviour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
28/03/2017	10:14:00 AM	Letter	Taylors Creek Road, Tarago	The complainant reported that there was very bad odour this morning.	30 mins	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined the development and implementation of a longer term treatment solution being advanced by Veolia's water division is integral to the ability for Veolia to manage leachate within the waste mass. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is well underway in its installation to maximise the opportunity for gas collection compared with that of solid wells. This system is proving to be successful as gas capture has increased significantly since the commencement of its implementation. The extraction rate around this period in 2016 was in the vicinity of 1300m<sup>3</sup>/hr whereby currently we are extracting approximately 2800m<sup>3</sup>/hr.</p> <p>A bio-filter trial has also commenced in an attempt to manage any fugitive gas between the void's wall and waste mass which is proving to be successful at controlling fugitive gas as outlined in the Bio-filter report that is to be submitted to the EPA shortly.</p> <p>Veolia Woodlawn has made a decision that in an attempt to control the potential for leachate to surface. That is gas wells that extend deeper into the waste mass will be capped and a new well installed in its position to reduce the potential for leachate to migrate further up the waste mass under pressure from within the saturated waste mass. This was determined as the source of the current leachate visible on the surface as seen in the image. The pressure at depth was so great that on Sunday the 26th March the pressure has ejected leachate and gas from deep in the waste and subsequently has forced its way through the waste that was surrounding the particular well resulting in the leachate overwhelming the pumping system. The Woodlawn team attended the site on Sunday to check the pumping system and implement a program of actions to remove such liquid. This liquid is being pumped directly to the leachate treatment</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
27/03/2017	8:30:00 AM	Letter	Willandra Lane, Tarago	The complainant reported that the odour was so bad that they had to close all the windows and doors.	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined the development and implementation of a longer term treatment solution being advanced by Veolia's water division is integral to the ability for Veolia to manage leachate within the waste mass. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is well underway in its installation to maximise the opportunity for gas collection compared with that of solid wells. This system is proving to be successful as gas capture has increased significantly since the commencement of its implementation. The extraction rate around this period in 2016 was in the vicinity of 1300m<sup>3</sup>/hr whereby currently we are extracting approximately 2800m<sup>3</sup>/hr.</p> <p>A bio-filter trial has also commenced in an attempt to manage any fugitive gas between the void's wall and waste mass which is proving to be successful at controlling fugitive gas as outlined in the Bio-filter report that is to be submitted to the EPA shortly.</p> <p>Veolia Woodlawn has made a decision that in an attempt to control the potential for leachate to surface. That is gas wells that extend deeper into the waste mass will be capped and a new well installed in its position to reduce the potential for leachate to migrate further up the waste mass under pressure from within the saturated waste mass. This was determined as the source of the current leachate visible on the surface as seen in the image. The pressure at depth was so great that on Sunday the 26th March the pressure has ejected leachate and gas from deep in the waste and subsequently has forced its way through the waste that was surrounding the particular well resulting in the leachate overwhelming the pumping system. The Woodlawn team attended the site on Sunday to check the pumping system and implement a program of actions to remove such liquid. This liquid is being pumped directly to the leachate treatment</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
30/01/2017	11:10:00 PM	Letter	Braidwood Road, Tarago	The complainant reported that "the stench from Woodlawn is coming through my house again".	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Veolia Woodlawn are well underway with its implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd have been engaged to model stormwater ingress and have developed a strategy to minimise surface water from entering the void that is being enacted.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. A bio-filter trial has also commenced in an attempt to manage any fugitive gas between the void's wall and waste mass.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
9/01/2017	7:30:00 AM	Letter	Roseview Road, Tarago	The Complainant reported that they "couldn't go outside as the smell was so bad".	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Veolia Woodlawn have commenced the implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd have been engaged to model stormwater ingress and have developed a strategy to minimise surface water from entering the void.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. A bio-filter trial has also been presented for approval by the EPA in an attempt to manage any fugitive gas between the void's wall and waste mass. Currently research is being undertaken with regards to the opportunity to use a geo-synthetic cover material as another means of control.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
8/01/2017	11:30:00 PM	Letter	Braidwood Road, Tarago	The Complainant reported that "the stench from Woodlawn has been coming through my house again tonight".	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Veolia Woodlawn have commenced the implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd have been engaged to model stormwater ingress and have developed a strategy to minimise surface water from entering the void.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. A bio-filter trial has also been presented for approval by the EPA in an attempt to manage any fugitive gas between the void's wall and waste mass. Currently research is being undertaken with regards to the opportunity to use a geo-synthetic cover material as another means of control.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
30/12/2016	Not specified	Letter	Tarago Village	The Complainant reported that the odour was "ongoing issue for him and he is unable to open windows or doors at night and is often unable to use air-conditioning in his car."	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Veolia Woodlawn have commenced the implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd have been engaged to model stormwater ingress and have developed a strategy to minimise surface water from entering the void.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. A bio-filter trial has also been presented for approval by the EPA in an attempt to manage any fugitive gas between the void's wall and waste mass. Currently research is being undertaken with regards to the opportunity to use a geo-synthetic cover material as another means of control.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
29/12/2016	Not specified	Letter	Tarago Village	The Complainant reported that the odour was "ongoing issue for him and he is unable to open windows or doors at night and is often unable to use air-conditioning in his car."	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Veolia Woodlawn have commenced the implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd have been engaged to model stormwater ingress and have developed a strategy to minimise surface water from entering the void.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. A bio-filter trial has also been presented for approval by the EPA in an attempt to manage any fugitive gas between the void's wall and waste mass. Currently research is being undertaken with regards to the opportunity to use a geo-synthetic cover material as another means of control.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
25/12/2016	Not specified	Letter	Tarago Village	The Complainant reported that the odour was "ongoing issue for him and he is unable to open windows or doors at night and is often unable to use air-conditioning in his car."	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Veolia Woodlawn have commenced the implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd have been engaged to model stormwater ingress and have developed a strategy to minimise surface water from entering the void.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. A bio-filter trial has also been presented for approval by the EPA in an attempt to manage any fugitive gas between the void's wall and waste mass. Currently research is being undertaken with regards to the opportunity to use a geo-synthetic cover material as another means of control.</p>

# Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
24/12/2016	Not specified	Letter	Tarago Village	The Complainant reported that the odour was "ongoing issue for him and he is unable to open windows or doors at night and is often unable to use air-conditioning in his car."	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p> <p>Veolia Woodlawn have commenced the implementation of a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. In addition to the aforementioned AECOM Pty Ltd have been engaged to model stormwater ingress and have developed a strategy to minimise surface water from entering the void.</p> <p>Due to leachate levels within the waste mass a new perforated well design has been implemented and is being installed to maximise the opportunity for gas collection compared with that of solid wells. A bio-filter trial has also been presented for approval by the EPA in an attempt to manage any fugitive gas between the void's wall and waste mass. Currently research is being undertaken with regards to the opportunity to use a geo-synthetic cover material as another means of control.</p>
5/12/2016	9:30:00 PM	Letter	Taylor's Creek Road, Tarago	The Complainant reported that the odour was 'particularly bad' and had to close up the house which resulted in a five degree temperature difference between the inside and outside of the house.	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
2/12/2016	12:30:00 AM	Letter	Tarago Village	The Complainant reported that the odour was "overpowering" when he arrived home at 12:30am on 2 December. He said he is affected by landfill odour at his house on average 4 days a week.	Not specified	<p>Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
1/02/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant reported a "phenomenal stench" on the night of 1 December and morning of 2 December. He also said it has been bad in general over the past two months.	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
17/11/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant reported "an unbearable stench" at his house allegedly coming from the Woodlawn Bioreactor.	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
15/11/2016	Not specified	Letter	Tarago Village	The Complainant spoke directly to the Woodlawn Facilities Manager. He stated that he was experiencing a "putrid smell" at his residence. He stated the conditions were very still.	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
9/11/2016	7:00:00 PM	Letter	Taylors Creek Road, Tarago	The Complainant reported that there was a "strong stench around last night around 7pm" when they called the Feedback Line.	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
2/11/2016	Not specified	Letter	Tarago Village	The Complainant described the odour as "putrid, decomposing garbage odour from the Woodlawn Bioreactor"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network
27/10/2016	10:00:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant reported that the odour was "strong at their residence all morning" and was in their opinion ranked at about a number four when they called the Feedback Line.	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to the community and EPA executives in April 2016 as a key requirement to improve gas capture. Key to this strategy is the recent consent modification approval allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
19/10/2016	10:00:00 AM	Letter	Tarago Village	The Complainant said that the "odour occurs every day regardless of wind direction or speed and that it is worst at night". He also said "they have another property located further away from the landfill from where they also experience the odour". They rated the odour at 4/6.	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network
29/09/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant reported a "really bad stench coming from Woodlawn"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
28/09/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant reported a "really bad stench coming from Woodlawn"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
27/09/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant reported a "really bad stench coming from Woodlawn"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
21/09/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant reported a "really bad stench coming from Woodlawn"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
20/09/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant reported a "really bad stench coming from Woodlawn"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
17/09/2016	17:36	Letter	Braidwood Road, Tarago	The Complainant reported that "the stench is invading my home again".		Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
24/09/2016	Not specified	Letter	Roseview Road, Tarago	The Complainant reported that the odour was strong at his residence at the time he called the Feedback Line.	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
18/08/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant reported a "toxic chemical stench coming from Veolia Bio Reactor"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
17/08/2016	6:50:00 PM	Letter	Braidwood Road, Tarago	The Complainant reported a "very strong stench/putrid odour"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
16/08/2016	9:20:00 AM	Letter	Braidwood Road, Tarago	The Complainant reported a "landfill odours"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
15/08/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant informed the EPA Environment Line that the odour had been present every day during this week.	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
1/08/2016	8:00:00 AM	Letter	Braidwood Road, Tarago	The Complainant reported a ""terrible stench".	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
30/07/2016	Not specified	Letter	Roseview Road, Tarago	The Complainant reported "the Woodlawn Veolia stink is revolting this afternoon."	Not specified.	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
30/07/2016	11:40:00 AM	Letter	Braidwood Road, Tarago	The Complainant reported a "putrid odour from water being pumped from rotting matter into landfill from a Veolia bioreactor".	08:30-11:40	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
22/07/2016	Not specified	Letter	Tarago Village	The Complainant reported to the EPA that there was a "strong rubbish odour and said it smells like he is living next to a rubbish dump". The EPA spoke to the complainant further and he said the odour he smelt on 21 and 22nd July was the "worst he has ever experienced in his time living in Tarago. He said that his wife is more sensitive to the odour than he is and she couldn't go outside because it was too strong outside the house". He told the EPA he often smells landfill odours at his house and doesn't usually ring to complain, but on this occasion the odour was so strong he decided to call the Environment Line.	17:00 on Thursday 21/07/2016 until unspecified time of complaint to the EPA on 22/07/16	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
21/07/2016	5:02:00 PM	Letter	Braidwood Road, Tarago	The Complainant reported a "foul odour"	15:30-16:00	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
20/07/2016	9:35:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant described the odour as "smelly"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

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Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
17/07/2016	7:14:00 PM	Letter	Braidwood Road, Tarago	The Complainant said "the stench from Woodlawn is invading my home again and it's enough to make you spew". The Complainant called again at 19:31hrs to report that their partner had "just arrived home from the village and nearly spewed."	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
15/07/2016	8:54:00 PM	Letter	Braidwood Road, Tarago	The Complainant said "the stench from Veolia is invading my home. It's enough to make you sick"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
5/07/2016	4:00:00 PM	Letter	Braidwood Road, Tarago	The Complainant said "the odour was so bad that they had to leave the Tarago area to escape the smell"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
3/07/2016	08:30 & 09:00	Letter	Braidwood Road, Tarago	The Complainant said "The stench is invading my home again. I am sick of it. Get something done about it".	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
2/07/2016	1:54:00 PM	Letter	Braidwood Road, Tarago	The Complainant said "the smell was phenomenal"	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
1/07/2016	Not specified	Letter	Braidwood Road, Tarago	The Complainant said there was a "very strong landfill odour"	Afternoon	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
5/07/2016	8:15:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant said their nephew had advised them of an odour at the front gate of her property "and it might not have been quite that bad" as the previous evening. The Complainant advised Veolia that "they just wanted to let you know you still have a problem up there".	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
4/07/2016	10:30:00 PM	Letter	Taylor's Creek Road, Tarago	The Complainant advised Veolia that during the event they had stepped outside and "could hardly breathe. It was right off the scale".	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
26/06/2016	7:50:00 PM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that "The smell was that bad here last night that you wouldn't believe it. I want something done about it".	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
23/06/2016	2:30:00 PM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that "I have a gutful of this odour out here now. I am sick of it. Do something about it".	Not specified	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
20/06/2016	10:33:00 PM	Letter	Braidwood Road, Tarago	The Complainant said "This stench is coming through my place again out here today. Do something about it."	Not specified	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
17/06/2016	10:38:00 PM	Letter	Braidwood Road, Tarago	The Complainant said "this <expletive> is coming into my house again tonight."	Not specified	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
16/06/2016	10:30:00 PM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA's Environment line that there was "ongoing complaint relating to strong offensive odour present inside callers home since 9pm" He stated that it was a "foul offensive stench and sickening odour, making [the] entire household feel ill".	21:00-22:30	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
16/06/2016	6:00:00 AM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA it was "another bad early morning. Smell hit me as soon as I opened the back door. Approximately 6 am".	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
15/06/2016	6:00:00 AM	Letter	Roseview Road, Tarago	The Complainant informed the EPA that "odour from the Veolia Woodlawn Bioreactor is again present tonight and is the worst it has ever been".	Not specified	Veolia continues to address the challenges of water management within the Bioreactor as we have previously outlined to EPA executives in April 2016 and the community as a key requirement to improve gas capture. Key to this strategy is the current consent modification application allowing the use of an additional storage dam within the ED3 South dam system and the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Run Energy Pty Ltd has also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
13/06/2016	9:15:00 AM	Letter	Braidwood Road, Tarago	The Complainant reported a "sickening stench" permeating his house at 07:30 on Monday 13 June and later that morning returned a call at 09:15 saying it was still very strong and coming into his house	07:30-09:15	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
13/06/2016	9:15:00 AM	Letter	Braidwood Road, Tarago	The Complainant reported that the odour from Woodlawn was "horrific" during this same period.	07:30-09:15	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
13/06/2016	8:31:00 AM	Letter	Roseview Road, Tarago	An unknown Complainant advised the EPA at 08:31 that "the odour from the Veolia Bioreactor is disgusting this morning. There is no wind. This problem is chronic every winter."	Not specified.	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
13/06/2016	11:28:00 PM	Letter	Braidwood Road, Tarago	The Complainant rang again on Monday evening at 23:28 saying "the stench is coming into my house again".	Not specified.	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
29/05/2016	30/05/2016	Letter	Braidwood Road, Tarago	The Complainant informed the EPA on Monday 30th June "The last three mornings, cold mornings, have been phenomenal. It nearly makes you spew. I am jack of it."	Not specified.	The Woodlawn Facilities Manager will be visiting the Complainant shortly to discuss his recent odour complaints.  Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
28/05/2016	28/05/2016	Letter	Braidwood Road, Tarago	The Complainant informed the EPA on Monday 30th June "The last three mornings, cold mornings, have been phenomenal. It nearly makes you spew. I am jack of it."	Not specified.	The Woodlawn Facilities Manager will be visiting the Complainant shortly to discuss his recent odour complaints.  Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
26/05/2016	8:42:00 AM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA on Thursday 26th May that "the stench this morning down here is phenomenal. Do something about it, for Christ's sake".	Not specified.	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
25/05/2016	9:45:00 AM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA on Wednesday 25th May that he noticed the odour at about 08:30am out in his paddock when he was feeding the cattle. He said the odour was "phenomenal" and was that bad it made him feel sick. He said he got on with feeding the cattle anyway as the job had to be done and then got home at about 9:45am. He said the odour was present at his house too, but not as strong as it was in the paddock.	08:30 to 09:45.	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
22/05/2016	11:27:00 PM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that there was a "phenomenal odour" present at their house and alleged it was coming from the Woodlawn Bioreactor. They said the odour had also been phenomenal that morning, and the night before (Saturday).	Not specified	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.
14/05/2016	11:05:00 PM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that he returned home from a trip to Sydney at 7pm and "when he got out of his car it nearly knocked him over".	4 hours	Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
4/05/2016	10:49:00 PM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that "The stench is coming through my house again tonight. I am getting sick of this".	Not specified	<p>Veolia attempted to contact the Complainant to discuss the complaint however contact could not be made.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
29/04/2016	9:28:00 PM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that "I was coming back from Canberra tonight and when I reached the Collector Road intersection the odour nearly killed me. And when I got back here [home] it was as bad here too".	Not specified	<p>Veolia attempted to contact the Complainant to discuss the complaint however contact could not be made.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
28/04/2016	6:52:00 PM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that he had "just walked out the back and the smell nearly knocked me over". They also stated they "had to close all the windows and doors. This is getting ridiculous".	Not specified	<p>Veolia attempted to contact the Complainant to discuss the complaint however contact could not be made.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
27/04/2016	19:30-22:20.	Letter	Braidwood Road, Tarago	The complainant informed the EPA "this stench is coming through my house again. Do something about it for God's sake". They described the smell as "a gassy stench from rubbish and gas".	2 hours 50min	<p>Veolia attempted to contact the Complainant to discuss the complaint however contact could not be made.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
20/04/2016	07:00 and 09:00.	Letter	Taylor's Creek Road, Tarago	The Complainant advised Veolia that the odour was present at 07:00 when they left their property and present when they returned at approximately 09:00 and was 'coming and going'. They said that when present it was 'enough to make you feel sick'.	2 hours	<p>Veolia spoke to the Complainant this morning and she described how the odour was intermittent during the duration of the reported period. We also discussed the significant efforts currently being undertaken by Veolia to improve gas capture as detailed below.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
19/04/2016	8:48:00 AM	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that they smelt "a phenomenal stench" at their house this morning and alleged to the EPA that it is coming from the Woodlawn Bioreactor.	Not specified	<p>Veolia attempted to contact the Complainant to discuss the complaint however contact could not be made.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
15/04/2016	6:30:00 AM	Letter		The complainant left a message on the complaints line informing Veolia that at approximately 00:15 "<they> can smell an odour."	Not specified	<p>Veolia attempted to contact the Complainant to discuss the complaint however contact could not be made.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
1/04/2016	8:30:00 AM	Letter	Braidwood Road, Tarago	The EPA advised Veolia that the caller described the odour as 'overpowering rotting garbage' that was first noticed at 8.30 am.	Not specified	<p>Contact details for the complainant were not supplied. If contact details are provided a Veolia representative will contact the complainant to discuss the event.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
30/03/2016	7:00 - 9:00	Letter	Tarago Village	The Complainant said that the odour event began at approximately 07:00 and had dissipated between 08:30-09:00 when she called. They said that it was more evident on foggy days when dew was present and was "pretty bad" this morning.	2 hours	<p>Veolia discussed the complaint with the Complainant. She said that the odour event began at approximately 07:00 and had dissipated between 08:30-09:00 when she called. She said that it was more evident on foggy days when dew was present and was "pretty bad" this morning. Veolia discussed the below mentioned strategies currently being undertaken to improve gas capture.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
25/03/2016	10:00 - 11:29	Letter	Braidwood Road, Tarago	The Complainant informed the EPA that they smelt "a phenomenal stench" when they went down to their paddock at 10am. They said "it nearly knocked me over and nearly made me vomit that's how bad it was and I've got work to do down there".	1 hour 29	<p>Veolia rang the Complainant this afternoon and we discussed the odour events last Wednesday and Friday. We also discussed the short term strategies currently being deployed to increase gas capture within the Bioreactor and clarified that the new leachate pond being constructed is located within Evaporation Dam 3 which is dedicated to leachate treatment under our EPL and not an extension as suggested.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
23/03/2016	08:00 - 9:20	Letter	Tarago Village	The Complainant informed the EPA that there was a "very strong landfill stench". They said they first noticed it at 6am when they went outside their house. He said the smell was "so strong it nearly knocked me over". They said the odour was dissipating at 9:20am (still present at his house but not strong).	1 hour 20	<p>The Complainant was unavailable to speak with Veolia today however I spoke with their partner this morning who left the location at 8am and indicated that odour was present in the Tarago township during her visit yesterday morning.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network. Veolia met directly with the EPA on 9th of March to discuss the progress of gas capture and approval required to further develop our leachate treatment objectives, which is critical to the objectives behind improving gas capture.</p>
23/03/2016	08:00 - 9:20	Letter	Braidwood Road, Tarago	The Complainant called the EPA at around 9.30am to report that an odour had been detected at the Tarago Public School.	1 hour 20	<p>The conversation with the Principal centered around the activities at the Woodlawn site, including the current train table and future planning with Pacific National when the Banksmeadow Transfer terminal opens in July/August this year. The Principal requested to be involved in communication about the site and the measures Veolia are taking to address odour. Veolia regularly meets with TADPAI about the progress and initiatives in place, the school will now be included in such correspondence in the future.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
14/03/2016	8:56:00 AM	Letter	Braidwood Road, Tarago	In the first instance, the Complainant informed the EPA that there was a "very strong landfill stench" that started at 06:00 and was still present at 08:56 when they called the EPA. They said the odour was coming inside his house.	3 hours	<p>Veolia were unable to attend the site of the odour event when notified by the EPA due to a medical emergency. Attempts were made to contact the Complainant unsuccessfully.</p> <p>Veolia continue to address the challenges of water management within the Bioreactor. Veolia's Water division have been engaged to provide both short and long term strategies to manage water within the waste mass to increase gas capture. Run Energy Pty Ltd have also been engaged to provide expert consultative and operational advice on system improvements to facilitate improved performance of the gas capture network.</p>
25/02/2016	8:45:00 AM	Letter	Tarago Village	The EPA received a call from a Complainant at the Tarago Public School reporting a 'strong waste odour' on arrival at the school at 08:10. Another Complainant arrived at 08:45 and reported that "I feel like gagging". The Complainant informed the EPA that she was unsure whether the odour was coming from the woodlawn landfill or the train.	45 Minutes	<p>Veolia spoke with the first Complainant about the duration and intensity of the odour and she advised me that the odour was present on arrival at the school around 8:10 and dissipated throughout the morning. The second train scheduled for this day was parked at Tarago between 09:15 and departed at 11:20.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>
25/02/2016	8:10 - 08:45	Letter	Tarago Village	The EPA received a call from a Teacher at the Tarago Public School reporting a 'strong waste odour' on arrival at the school at 08:10. Another Teacher arrived at 08:45 and reported that "I feel like gagging". The Teacher informed the EPA that they were unsure whether the odour was coming from the woodlawn landfill or the train	35 minutes	<p>Veolia spoke with the first Complainant about the duration and intensity of the odour and she advised me that the odour was present on arrival at the school around 8:10 and dissipated throughout the morning. The second train scheduled for this day was parked at Tarago between 09:15 and departed at 11:20.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>
16/02/2016	12:15:00 AM	Letter	Tarago Village	The complainant informed the EPA that at approximately 00:15 "he was woken up by a very strong landfill odour. Upon waking he had to close all the windows to his house to stop the odour coming in. He said the odour was so strong that it woke him from his sleep."	Not specified	<p>Contact details for the complainant were not supplied. If contact details are provided a Veolia representative will contact the complainant to discuss the event.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>
8/02/2016	8:45:00 AM	Letter	Braidwood Road, Tarago	In the first instance, the Complainant informed the EPA that the odour was "really strong at their house this morning". On a follow up call, the Complainant advised the EPA that the odour was gone by about 10am and that they had first noticed it at about 8:45am when they opened their doors and windows. They said the odour immediately entered their house at that time. He drove out to the paddocks at 10am and said that the odour was almost completely gone by that time.	Approximately 1 hour	<p>Veolia visited the site of the odour complaint at 10:50-11:10am and there was no odour present at that time. Attempts were made to contact the Complainant unsuccessfully.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>

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Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
1/02/2016	8:40:00 AM	Letter	Willandra Lane, Tarago	The complainant said the odour started "early this morning" and she "had to shut up the house and it's inside and she's [finding] it difficult to breathe". She stated that "they can smell it going in to Tarago and Veolia should have had it fixed long ago"	Not specified but "early in morning"	Two attempts were made to contact the Complainant this morning via telephone with no response and no telephone message bank. The complainant spoke to a Veolia representative when lodging the complaint.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
22/01/2016	20:00 - 22:55.	Letter	Tarago Village	The complainant said the odour started at 8pm and he described it as "a foul stench". He also said the "odours have been happening for about 8 years, but the recent rains have made the smell worse".	3 hours	Contact details for the complainant were not supplied. If contact details are provided a Veolia representative will contact the complainant to discuss the event.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
19/01/2016	9:15:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated "I'm sitting in my lounge room and the stench is just flying through. Do something about it, for Christ's sake. Heaven's above, it would drive a bloke mad".	Not specified	Attempts were made to contact the Complainant unsuccessfully.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
18/01/2016	9:30:00 AM	Letter	Braidwood Road, Tarago	The Complainant described the odour as very strong. He said his grandchildren were staying with him and they were complaining about the smell.	Not specified	Veolia spoke to the Complainant this afternoon and he acknowledged that he had spoken to the Woodlawn Facilities Manager about actions being taken at the time of the complaint.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
17/12/2015	8:30:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant said that during the event she "had to shut up the house – shocking smell. Doesn't like shutting house in heat with 92 year old Mother. Maybe Veolia should think about putting in air-conditioners, and cost of running them, for us".	07:30 for an unspecified period.	A telephone conversation was held with the Complainant this morning. She again indicated that she does not like having to shut the house during these events.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
17/12/2015	22:30:00 PM	Letter	Taylors Creek Road, Tarago	The Complainant stated they had to shut up the house – shocking smell. Doesn't like shutting house in heat with 92 year old Mother. Maybe Veolia should think about putting in air-conditioners, and cost of running them, for us".	20:45 to 22:30.	A telephone conversation was held with the Complainant this morning. She again indicated that she does not like having to shut the house during these events.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
5/12/2015	Not specified	Letter	Braidwood Road, Tarago	The Complainant described the odour as "phenomenal". The Complainant indicated that the odour was detected while cutting hay at an address on Cullulla Road "approximately 20-30km" from the Woodlawn site.	Between 10-11 AM	I received the phone call from the Complainant on 07/12/2015. He indicated that he had arrived at the site at Cullulla Road at 5am to cut hay and had experienced the odour between 10-11am. The Complainant also said his wife experienced the odour at their residential address at the same time during the morning.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
2/12/2015	1:00:00 AM	Letter	Tarago Village	The Complainant said it was a "very strong odour like a rotting orange smell coming from Veolia Environmental Services Woodlawn Landfill". The EPA reported that "the Caller was woken up at 01:00 this morning from the strong odour. Caller says this is an ongoing problem. Caller is very distressed where to the point of having to sell the property."	Not specified	Site management will be contacting the two known complainants over the coming days to discuss the intensity of the odour and the duration. Details of the odour audit process will also be discussed and the actions being implemented.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
1/12/2015	8:45:00 PM	Letter	Braidwood Road, Tarago	The Complainant reported that "he noticed a very strong landfill odour in the Tarago village".	Not specified	Site management will be contacting the two known complainants over the coming days to discuss the intensity of the odour and the duration. Details of the odour audit process will also be discussed and the actions being implemented.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
1/12/2015	Evening	Letter	Tarago Village	The Complainant said "better buy us all air conditioners... stink bloody shocking in here tonight".	Not specified	Site management will be contacting the two known complainants over the coming days to discuss the intensity of the odour and the duration. Details of the odour audit process will also be discussed and the actions being implemented.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
30/11/2015	10:30:00 PM	Letter	Braidwood Road, Tarago	The Complainant said he was sitting in his lounge room and the stench came drifting through his house. He said he "was upset that it was a hot night and he couldn't have any windows or doors open".	Not specified	Site management will be contacting the two known complainants over the coming days to discuss the intensity of the odour and the duration. Details of the odour audit process will also be discussed and the actions being implemented.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
25/11/2015	12:33:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated "the stench was coming through his house"	Not specified	Site management will be contacting the two known complainants over the coming days to discuss the intensity of the odour and the duration. Details of the odour audit process will also be discussed and the actions being implemented.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
22/11/2015	21:30-23:30	Letter	Taylor's Creek Road, Tarago	The Complainant said that during the event she "had to shut up the house at 9:30pm and was still smelly at 11:30pm" she said that she "doesn't appreciate having to close up the house in this weather".	2 hours	A telephone conversation was held with the Complainant this morning. She indicated that the odour was present for approximately two hours and that it required closing the doors to the house during this period which was inconvenient.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
19/11/2015	10:30:00 PM	Letter	Braidwood Road, Tarago	The Complainant described the odour as "rotting stench of waste".	Not specified	<p>Veolia had a telephone conversation with the Complainant this afternoon. He mentioned his conversation with the Woodlawn Facilities Manager, earlier in the week and his offer to visit the site. The offer was extended again and he said that it would be difficult due to commitments but would be considered.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner</p>
18/11/2015	12:00:00 AM	Letter	Braidwood Road, Tarago	The Complainant described the odour as very strong. He said his grandchildren were staying with him and they were complaining about the smell.	Not specified	<p>Veolia spoke to the Complainant this afternoon and he acknowledged that he had spoken to the Woodlawn Facilities Manager about actions being taken at the time of the complaint.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner</p>
17/11/2015	9:00:00 PM	Letter	Braidwood Road, Tarago	The Complainant said it was "very strong and had come through the air-con vents in his car".	Not specified	<p>The site manager spoke with the Complainant and discussed the intensity of the odour and the duration. Details of the odour audit process was also discussed and the actions being implemented.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>
17/11/2015	10:00:00 PM	Letter	Braidwood Road, Tarago	The Complainant opened the back door to let some breeze in and the stench permeated his house. He said it was much stronger now that when he first reported it to Enviroline"	Not specified	<p>The site manager spoke with the Complainant and discussed the intensity of the odour and the duration. Details of the odour audit process was also discussed and the actions being implemented.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>
25/10/2015	10:00:00 PM	Letter	Braidwood Road, Tarago	The Complainant described the odour as a "phenomenal stench"	4 hrs	<p>The knockout system was thoroughly inspected and found to be operating as designed. The leachate spill is currently being pumped back into the landfill mass.</p> <p>The Woodlawn Operations Manager spoke with the Complainant this morning.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>
20/10/2015	10:30:00 PM	Letter	Braidwood Road, Tarago	The Complainant described the odour as: "dirty rotten egg gas type of smell escaping coming from the Veolia Bioreactor. Smell is extremely invasive when it gets into the house and odour does not shift. Odour worse in the evening and early morning."	Not specified	<p>The Woodlawn Facilities Manager is going to speak with the Complainant within the next week.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner</p>
18/10/2015	8:30:00 PM	Letter	Roseview Road, Tarago	The Complainant stated the odour was "strong"	Not specified	<p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner</p>
18/10/2015	10:15:00 PM	Letter	Braidwood Road, Tarago	The Complainant described the odour as 'unbearable'	1 hour	<p>The Woodlawn Facilities Manager is going to speak with the Complainant within the next week.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
12/10/2015	9:28:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated "the stench would knock your arse over head this morning. It's phenomenal"	Not specified	<p>Veolia employees located within the region commented that the smell of bushfire smoke was evident throughout the morning. It should be noted that the bushfires burning in Victoria throughout the week of 5-9 October could have contributed to this event. A Veolia representative attended the scene shortly the odour complaint was made and advised that there was clear evidence of smoke smell around the complainants address. A further conversation with the complainant will be required to ascertain what he detected. An attempt to contact the complainant to discuss their concerns has been made with no result. A phone message was left on their answering service. Further attempt to contact the complainant will be made.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>
29/09/2015	Not specified	Letter	Braidwood Road, Tarago	The Complainant stated they were affected by foul odour ("stench") from Woodlawn waste facility, over a number of days. The odour has not been present today, but was particularly bad on the evening of the 26th September, and was also present on the subsequent days (27,28,29th) Caller uncertain of wind direction during this period, usually north-westerly wind brings it to the caller. Ongoing issue, caller indicates it is worsening in frequency and intensity of late.	Present in the evening	<p>As the identity of the caller was not provided Veolia is not able to follow up directly. Veolia would strongly encourage the caller to provide immediate notification to the EPA or site so that in the event of an odour incident, operations onsite can perform a fix if one is available.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>
28/09/2015	Not specified	Letter	Braidwood Road, Tarago	The Complainant stated they were affected by foul odour ("stench") from Woodlawn waste facility, over a number of days. The odour has not been present today, but was particularly bad on the evening of the 26th September, and was also present on the subsequent days (27,28,29th) Caller uncertain of wind direction during this period, usually north-westerly wind brings it to the caller. Ongoing issue, caller indicates it is worsening in frequency and intensity of late.	Present in the evening	<p>As the identity of the caller was not provided Veolia is not able to follow up directly. Veolia would strongly encourage the caller to provide immediate notification to the EPA or site so that in the event of an odour incident, operations onsite can perform a fix if one is available.</p> <p>Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.</p>

# Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
27/09/2015	Not specified	Letter	Braidwood Road, Tarago	The Complainant stated they were affected by foul odour ("stench") from Woodlawn waste facility, over a number of days. The odour has not been present today, but was particularly bad on the evening of the 26th September, and was also present on the subsequent days (27,28,29th) Caller uncertain of wind direction during this period, usually north-westerly wind brings it to the caller. Ongoing issue, caller indicates it is worsening in frequency and intensity of late.	Present in the evening	As the identity of the caller was not provided Veolia is not able to follow up directly. Veolia would strongly encourage the caller to provide immediate notification to the EPA or site so that in the event of an odour incident, operations onsite can perform a fix if one is available.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
26/09/2015	Not specified	Letter	Braidwood Road, Tarago	The Complainant stated they were affected by foul odour ("stench") from Woodlawn waste facility, over a number of days. The odour has not been present today, but was particularly bad on the evening of the 26th September, and was also present on the subsequent days (27,28,29th) Caller uncertain of wind direction during this period, usually north-westerly wind brings it to the caller. Ongoing issue, caller indicates it is worsening in frequency and intensity of late.	Present in the evening	As the identity of the caller was not provided Veolia is not able to follow up directly. Veolia would strongly encourage the caller to provide immediate notification to the EPA or site so that in the event of an odour incident, operations onsite can perform a fix if one is available.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
12/09/2015	8:38:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated "I just walked out the back door and the odour nearly knocked me over".	Not specified	At the time of writing the Complainant had not been contacted. There is currently increased focus on alternative methods of odour mitigation and elimination including the use of effective bio-filtration and effective capture methods.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
14/09/2015	9:14:00 PM	Letter	Roseview Road, Tarago	There was no specific description of the odour recorded.	Not specified	The Operations Manager spoke with the resident at the time. At this time Veolia is working on more advanced well sealing arrangements including bio-cover and clay seals.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
13/09/2015	10:07:00 AM	Letter	Roseview Road, Tarago	The Complainant stated "the stink from the reactor in the Tarago township this morning was revolting."	Not specified	At this stage the Complainant has not been contacted.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner
12/09/2015	6:50:00 PM	Letter	Braidwood Road, Tarago	The Complainant did not provide a description of the odour.	Not specified	At the time of writing the Complainant had not been contacted. There is currently increased focus on alternative methods of odour mitigation and elimination including the use of effective bio-filtration and effective capture methods.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
12/09/2015	6:04:00 PM	Letter	Roseview Road, Tarago	The Complainant stated the odour was "very strong"		At this stage the Complainant has not been contacted.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner
9/09/2015	9:20:00 AM	Letter	Roseview Road, Tarago	The Complainant stated "the stink from the Veolia Bioreactor at Woodlawn Mine is again present this morning. There is no wind."	17:17 and 19:02	Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
9/09/2015	9:40:00 AM	Letter	Roseview Road, Tarago	The Complainant stated "The stink from the reactor has become stronger at the time of this email and there is still no wind."	17:17 and 19:02	Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
9/09/2015	5:17:00 PM	Letter	Roseview Road, Tarago	The Complainant stated "The stink has been present all afternoon. Presently, there is no wind."	17:17 and 19:02	Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
9/09/2015	7:02:00 PM	Letter	Roseview Road, Tarago	The Complainant stated "I checked the cattle on the motorbike this evening at 5:30pm and the stink from the Veolia Bioreactor at Woodlawn was revolting."	17:17 and 19:02	Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
7/09/2015	8:00:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated the "odour nearly knocked me out it was that bad"	Not specified	A conversation was had with the complainant this morning (11.30am) They stated that the odour wasn't as bad as previous occasions.. He made a comment about noticing an improvement in the intensity of the odour. The conversation was constructive and I informed him, that I will be calling regularly to give operational update. He motioned that he had called the EPA regarding odour detected on the 3rd September and the 29th of August. He stated that he had called the EPA to inform, not specifically to make a compliant.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
27/08/2015	2:14:00 PM	Letter	Tarago Village	The Complainant stated it was a 4/6 and had a "very strong rubbish odour"	Not specified	Veolia are not aware of the identity of the caller at this stage. Veolia is very interested in understanding the who the complainant is and willing to make contact if the details of the person are provided The site has experienced significant rainfall this week and has water pooled in locations across the site. This water is being dealt with as part of our water management objectives and will be finalised by today.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
21/08/2015	8:30:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated the odour was "foul".	Eased by 10:30 hours	Due to the late notice there was no opportunity to address any specific issues at the time. The Complainant has not been contacted at this stage.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
20/08/2015	8:30:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated the odour had a strong bin smell.	Between 8:30 - 9:00	The Complainant was contacted on the 24th August. He expressed that, in his opinion, the odour was getting gradually worse. The Complainant was open to the option of an odour diary, Veolia will action this immediately.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
20/08/2015	8:30:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated the odour was "strong"	Between 8:30 - 9:01	The Complainant was contacted on the 24th August. He expressed that, in his opinion, the odour was getting gradually worse. The Complainant was open to the option of an odour diary, Veolia will action this immediately.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
20/08/2015	10:00:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated the odour was "foul".	Not specified	Due to the late notice there was no opportunity to address any specific issues at the time. The Complainant has not been contacted at this stage.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
16/08/2015	10:16:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated "The stench is phenomenal this morning. There must have been a major break down at Woodlawn because the stench is really bad this morning."	During morning	The Complainant has not been contacted at this stage. Additional methods of waste cover and gas capture are being investigated.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
16/08/2015	9:00:00 AM	Letter	Roseview Road, Tarago	The Complainant stated that "the stink is again in the air. There is no wind."	Not specified	Due to the late notice given there is nothing that can be directly addressed. At this stage the Complainant has not been contacted.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
16/08/2015	9:49:00 AM	Letter	Tarago Village	The Complainant said there was a strong rubbish smell present at their property.	Started during the night	Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
11/08/2015	11:00:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated "The stench is phenomenal this morning. There must have been a major break down at Woodlawn because the stench is really bad this morning."	Not specified	The Complainant has not been contacted at this stage. Additional methods of waste cover and gas capture are being investigated.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
9/08/2015	9:20:00 AM	Letter	Roseview Road, Tarago	The Complainant stated "the stink from the Veolia Bioreactor at Woodlawn Mine is again present this morning. There is no wind."	Not specified	Due to the late notice given there is nothing that can be directly addressed. At this stage the Complainant has not been contacted.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
8/08/2015	7:45:00 AM	Letter	Roseview Road, Tarago	The Complainant stated "The odour from the Veolia Bioreactor is strong this morning. There is no wind"	Not specified	Due to the late notice given there is nothing that can be directly addressed. At this stage the Complainant has not been contacted.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
31/07/2015	8:01:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated "the stench is phenomenal tonight. Something needs to be done. It's vile."	Persisting for some days	The Complainant left a message with the Woodlawn Operations Manager on Friday night; The Manager tried to reach him between 2030 and 2100hrs but could not get in contact. At approximately 2045hrs the Woodlawn Operations Manager went past the Complainants residence to assess the area. The Woodlawn Operations Manager reports only an odour of wood smoke at the time. The Complainant was able to be contacted on the 3rd August and spoken with briefly, at that time there was no odour and the Complainant was encouraged to supply a copy of his odour diary to Veolia.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
30/07/2015	10:06:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated there was a rubbish odour	Preceding 1 hour	The Complainant has not been contacted at this stage.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
29/07/2015	12:32:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated that there was "a strong stench coming from the Woodlawn Landfill"	Preceding 2.5 hours	The Complainant has not been contacted at this stage.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
24/07/2015	7:30:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated there was a "Foul stench"	Not specified	The Operations Manager spoke with the Complainant on the 24th and he explained that the odour this morning was a "5 out of 10" and just noticeable.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
20/07/2015	Not specified	Letter	Braidwood Road, Tarago	The Complainant stated there was a "foul stench"	Not specified	The Operations Manager spoke with the Complainant on the 24th and he explained that the odour this morning was a "5 out of 10" and just noticeable.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
1/07/2015	7:35:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated the odour was strong	06:45 to 07:30	Telephone contact was made with the complainant on 2 July 2015 to discuss a previous odour complaint from Sunday 28 June 2015. The complainant did not mention this odour complaint during the conversation.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
30/06/2015	3:30:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated the odour was 8 out of 10	15:30 to 17:17	As outlined in previous correspondence to the EPA, attempt to contact the complainant to discuss their concerns has been made – with no result. A phone message has been left for the complainant at 2.20pm today. Further attempt to contact the complainant will be made.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
28/06/2015	12:15:00 PM	Letter	Roseview Road, Tarago	The Complainant stated that the "odour from the Woodlawn Bioreactor is strong this evening."	Not specified	As outlined in previous correspondence to the EPA, attempt to contact the complainant to discuss their concerns has been made – with no result. A phone message has again been left for the complainant at 2.21pm today. Further attempt to contact the complainant will be made.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
26/06/2015	10:30:00 PM	Letter	Roseview Road, Tarago	Described by the complainant: "the odour is particularly bad this year and is far worse than previous years"	Not specified	As outlined in previous correspondence to the EPA, attempt to contact the complainant to discuss their concerns has been made – with no result. A phone message has again been left for the complainant at 2.21pm today. Further attempt to contact the complainant will be made.  Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
23/06/2015	9:29:00 PM	Letter	Roseview Road, Tarago	The Complainant stated that the "I am in the paddock checking cattle and the air stinks of odour from the Veolia bioreactor at Tarago."	Not specified	No contact has been able to be made with the two complainants; however a voice mail message has again been left with the two individuals at 12.45pm today (Thursday 25th June) following on from a voicemail messages left on Tuesday 23rd of June. I will continue to try and make contact to discuss the type and intensity of the odour they detected.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.
22/06/2015	11:39:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated "the stench is phenomenal"	Not specified	No contact has been able to be made with the two complainants; however a voice mail message has again been left with the two individuals at 12.45pm today (Thursday 25th June) following on from a voicemail messages left on Tuesday 23rd of June. I will continue to try and make contact to discuss the type and intensity of the odour they detected.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.
21/06/2015	7:00:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated "the odour this morning is strong. There is no wind."	First at 7, disappeared and back at 11	No contact has been able to be made with the two complainants; however a voice mail message has been left for each of them on Tuesday 23rd of June. I will continue to try and make contact to discuss the type and intensity of the odour they detected.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.
21/06/2015	8:09:00 AM	Letter	Roseview Road, Tarago	The Complainant stated "The odour this morning is strong. "the stench down here is bad this morning"	Detected at 8:09 and lingered until 10:35	No contact has been able to be made with the two complainants; however a voice mail message has been left for each of them on Tuesday 23rd of June. I will continue to try and make contact to discuss the type and intensity of the odour they detected.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
13/06/2015	9:22:00 AM	Letter	Roseview Road, Tarago	The Complainant said "the odour is again lingering this morning and is offensive"	Not specified	No contact details of the complainant have been provided in the email correspondence from the EPA. If these details are known and provided to Veolia, we would be willing to contact to discuss the type and intensity of the odour.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.
3/06/2015	9:41:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated that the "landfill odour is very strong at his house"	09:40 and 10:15 am	The Complainant said, when it was suggested that a Veolia representative would attend the area very soon: "not to bother as by the time we get there it will be gone" A Veolia representative attended the area and was present between 0955 and 1010 hrs. No odour identifiable as landfill was detected at or near the residence. The Veolia representative reported a smell of burning wood, pine and farm stock. In addition the Veolia representative also spoke with a local in the shop on the way back to site, this local reported that there had not been an odour incident that she knew of in some time. At this stage the Complainant has not been contacted any further.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.
27/05/2015	10:29:00 PM	Letter	Roseview Road, Tarago	The Complainant stated that the "odour from the Woodlawn Bioreactor is strong this evening."	Not specified	As Veolia was not informed immediately there were no specific actions available to be taken. In addition the system was operating as normal.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.
24/05/2015	9:58:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated The stench was phenomenal last night and this morning.	Not specified	As Veolia was not informed immediately no direct action was or could be taken to address any part of the system.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.
24/05/2015	10:06:00 AM	Letter	Roseview Road, Tarago	The Complainant stated the smell from the Tarago Veolia Woodlawn Bioreactor this morning is disgusting."	Not specified	As Veolia was not informed immediately no direct action was or could be taken to address any part of the system.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner
5/05/2015	12:00:00 PM	Letter	Braidwood Road, Tarago	The complainant stated a "Landfill stench" was present.	2 hours prior	As there was nothing operationally out of order there is no specific action to be taken in regards to this incident. The Complainant is yet to be contacted.  Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
25/04/2015	6:00:00 AM	Letter	Tarago Village	The complainant stated that they had detected a "rotting garbage smell"	Not specified	<p>During my investigation, there were no operational challenges to report in relation to this incident.</p> <p>I would like to note that I attended the Tarago ANZAC Dawn Service which started at 6am. At no stage was an odour detected during the dawn service neither by myself, other Veolia employees nor by other local community members who I spoke with after the service. If the EPA can provide any contact details for the complainant, I would be very willing to contact to discuss in more detail about the odour detected.</p> <p>Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.</p>
16/04/2015	8:33:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated they detected a 'landfill odour' and it was 'strong'.	1 hour prior	<p>As the system was operating as intended and there were no identified operational changes, failure or movement away from standard operational conditions there is nothing clearly evident that may have resulted in an offensive odour leaving the site. Other than our ongoing focus on continual improvement of the system there are no specific actions identified from this incident.</p> <p>Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.</p>
15/04/2015	6:00:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated the odour was "disgusting"	Not specified	<p>At this stage the Complainant has not been contacted, and it is not known who made the initial complaint. As there was no operational difficulty, nor any particular movement away from standard operation there is nothing that can be said to be specifically performed in response to the complaints.</p> <p>Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.</p>
15/04/2015	8:40:00 AM	Letter	Roseview Road, Tarago	The Complainant stated there was a "stench"	Not specified	<p>At this stage the Complainant has not been contacted, and it is not known who made the initial complaint. As there was no operational difficulty, nor any particular movement away from standard operation there is nothing that can be said to be specifically performed in response to the complaints.</p> <p>Veolia will continue to maintain the landfill and extract produced gasses in an efficient and compliant manner.</p>

# Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
30/03/2015	9:00:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated the odour was strong (3-4/10)	Not specified	The air system was inspected and upon rectifying this issue there was a significant recovery to the system and corresponding increase in gas extracted. At this time the gas and pump infrastructure team is completing an installation of a major gas line and modifying an existing one that will see an improvement to the spread of pressure throughout the land fill surface. The modification is expected to be completed by midmorning Wednesday 1st April and the installation of the gas line by Friday 3rd April. A more substantial well / waste interface seal has been designed and currently several prototypes are being manufactured. This is in addition to current sealing arrangements and bio-filtration. In addition, liquid management within the waste is the core strategy as previously outlined and the significant investment Veolia is looking to install in 2015 to improve the throughput of the current treatment system is well in the design and tendering phase with the Veolia Water division.
29/03/2015	7:00:00 AM	Letter	Roseview Road, Tarago	The Complainant stated the odour was "strong"	"This morning"	The meteorological conditions at the time, don't support the event that an odour from Woodlawn was detected at the premises on Roseview Street. The complainant stated that 'wind is blowing from the West / North West' at the time prior (5am to 7am) where the winds at the Woodlawn site where recorded at 208 to 192 Degrees (south/south west) and at 7 to 9m/sec (~28km/hr). Woodlawn is in a North westerly direction from the houses located on Roseview Road. As no contact details were provided in the response from the EPA, thus no follow up has been made. If the EPA passes on these details, Veolia seeks to make contact with the complainant to understand what was detected, and what the wind pattern/flow was and how this could relate to the information gathered from the onsite weather station. This information is of particular interest to Veolia.  The gas extraction system was operating at an efficient state as stated above. No power station or gas extraction related problems occurred during the lead up to the odour being detected at the residence at Roseview Road.
29/03/2015	9:10:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated there was a "phenomenal" stench	Not specified	The air system was inspected and upon rectifying this issue there was a significant recovery to the system and corresponding increase in gas extracted. At this time the gas and pump infrastructure team is completing an installation of a major gas line and modifying an existing one that will see an improvement to the spread of pressure throughout the land fill surface. The modification is expected to be completed by midmorning Wednesday 1st April and the installation of the gas line by Friday 3rd April. A more substantial well / waste interface seal has been designed and currently several prototypes are being manufactured. This is in addition to current sealing arrangements and bio-filtration. In addition, liquid management within the waste is the core strategy as previously outlined and the significant investment Veolia is looking to install in 2015 to improve the throughput of the current treatment system is well in the design and tendering phase with the Veolia Water division.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
26/03/2015	8:15:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated there was a "phenomenal stench"	Not specified	The installed monitoring system is now operational on the waste surface and providing data for analysis. A more substantial well / waste interface seal has been designed and currently several prototypes are being manufactured. This is in addition to current sealing arrangements and bio-filtration. In addition, liquid management within the waste is the core strategy as previously outlined and the significant investment Veolia is looking to install in 2015 to improve the throughput of the current treatment system is well in the design and tendering phase with the Veolia Water division.
20/03/2015	10:09:00 PM	Letter	Braidwood Road, Tarago	The complainant described the odour as a "phenomenal stench".	Not specified	Veolia is continuing to install a more substantial monitoring system on the waste mass that will provide data towards a more efficient gas collection system. Also Veolia are working on a more substantial well / waste interface seal to explore beyond the current bio filtration methods at mitigating the potential emissions. This includes expansion on the current biofiltration techniques around the wells, as seen above in the photo and other sealing arrangements which may include clay, road base, HDPE liner and or bentonite seals. In addition, liquid management within the waste is the core strategy as previously outlined and the significant investment Veolia is looking to install in 2015 to improve the throughput of the current treatment system is well in the design and tendering phase with the Veolia Water division.
18/03/2015	11:30:00 PM	Letter	Taylor's Creek Road, Tarago	The Complainant stated the first instance was 8/10 and the second instance was a rating of 3/10.	Not specified	The complaint was received on the Woodlawn line. The resident was unable to be contacted on the 18th however contact was made at 0800hrs on the 19th. The gas extraction and pumping infrastructure was stabilised as quickly as possible. There is an additional major extraction line currently under construction from the mains line onto the waste surface that will allow for a greater spread of extraction pressure
18/03/2015	11:30:00 PM	Letter	Taylor's Creek Road, Tarago	The Complainant stated the first instance was 8/10 and the second instance was a rating of 3/10.	Not specified	The complaint was received on the Woodlawn line. The resident was unable to be contacted on the 18th however contact was made at 0800hrs on the 19th. The gas extraction and pumping infrastructure was stabilised as quickly as possible. There is an additional major extraction line currently under construction from the mains line onto the waste surface that will allow for a greater spread of extraction pressure
12/03/2015	8:40:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated the odour was mild and not offensive and they were only informing the site that an odour was present.	30 minutes	Veolia is ensuring that the waste is covered and identifying and rectifying any points of potential emissions. The resident called the site directly allowing for an ongoing dialogue. He stated that the conditions are typical of odour detected at his residence in the past, however he stated that the intensity was mild and he called the site to provide feedback. The complainant was asked to record the event and intensity in the odour diary.
4/03/2015	8:00:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant stated the odour was "offensive"	Not specified	Woodlawn continues to cover waste on a daily basis and extract gas to the greatest capacity available at all times.
26/02/2015	12:00:00 AM	Letter	Braidwood Road, Tarago	The complainant stated the odour "was offensive between 11am and 4pm"	5 hours	The complainant was contacted by Veolia on Monday the 2nd of March to discuss the odour.
14/02/2015	11:00:00 AM	Letter	Roseview Road, Tarago	The Complainant stated the odour was "offensive"	5 hours	No contact number or name was provided in the email provided by the EPA. So no contact was able to be made to the complainant to discuss the detail of the type and intensity of the odour detected.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
22/01/2015	22:30:00 PM	Letter	Braidwood Road, Tarago	Not specified	Not specified	Assessing the operation and the meteorological conditions at the time of his call, it seems extremely unlikely that the alleged odour is from Woodlawn as he claims. In the following table are the meteorological conditions recorded at the sites weather station and as evidence our weather station was not faulty in any way, I have provided the nearest Bureau of Meteorology location – Goulburn Airport. As the data states, the wind direction prior to and after the alleged odour detected by the Complainant was coming from a north easterly direction. As the Woodlawn site is west of his residence, the wind direction at the time and prior to, doesn't support his theory that the odour is related to the Woodlawn site.
17/01/2015	12:10:00 PM	Letter	Braidwood Road, Tarago	The Complainant stated there was a "terrible stench"	Not specified	Follow up with the complainant has not occurred; this will be carried out on Tuesday the 20th of January. The liquid blockage was dealt with by the dewatering pot. With gas extraction resuming in that area in the later part of Saturday morning.
8/01/2015	9:00:00 AM	Letter	Braidwood Road, Tarago	Not specified	30 minutes	The complainant was contacted but no response occurred, further follow up will be made to discuss the type and intensity of the odour. The blockage was repaired and the gas extraction system reverted to its normal operation.
23/12/2014	11:50:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated there was a "strong garbage smell"	Not specified	A message was left for the complainant who call the Woodlawn office on the evening of the 23rd of December Further follow up will also be required for the complainant on the 20th December. After the completion of the waste disposal operations on the Saturday, all waste was covered with the required daily and intermediate cover. The pumps and gas extraction booster operated as they should of and dealt with the temporary loss in gas flow during the late evening on the 23rd of December.
20/12/2014	12:30:00 PM	Letter	Roseview Road, Tarago	The Complainant stated there was a "strong garbage smell"	Not specified	A message was left for the complainant who call the Woodlawn office on the evening of the 23rd of December Further follow up will also be required for the complainant on the 20th December. After the completion of the waste disposal operations on the Saturday, all waste was covered with the required daily and intermediate cover. The pumps and gas extraction booster operated as they should of and dealt with the temporary loss in gas flow during the late evening on the 23rd of December.
16/12/2014	8:30:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated there was a "pungent tip smell"	1.5 hours	Contact has been made with the complainant; they discussed the type and intensity of the odour. I requested that they document the recording in the odour diary. The de-watering pump was quickly repaired and returned to service and extraction was resumed.  Maintenance regimes have been improved in the extraction systems over the previous months, identifying faults and rectifying the issue is core to the operation. In reference to the odour detected on the 11th of December, no recorded faults that day are evident, however the meteorological conditions prior and at the time the complainant detected he alleged odour do not correlate

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
20/11/2014	8:30:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated there was a "strong garbage smell"	1 hour	The site experience a power station trip during the very early hours of Thursday night, all back up systems where enabled and the call out employee ensured that the gas extraction was maintained. All waste was covered from the previous day's waste disposal activities. Due the notification of the compliant and the contact made by the EPA, no follow up has been made with the complainant by site management However; contact will be made early this coming week. This discussion will involve the odour diary recordings and the exact type of odour detected.
1/11/2014	11:45:00 AM	Letter	Roseview Road, Tarago	The Complainant stated tha the odour "smells like garbage"	Not specified	<p>All waste was covered from the previous day's waste disposal activities. The possible cause of the odour, may have been a failed pump that was identified on Saturday morning that resulted in section of the gas extraction system becoming flooded with leachate.</p> <p>The operational staff on Saturday repaired the pump and began the process of removing the liquid from the gas extraction pipe work. A conversation was held with the Complainant on Monday afternoon. He was very willing to discuss his concerns and to be directly involved with the odour diary process. The Complainant was encouraged to ring the site directly to discuss any concerns that he has and the processes involved. The discussion also included the recent odour audit, in which the findings will be made available to him once The Odour Unit submit the final report to the EPA and Veolia.</p>
30/10/2014	6:25:00 AM	Letter	Roseview Road, Tarago	The Complainant stated there was a "strong garbage smell"	Not specified	A possible cause of the odour was one of the engines at the power station tripped at around 4.30am that morning, the station on call personnel attended the site to ensure that this was rectified and the automatic flare start up system was enabled. All engine trip recovery systems operated automatically in the instance. Upon speaking with onsite operational staff, I was advised that all waste was covered with intermediate and daily cover from the previous day. The waste covering practice will be assessed for effectiveness to determine that the correct sealing is applied, including ongoing application of the bio filtration media. In addition to this, the power station personnel were briefed about the complaint and to report to onsite management if the engine trip recovery systems are not activated when a fault occurs at the power station.
19/10/2014	8:30:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated that the odour was "very strong"	Not specified	<p>In neither instance were meteorological conditions of particular note. Operationally the gas extraction system was operating and no exceptional circumstances existed</p> <p>The sewer smell is somewhat an interesting characteristics described by the complainant. Quantities of bio-solids have been delivered over previous months and being stored on the Woodlawn farm located to the west of the bioreactor. Since the rain, and recent disturbance in preparation for spreading, this may of contributed in this type of odour being detected. The bio-solids are in the process of being ploughed in the paddock to the west of the Woodlawn site. It's expected that this will be completed by Thursday the 23rd of October. Veolia does not believe that a garbage smell could have been detected off site, as all waste was covered prior to the weekend. The odour detected may have been from the bio-solids, if indeed the characteristic described was correct.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
18/10/2014	8:30:00 PM	Letter	Roseview Road, Tarago	The complainant stated a "garbage/sewer smell" and categorised it as "very strong"	Not specified	In neither instance were meteorological conditions of particular note. Operationally the gas extraction system was operating and no exceptional circumstances existed The sewer smell is somewhat an interesting characteristics described by the complainant. Quantities of bio-solids have been delivered over previous months and being stored on the Woodlawn farm located to the west of the bioreactor. Since the rain, and recent disturbance in preparation for spreading, this may of contributed in this type of odour being detected. The bio-solids are in the process of being ploughed in the paddock to the west of the Woodlawn site. It's expected that this will be completed by Thursday the 23rd of October. Veolia does not believe that a garbage smell could have been detected off site, as all waste was covered prior to the weekend. The odour detected may have been from the bio-solids, if indeed the characteristic described was correct.
11/10/2014	Morning	Letter	Braidwood Road, Tarago	The complainant described the odour as a 'stench'	Present in the morning	The Woodlawn site experienced a flare fault during the early hours of Friday, starting at around 5am. The flare had been operating when a generator went off line the previous evening. The power station on call staff attended the issue and rectified the flare fault and all systems where fully operational by 8.30am. In addition to this, the gas extraction staff also ensured that the required daily checks were carried to ensure that the necessary systems where operational. All waste was covered from the previous day. A program of re-commissioning the flare and gas extraction booster systems is being carried out. Its aim is to improve the reliability of the plant to ensure that these types of events are mitigated.
10/10/2014	8:45:00 AM	Letter	Tarago Village	The complainant described the odour "sour decomposing rubbish"	Not specified	The Woodlawn site experienced a flare fault during the early hours of Friday, starting at around 5am. The flare had been operating when a generator went off line the previous evening. The power station on call staff attended the issue and rectified the flare fault and all systems where fully operational by 8.30am. In addition to this, the gas extraction staff also ensured that the required daily checks were carried to ensure that the necessary systems where operational. All waste was covered from the previous day. A program of re-commissioning the flare and gas extraction booster systems is being carried out. Its aim is to improve the reliability of the plant to ensure that these types of events are mitigated.
29/09/2014	6:00:00 PM	Letter	Roseview Road, Tarago	No specific description of the odour was given by the complainant to the EPA, the only reference was a stench that warranted a phone call to the EPA.	Not specified	On inspection of the site over the past 24 hours, a gas well that had been disconnected and capped due to the tipping process on Monday, was found to be leaking some gas. This may have been the odour source. The gas extraction was very consistent during this period with 2700sm3/hr of LFG gas being extracted throughout the day. No engine or electrical trips where evident during this period. All intermediate cover and daily covering activities was carried out at the completion of the day's activity. The well in question has since had extra material placed around it to improve the seal. Process to run a temporary extraction line as well will take place An attempt to call the Complainant has been made with no response. A message was left on his answering service. Over the coming days, I will continue to contact him to arrange a meeting at his residence or at the Woodlawn site to discuss the type and intensity of the odour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
23/09/2014	9:30:00 AM	Letter	Braidwood Road, Tarago	The complainant said "the stench is back" and that he was going to contact the EPA. No other details were given. No odour was detected on site outside the landfill to determine what the complainant could be experiencing.	Approximately 1 hour	A site inspection was carried out with the recirculation dams being identified as a possible source. These dams while containing biofilter are in the process of being filled in to eliminate this potential for odour. This will be completed by the end of the week.
15/09/2014	8:30:00 AM	Letter	Taylor's Creek Road, Tarago	Both complainants did not give an exact description, but the odour was noticeable enough to call the site.	Not specified	Following on the points raised in the previous report to the EPA, Veolia is still carrying out these actions as part of its review of the odour mitigation measures and community consultation process.
14/09/2014	8:00:00 AM	Letter	Braidwood Road, Tarago	Both complainants did not give an exact description, but the odour was noticeable enough to call the site.	Not specified	Following on the points raised in the previous report to the EPA, Veolia is still carrying out these actions as part of its review of the odour mitigation measures and community consultation process.
1/09/2014	10:00:00 AM	Letter	Braidwood Road, Tarago	The complainant stated that the odour was unbearable and that his wife had been physically sick as a result.	Not specified	The pooled storm water contaminated with leachate is in the process of being removed and recirculated back into the waste and or pumped to the treatment system. The operators have been reminded of the importance of removing any liquid from the surface as soon as practicable. We have spoken to two members of the Community Liaison Committee that live in that area. One is a direct neighbour to the complainant and in line with the Bioreactor – He reported no odour on that evening and that he has not detected an odour from Woodlawn in at least 6 months. The second person lives in Tarago and reported that he had smelt and recorded a slight odour on Sunday morning but no odour that evening. The Complainant does not wish to discuss odour management with Veolia despite our many attempts to engage with him. We have contacted The Tarago and District Progress Association Incorporated (TADPAI) as a possible way to engage with the Complainant in relation to odour management at the site. It is hoped that the Complainant may be more willing to engage with other members of the community in an attempt to ease his mind in relation to our achievements to date and works that are continuing that have resulted in significant improvements to odour management on site.
25/08/2014	8:45:00 AM	Letter	Braidwood Road, Tarago	The complainants stated that the odour was a "stench"	Not specified	Ongoing waste covering and bio filtration and along with our core objective of increasing the gas capture from the waste mass is the key strategy in mitigating the odour detected off site.
5/08/2014	21:50 PM	Letter	Braidwood Road, Tarago	The complainants stated that the odour was a "stench"	Not specified	Ongoing waste covering and bio filtration and along with our core objective of increasing the gas capture from the waste mass is the key strategy in mitigating the odour detected off site.
4/08/2014	6:30:00 AM	Letter	Braidwood Road, Tarago	The complainants stated that the odour was a "stench"	Not specified	Ongoing waste covering and bio filtration and along with our core objective of increasing the gas capture from the waste mass is the key strategy in mitigating the odour detected off site.
27/07/2014	Not specified	Letter	Braidwood Road, Tarago	The complainants stated that the odour was a "rotten rubbish smell", and a "foul odour"	Not specified	The electrical issue was resolved on Monday morning by our site electrician, and subsequent gas volumes extracted from the void returned to the previous weeks levels. A communication strategy on gas extraction and fault diagnosis was discussed among onsite personnel on Monday morning to ensure that gas extraction is maintained at a high level, and when faults are experienced, the appropriate measures are implemented to rectify the issue. In addition to the requirements of the on call staff at the power station, Veolia is already putting funding towards a notification system to send immediate alerts when electrical trips occur in the void. This is expected to be rolled out over the coming month.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
27/07/2014	Not specified	Letter	Mulwarae Street, Tarago	The complainants stated that the odour was a "foul odour"	Present in the morning	The electrical issue was resolved on Monday morning by our site electrician, and subsequent gas volumes extracted from the void returned to the previous weeks levels. A communication strategy on gas extraction and fault diagnosis was discussed among onsite personnel on Monday morning to ensure that gas extraction is maintained at a high level, and when faults are experienced, the appropriate measures are implemented to rectify the issue. In addition to the requirements of the on call staff at the power station, Veolia is already putting funding towards a notification system to send immediate alerts when electrical trips occur in the void. This is expected to be rolled out over the coming month.
9/07/2014	Not specified	Letter	Braidwood Road, Tarago	The Complainant described the odour "as a stench that has been very strong at his property".	Present in the morning	The impacts of the inversion layers during the cooler months of the year are going to be discussed with The Odour Unit as previously outlined. The odour diaries have now been distributed to local residents. A training session was carried out on site by Terry Shulz from The Odour Unit. The focus of the training was to assess the odour by characteristic and intensity
7/07/2014	9:20:00 AM	Letter	Leahys Lane, Tarago	The Complainant described the odour as a "terrible stink"	Not specified	The impacts of the inversion layers during the cooler months of the year are going to be discussed with The Odour Unit as previously outlined. The odour diaries have now been distributed to local residents. A training session was carried out on site by The Odour Unit. The focus of the training was to assess the odour by characteristic and intensity.
20/06/2014	Not specified	Letter	Braidwood Road, Tarago	The Complainant said "the stench the last couple of mornings has been phenomenal"	Previous two mornings	As already stated earlier in the week, the impacts of the inversion layers will be discussed with The Odour Unit and the EPA to determine a strategy going forward to reduce the risk of gas/odour build up being detected offsite due to climatic variability. Veolia feel that this is an important area where investigation is required to reduce these odour events. The leachate pumping issue was resolved by our onsite staff. At the time of writing the liquid has been removed from the waste surface. The Tarago and District Progress Association have provided information to us about with community members will be taking part in the odour diary process, by early next week we will have a training date booked in.
19/06/2014	7:15:00 AM	Letter	Pinebank Drive, Tarago	The complainant on Thursday stated that the odour has been detected in the morning.	Previous two mornings	As already stated earlier in the week, the impacts of the inversion layers will be discussed with The Odour Unit and the EPA to determine a strategy going forward to reduce the risk of gas/odour build up being detected offsite due to climatic variability. Veolia feel that this is an important area where investigation is required to reduce these odour events. The leachate pumping issue was resolved by our onsite staff. At the time of writing the liquid has been removed from the waste surface. The Tarago and District Progress Association have provided information to us about with community members will be taking part in the odour diary process, by early next week we will have a training date booked in.
13/06/2014	12:15:00 PM	Letter	Braidwood Road, Tarago	The complainant stated that he had detected high strength odours at his property and had been present for most of the week.	Most of the week	As already stated earlier in the week, the impacts of the inversion layers will be discussed with The Odour Unit and the EPA to determine a strategy going forward to reduce the risk of gas/odour build up being detected offsite due to climatic variability. Veolia feel that this is an important area where investigation is required to reduce these odour events.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
7/06/2014	9:18:00 AM	Letter	Tarago Village	The complainant left a message on the Woodlawn reception phone saying that a odour was detected at his residence. No detail of their location was provided, nor a return phone number. The only statement was that the odour had been detected.	Not specified	Power station trips are generally unforeseen, a better understanding of what causes these trips and management of the gas extraction is a core objective of the site. The impacts of the inversion layers will be discussed with The Odour Unit and the EPA to determine a strategy going forward to reduce the risk of gas/odour build up being detected offsite due to climatic variability. Veolia feel that this is an important area where investigation is required to reduce these odour events.
5/06/2014	10:00:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant indicated the odour was 6/10.	Present in the morning	Power station trips are generally unforeseen, a better understanding of what causes these trips and management of the gas extraction is a core objective of the site. The impacts of the inversion layers will be discussed with The Odour Unit and the EPA to determine a strategy going forward to reduce the risk of gas/odour build up being detected offsite due to climatic variability. Veolia feel that this is an important area where investigation is required to reduce these odour events
3/06/2014	3:00:00 PM	Letter	Roseview Road, Tarago	No description and intensity of the odour was provided.	Present in the evening	Improvements to the gas extraction systems is a daily activity due to the dynamic nature of the site. The site will be ensuring that its gas extraction systems checks are regularly performed to ensure maximum extraction efficiency are achieved to meets our site targets. VES is research options to manage barometric change and the effects of what climatic conditions have on gas in the waste mass.
19/05/2014	Not specified	Letter	Braidwood Road, Tarago	The Complainant described the odour as similar to what they have smelt before.	Intermittently over 4 days	Veolia will be reviewing the site gas extraction infrastructure, despite the noticeable increase in gas capture over recent weeks. Veolia will be also carrying out additional assessment of the treated leachate system and volumes stored at the ED3 lagoons.
19/05/2014	Not specified	Letter	Braidwood Road, Tarago	The Complainant stated that the odour was a similar smell to before	Intermittently over 4 days	Veolia will be reviewing the site gas extraction infrastructure, despite the noticeable increase in gas capture over recent weeks. Veolia will be also carrying out additional assessment of the treated leachate system and volumes stored at the ED3 lagoons.
21/04/2014	8:22:00 AM	Letter	Tarago	The Complainant stated that there was a smell	Not specified	Veolia will be reviewing the site gas extraction infrastructure, despite the noticeable increase in gas capture over recent weeks. Veolia will be also carrying out additional assessment of the treated leachate system and volumes stored at the ED3 lagoons.
3/04/2014	9:50:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated that the odour "stank"	Present in the afternoon	When our inspection of the gas field began at the start of the day's operation, it was found a section of the gas extraction system had not been functioning correctly. The pneumatic pump that operates in an inline gas pipe system that dewater's condensate and leachate had failed to operate. Thus the gas extraction to this area was not working effectively. This failure may have contributed to the odour being detected off site. The pump and gas extraction system in question was repaired immediately and the maintenance system of the pumps and pipe work reviewed. Options to add additional gas extraction lines to increase the points of extraction is being investigated to ensure gas extraction is maintained.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
2/04/2014	21:00 PM	Letter	Braidwood Road, Tarago	Both residents stated that the odour was noticeable and that it wasn't completely offensive. During the discussion, they stated that the odour smelt in previous years has been much more intense.	Present in the evening between 20:00-21:00	<p>When our inspection of the gas field began at the start of the day's operation, it was found a section of the gas extraction system had not been functioning correctly. The pneumatic pump that operates in an inline gas pipe system that dewater condensate and leachate had failed to operate. Thus the gas extraction to this area was not working effectively. This failure may have contributed to the odour being detected off site.</p> <p>The pump and gas extraction system in question was repaired immediately and the maintenance system of the pumps and pipe work reviewed. Options to add additional gas extraction lines to increase the points of extraction is being investigated to ensure gas extraction is maintained.</p>
2/04/2014	10:00:00 AM	Letter	Tarago Region	Odour detected.	Present in the afternoon	<p>When our inspection of the gas field began at the start of the day's operation, it was found a section of the gas extraction system had not been functioning correctly. The pneumatic pump that operates in an inline gas pipe system that dewater condensate and leachate had failed to operate. Thus the gas extraction to this area was not working effectively. This failure may have contributed to the odour being detected off site.</p> <p>The pump and gas extraction system in question was repaired immediately and the maintenance system of the pumps and pipe work reviewed. Options to add additional gas extraction lines to increase the points of extraction is being investigated to ensure gas extraction is maintained.</p>
20/10/2013	9:00:00 AM	Letter	Unknown Complainant	The Complainant stated that the odour was a foul smell	Present in the afternoon	<p>VES is well underway with its strategy to remove leachate from the void as part of the efficiency assessment in gas capture. To date, 5.5ML has been removed from the landfill cell, which is already showing an increase in biogas capture over the past 2 months. The sites objective is to maintain biogas extraction from the void greater than 50,000m<sup>3</sup> per day. As already mention, the upcoming independent odour audit which is requirement on an annual basis as part the Woodlawn consent approval. This audit is scheduled to take place on the 29th to the 31st of October 2013. It's expected that the report will be made available to the relevant NSW Government Departments including the EPA by the end of November. VES is looking forward to this audit, to determine the effectiveness of the strategies that were and have been implemented and finalised over the past 12 months. VES will also be making the findings available to the members of the community liaison committee at the next meeting which will be held on the 11th of December.</p>

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
9/10/2013	Not specified	Letter	Braidwood Road, Tarago	The Complainant stated that the odour was strong	Present in the afternoon between 19:00-20:00	VES is well underway with its strategy to remove leachate from the void as part of the efficiency assessment in gas capture. To date, 3ML has been removed from the landfill cell, which is already showing an increase in biogas capture over the past month and a half. The sites objective is to maintain biogas extraction from the void greater than 50,000m <sup>3</sup> per day. In addition to the gas extraction rate, the continued objective is to remove and treat around 5ML from the void over the next month and a half. By removing the liquid from the void, the fluctuation in gas extraction will be minimised. I would also like to draw your attention to the upcoming independent odour audit which is a requirement on an annual basis as part of the Woodlawn consent approval. This audit is scheduled to take place on the 29th to the 31st of October 2013. It is expected that the report will be made available to the relevant NSW Government Departments including the EPA by the end of November. VES is looking forward to this audit, to determine the effectiveness of the strategies that were and have been implemented and finalised over the past 12 months. VES will also be making the findings available to the members of the community liaison committee at the next meeting which will be held on the 11th of December.
30/09/2013	19:00 PM	Letter	Roseview Street in Tarago	The Complainant stated that the odour was a bad odour (sweet chemical in nature)	Present in the afternoon between 16:00 - 19:00	There were fluctuations in our gas field extraction system for the power station that may have contributed to the odour being detected off site. During the investigation over the following day, a blocked knockout pot was found which backed up a gas extraction line with liquid. The blockage and the resulting fluctuations in extraction may have resulted in odour detected from the Woodlawn site. The blocked knockout pot was repaired and the extraction line was put back in service. The maintenance regime of the pumps was reviewed to minimise such occurrence. In addition to the maintenance of the gas extraction system, VES is well underway with its strategy to remove leachate from the void as part of the efficiency assessment in gas capture. To date, 2ML has been removed and treated from the landfill cell, which is already showing an increase in biogas capture since early September. The site objective is to remove and treat around 5ML from the void over the next 2 months. By removing the liquid from the void, the fluctuation in gas extraction will be minimised.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
26/08/2013	9:05:00 AM	Letter	Braidwood Road, Tarago	The description of the odour was not provided however it is alleged the odour was coming Woodlawn.	Present in the morning between 07:00-09:05	A routine inspection on Monday morning was conducted of the void prior to the days activities, a large pool of leachate was found on the waste surface near our leachate recirculation pumping system. It became quickly evident that the electrical system had failed causing recirculation pumps to trip and leachate to overflow from the tank system onto the waste cover. This pool of leachate on the waste surface could have been a source of odour. A rectification plan was quickly established and the removal of the liquid began. This electrical failure highlighted a weakness in our electrical network – this prompted a requirement to improve the system to make it more robust and reliable. The fully functional electrical system will be completed by weeks end. The pooled leachate is either been recirculated back into the waste or pump to the treatment dam. As previously explained to the EPA, VES has now fully commissioned the leachate treatment throughput system. The removal of leachate to improve gas capture which will prevent emissions is the primary objective to manage odour. VES is well underway with this process. I can also confirm that all the sludge has been removed from the storage lagoon (ED3N-1). This lagoon will now be ready to store and evaporate leachate from treatment process.
25/07/2013	9:50:00 AM	Letter	Mayfield Road, Tarago	The Complainant stated that the odour was strong	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/07/2013	8:10:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
11/07/2013	11:14:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that the odour was a 'rotting smell'	Not specified	Based on the previous discussion with the EPA and the odour consultants/auditors, the source of odour is likely to be the remaining volume of untreated leachate from the storage lagoon (ED3N-1). The consultants had assessed the odour issues at Woodlawn Bioreactor and conducted an odour audit on September 2012. The audit concluded that the untreated leachate at the storage lagoon was the main contributing factor for the odour at Woodlawn. Based on the description of the odour by the complainant, the likely cause is the remaining untreated liquid in the treatment dam.
11/07/2013	19:00 PM	Letter	Taylors Creek Road, Tarago	The Complainant stated that the odour was a 'rotting smell'	Not specified	Based on the previous discussion with the EPA and the odour consultants/auditors, the source of odour is likely to be the remaining volume of untreated leachate from the storage lagoon (ED3N-1). The consultants had assessed the odour issues at Woodlawn Bioreactor and conducted an odour audit on September 2012. The audit concluded that the untreated leachate at the storage lagoon was the main contributing factor for the odour at Woodlawn. Based on the description of the odour by the complainant, the likely cause is the remaining untreated liquid in the treatment dam.
9/07/2013	Not specified	Letter	Leahys Lane, Tarago	The Complainant stated that the Bioreactor was "stinking"	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
7/07/2013	Not specified	Letter	Braidwood Road, Tarago	The Complainant stated that the odour was "strong"	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
6/06/2013	8:00:00 AM	Letter	Braidwood Road, Tarago	The odour was described by the Complainant as being "the worst he has experienced"	Between 5:00 – 8:00 AM	It's expected that the odour detected is from the untreated leachate stored at ED3N -1. The consultants, who carried out an odour audit outlined that the untreated leachate is contributing factor to the odour detected from the Woodlawn Site. VES has outlined a treatment program from this volume of leachate in storage – this volume is expected to be treated and removed from ED3N. The solution to this matter is to keep progressing with the leachate treatment objectives as already outlined to the EPA.
9/05/2013	8:00:00 AM	Letter	Tarago Village	The Complainant stated that the odour was "strong"	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
22/04/2013	9:00:00 AM	Letter	Braidwood Road, Tarago	The Complainant stated that the odour was "toxic"	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
22/04/2013	10:30:00 AM	Letter	Tarago Village	The Complainant stated that the odour was "strong"	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
10/04/2013	Not specified	Letter	Braidwood Road, Tarago	Not specified	5:00-8:00 am	As previously discussed with the EPA, the source of odour is likely to be the untreated leachate from the storage dam. • More efficient settlement system will be commissioned on 26th of April aimed at improving the sludge separation from treated leachate before sending it to evaporation pond. The generated sludge is regarded as a main cause of odour for the leachate from the past experiences. • Management of the current storage untreated leachate, VES is looking to develop an aerobic system which can convert anaerobic to aerobic condition and stop the generation of odorous gas. (e.g. H2S)
10/04/2013	Not specified	Letter	Not specified	Not specified	5:00-8:00 am	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
9/04/2013	8:30:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant stated that the odour was "strong"	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
8/04/2013	9:25:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant stated that the odour was "appalling"	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
3/04/2013	9:00:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant stated that the odour was "strong"	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
21/03/2013	10:00:00 AM	Letter	Not specified	Not specified	10:00-11:00 AM	As previously discussed with the EPA, the source of odour is likely to be the untreated leachate from the storage dam. • More efficient settlement system will be commissioned on 26th of April aimed at improving the sludge separation from treated leachate before sending it to evaporation pond. The generated sludge is regarded as a main cause of odour for the leachate from the past experiences. • Management of the current storage untreated leachate, VES is looking to develop an aerobic system which can convert anaerobic to aerobic condition and stop the generation of odorous gas. (e.g. H2S)
21/03/2013	12:15:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant stated that the odour was dreadful	Present previous evening	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
9/02/2013	7:50:00 AM	Letter	Tarago Village	The Complainant stated that the odour was strong	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
21/01/2013	18:15 PM	Letter	Taylor's Creek Road, Tarago	The Complainant stated that the odour was strong	Present in the afternoon	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
16/01/2013	9:30:00 AM	Letter	Tarago Village	The Complainant stated that the odour was strong	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
3/01/2013	9:10:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that odour was 11/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
29/10/2012	9:30:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that odour was 8/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
20/09/2012	9:20:00 PM	Letter	Taylors Creek Road, Tarago	Not specified	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
21/08/2012	7:30:00 AM	Letter	Tarago Village	Not specified	Previous evening	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
21/08/2012	10:30:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 'really bad'	Present the previous evening	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
21/08/2012	14:00 PM	Letter	Taylors Creek Road, Tarago	The Complainant stated that the odour was 'extremely bad'	Present the previous evening	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/08/2012	7:50:00 AM	Letter	Tarago Village	The Complainant stated that the odour was "unacceptable"	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/08/2012	Not specified	Letter	Willandra Lane, Tarago	Not specified	AM & PM	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
24/07/2012	Not specified	Letter	Taylors Creek Road, Tarago	Not specified	Present in the afternoon and evening	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
9/07/2012	10:00:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that the odour was unacceptable	Present on the weekend	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
6/07/2012	8:20:00 AM	Letter	Tarago Village	The Complainant stated that odour was 10/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
26/06/2012	9:15:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that odour was 10/10	Present from 4am - 7am	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
14/06/2012	10:00:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that odour was 7/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
12/06/2012	14:45 PM	Letter	Currawang	Not specified	Continously present	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
7/06/2012	9:30:00 AM	Letter	Mayfield Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
5/06/2012	8:40:00 AM	Letter	Tarago Village	The Complainant stated that odour was 10/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
5/06/2012	9:00:00 AM	Letter	Mayfield Road, Tarago	Not specified	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
4/06/2012	11:10:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that odour was 10/10	Present last night	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
4/06/2012	11:50:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that odour was 9/10	Present last night	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
30/05/2012	7:30:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 10/10	Present for weeks	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
30/05/2012	8:40:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 7/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
17/05/2012	8:45:00 AM	Letter	Tarago Village	The Complainant stated that the odour was unacceptable	Present always	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
16/05/2012	9:00:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 9/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
2/05/2012	9:50:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
2/05/2012	9:50:00 AM	Letter	Tarago Village	Not specified	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
30/04/2012	9:15:00 AM	Letter	Taylors Creek Road, Tarago	The Complainant stated that the odour was 7/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
20/04/2012	7:30:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 8/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
17/04/2012	7:50:00 AM	Letter	Currawang	The Complainant stated that the odour was 7/10	Present in the mornings	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
16/04/2012	8:00:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 8/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
16/04/2012	11:00:00 AM	Letter	Taylor's Creek Road, Tarago	The Complainant stated that the odour was 8/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/04/2012	10:30:00 AM	Letter	Not specified	Not specified	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/04/2012	9:15:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 6/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
12/04/2012	13:30 PM	Letter	Tarago Village	The Complainant stated that the odour was 6/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
7/04/2012	Not specified	Letter	Tarago Village	Not specified	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
3/04/2012	16:00 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
3/04/2012	19:30 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
3/04/2012	21:00 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
3/04/2012	9:00:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 3/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
1/04/2012	7:30:00 AM	Letter	Tarago Village	The Complainant stated that was a 5/10	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
31/03/2012	8:00:00 AM	Letter	Tarago Village	The Complainant stated that the odour was 8/10	Present all day	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
31/03/2012	9:00:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
31/03/2012	8:00:00 AM	Letter	Tarago Village	Not specified	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
29/03/2012	8:30:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
29/03/2012	9:00:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
29/03/2012	8:00:00 AM	Letter	Tarago Village	Not specified	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
27/03/2012	9:00:00 AM	Letter	Currawang	Not specified	Present in the morning	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
27/03/2012	14:05 PM	Letter	Taylor's Creek Road, Tarago	Not specified	Present all day	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
23/03/2012	9:00:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
22/03/2012	16:30 PM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
17/03/2012	11:30:00 AM	Letter	Currawang	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
5/03/2012	7:45:00 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
27/02/2012	11:15:00 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
27/02/2012	12:00:00 PM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
23/02/2012	9:10:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
20/02/2012	11:25:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
17/02/2012	9:30:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/02/2012	10:30:00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
3/02/2012	19:30 PM	Letter	Currawang	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
2/02/2012	11:15:00 AM	Letter	Currawang	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
25/01/2012	12:35:00 PM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
20/01/2012	9:05:00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
15/01/2012	11:15:00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
14/12/2011	8:00:00 AM	Letter	Currawang	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
9/12/2011	9:45:00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
22/11/2011	10:50:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
22/11/2011	8:45:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
20/10/2011	9:15:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
28/06/2011	15:45 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
2/05/2011	12.10 PM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
12/04/2011	9:35:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
30/03/2011	9:25:00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
16/03/2011	10.00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/03/2011	20:00 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
2/03/2011	14:10 PM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
25/02/2011	09.45 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
24/02/2011	10:00:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
24/02/2011	07.00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
24/02/2011	08.15 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
24/02/2011	08.30 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
24/02/2011	09.40 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
24/02/2011	09.45 AM	Letter	Boro	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
20/02/2011	07.00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
14/02/2011	07.15 AM	Letter	Currawang	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
7/02/2011	09.30 AM	Letter	Bungendore Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
2/02/2011	08.15 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
30/01/2011	19:00 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/01/2011	13:50 PM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
31/12/2010	09.00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
17/12/2010	11.00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
16/12/2010	10.30 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
22/10/2010	07.45 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
18/10/2010	08.30 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
8/10/2010	12.00 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
29/09/2010	22.00 PM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
28/09/2010	15:52 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/09/2010	12:25:00 PM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
14/08/2010	13:00 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/08/2010	13:00 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
10/08/2010	9:45:00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
9/08/2010	9:30:00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
29/07/2010	9:10:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
8/07/2010	10:00:00 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
18/06/2010	08.30 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
6/11/2009	08.50 AM	Letter	Taylors Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
26/10/2009	10.45 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
5/06/2009	16.15 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
20/02/2009	09.00 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
28/01/2009	10:00:00 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
23/12/2008	9:00:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
17/12/2008	9:00:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
17/12/2008	9:15:00 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
8/02/2008	12.25 PM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
4/06/2007	12.30 PM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
7/05/2007	10.20 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
7/05/2007	12.00 PM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
20/04/2007	09.30 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
9/09/2006	10:10:00 AM	Letter	Not specified	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
30/08/2006	14:25 PM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
29/03/2006	09.30 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
6/03/2006	11.00 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
14/02/2006	09.00 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
13/02/2006	12.00 PM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
9/02/2006	11.25 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
9/02/2006	09.00 AM	Letter	Goulburn	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
1/02/2006	09.20 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
30/01/2006	11.30 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
21/01/2006	7:00:00 AM	Letter	Taylor's Creek Road, Tarago	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
19/12/2005	09.30 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.

## Woodlawn Bioreactor Complaints Register



Date	Complaint lodged	Response	Location	Description	Duration	Response/action taken to resolve the complaint
16/12/2005	09.30 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.
8/12/2005	05.30 AM	Letter	Tarago Village	Not specified	Not specified	Veolia conducted an investigation into the odour complaint and contacted the Complainant to discuss the nature of the alleged odour.