

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Duration	Response/action taken to resolve the complaint
3/7/2020	9:50:00 am	11436	Community Feedback Line	Odour	E-mail	Barnet Drive, Mt Fairy	The complainant reported noticing an increase in odour at their property in the last 4-6 months. He described the odour as "sometimes smelling like death (rotting animal carcasses) and other times like rubbish". He also reported a smell of garbage/tip at 7.30pm a couple nights ago.	Not Specified	Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
3/6/2020	10:33:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported a "rotten refuse smell" allegedly coming from the Woodlawn Bioreactor. She said her husband was in the back paddock when the odour was detected at 10:33am. She said that other than today she has only noticed the odour at her property on a couple of previous occasions.	Not Specified	Veolia will be conducting a formal review of the landfill gas extraction failure. The aim of the review will be to assess Veolia's internal response to the incident and identify measures to prevent future landfill gas extraction outages at the Bioreactor. Findings of the review will be documented in the incident report to be provided to the EPA.
28/5/2020	8:15:00 am	11436	EPA Environmental Line	Odour	Letter	Main road approaching Tarago Public School	The complainant reported to the Environmental Line through EPA that there was a "strong odour of rotting kitchen garbage" was coming from the Woodlawn Bioreactor. She said she first noticed the odour on the main road approaching the school, and it was very strong on her arrival at school 8:15am. She advised that the school keeps an odour diary and that until today there had been no smells recorded since 2 March 2020. At 9:35am this morning the complainant said the odour was still present but it was only faint and very much reduced since her arrival at 8:15am. She said it was "really pungent" at 8:15am.	Between hours of 8:15am and still slightly evident at 9:35am	Veolia made contact with the complainant on Friday 29th May to discuss the investigation and findings. Details surrounding the odour complaint, duration and odour profile was obtained to assist potential source identification. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
20/3/2020	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The complainant reported through the EPA Environmental Line that they had been impacted by offensive odours allegedly coming from the Woodlawn Bioreactor on the mornings of 9/3/20, 18/3/20 and 19/3/20 from about 6:30 to about 9:30am. The caller noted that the odour is regularly present on still, foggy mornings.	3 hours at a time over the 3 mornings	Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
19/3/2020	8:21:00 am	11436	EPA Environmental Line	Odour	Letter	6 Rosebery Street, Tarago	The complainant reported to the Environmental Line through EPA that there was "a strong smell of rotting garbage. The odour has been strong for the past 3 days. Odour is worse in the morning. Odour is coming into the house."	3 days particularly in the morning	Veolia has identified an opportunity to improve the way in which we attend to any future gas sensor failures. This has been communicated with all new power station staff to ensure that the gas extraction system, in its entirety, is monitored with any discrepancies identified, investigated, and rectified in a timely manner ensuring it is operating at maximum efficiency. Veolia is in the final stages of installing a Stormwater Management System that will vastly improve our ability to remove stormwater from the void before it has a chance to interact with any waste.
19/3/2020	8:01:00 am	11436	EPA Environmental Line	Odour	Letter	Mulwaree St, Tarago	The complainant reported to the Environmental Line through EPA that they smelt as a "rotting vegetable smell and terrible stench". The resident did not wish to pass their details on.	Not specified	Veolia has identified an opportunity to improve the way in which we attend to any future gas sensor failures. This will be communicated with all new power station staff to ensure that the gas extraction system, in its entirety, is monitored with any discrepancies identified, investigated, and rectified in a timely manner ensuring it is operating at maximum efficiency. Veolia is in the final stages of installing a Stormwater Management System that will vastly improve our ability to remove stormwater from the void before it has a chance to interact with any waste.
23/8/2019	6:04:00 pm				Letter	King Street, Tarago	The complainant reported to the Environmental line through EPA that they experienced "a very pungent odour dominant in the air and it smells like rubbish disposal".	Not specified	The power station had 6 engines operating as the site was undergoing maintenance on the seventh one, during this time the flare was also used to ensure consistent extraction and flow of gas from the Bioreactor. The Leachate Treatment Plant is in the process-proving phase and is currently treating leachate around 220m3 of raw leachate per day. The existing treatment plant is still in operation.

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1/8/2019	9:50:00 am				Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that they "they were being affected by an offensive odour which started early this morning, it was a very strong odour, there was no wind at the time. They said the offensive odour has been on and off for the last 4 weeks".	Not specified	A review of the dewatering process has commenced in an effort to maintain Veolia's commitment to continuous improvement. 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 120m3 of raw leachate per day. The existing treatment plant is still in operation.
18/6/2019	3:39:00 pm				Letter	Mayfield Road, Tarago	The complainant reported to the Environmental line through EPA that they were affected by "a putrid offensive odour at approximately 7:45am that morning. They said the odour was very strong in the air for about 2 hours before dissipating. The wind was still."	2 hours	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 180m3 of raw leachate per day. The existing treatment plant is still operating at capacity. Veolia had a Community Liaison Meeting on the 19/06/2019, to discuss the updates on site.
11/6/2019	12:52:00 pm				Letter	Braidwood Road, Lake Bathurst	The complainant reported to the Environmental line through EPA that they detected a "strong sour, fermenting, rotten cabbage smell at approx. 11: 55am today outside their home on Braidwood Road."	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 180m3 of raw leachate per day. The existing treatment plant is still operating at capacity.
13/5/2019	8:43:00 pm				Letter	Leahys Lane, Tarago	The complainant reported to the Environmental line through EPA that there is a " very strong smell of rotting garbage from the Woodlawn Bioreactor from 7:30pm".	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 150m3 of raw leachate per day. The existing treatment plant is still operating at capacity.
6/5/2019	10:11:00 pm				Letter	Leahys Lane, Tarago	The complainant reported to the Environmental line through EPA that there is a " very strong smell of rotting garbage from the Woodlawn Bioreactor".	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 currently reviewing initial results from the Odour Unit.
3/4/2019	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.

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24/3/2019	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.
24/3/2019	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.
18/2/2019	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.
18/2/2019	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.
8/2/2019	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.
4/2/2019	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.

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25/11/2019	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.
23/11/2019	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.
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.

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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.
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.
22/9/2018	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.
17/9/2018	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.
17/9/2018	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.
14/9/2018	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.

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10/9/2018	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.
10/9/2018	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.
10/9/2018	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.
30/8/2018	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.
28/8/2018	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.
5/8/2018	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.
12/7/2018	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.
12/7/2018	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.
12/7/2018	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.
10/7/2018	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.

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10/7/2018	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.
9/7/2018	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.
4/7/2018	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.
3/7/2018	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.
3/7/2018	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.
3/7/2018	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.
22/6/2018	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.
21/6/2018	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.
21/6/2018	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.
28/5/2018	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.

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26/5/2018	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.
22/5/2018	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.
19/4/2018	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.
19/4/2018	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.
5/4/2018	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.
29/3/2018	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.
29/3/2018	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.

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27/3/2018	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- smell 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.
27/3/2018	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.
27/3/2018	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.
27/3/2018	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.
28/2/2018	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.

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8/2/2018	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>
18/1/2018	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>

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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>
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>

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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>
21/9/2017	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.	<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 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>
19/9/2017	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.	<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 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>

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18/9/2017	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.
17/9/2017	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.
10/9/2017	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.

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10/9/2017	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.
2/9/2017	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.
23/8/2017	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.

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23/8/2017	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.
23/6/2017	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.
21/5/2017	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.

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28/3/2017	10:14:00 am				Letter	Taylor's 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 1300m³/hr whereby currently we are extracting approximately 2800m³/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 dam. Veolia expects that now the eruption to the surface has been controlled and stopped, the liquid is estimated to be removed by the 7th April 2017.</p>
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27/3/2017	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 1300m³/hr whereby currently we are extracting approximately 2800m³/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 dam. Veolia expects that now the eruption to the surface has been controlled and stopped, the liquid is estimated to be removed by the 7th April 2017.</p>
30/1/2017	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>

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9/1/2017	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>
8/1/2017	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>

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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>
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>

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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>
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>
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>
1/2/2016	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	<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>

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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.
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	Taylors 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.
29/9/2016	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

28/9/2016	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.
27/9/2016	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.
21/9/2016	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.
20/9/2016	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.
17/9/2016	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.
24/9/2016	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.
18/8/2016	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.

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17/8/2016	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.
16/8/2016	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.
15/8/2016	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.
1/8/2016	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.
30/7/2016	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.
30/7/2016	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.

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22/7/2016	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.
21/7/2016	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.
20/7/2016	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.
17/7/2016	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.
15/7/2016	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.
5/7/2016	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.

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3/7/2016	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.
2/7/2016	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.
1/7/2016	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.
5/7/2016	8:15:00 am				Letter	Taylors 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.
4/7/2016	10:30:00 pm				Letter	Taylors 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.
26/6/2016	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.
23/6/2016	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.

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20/6/2016	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.
17/6/2016	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.
16/6/2016	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.
16/6/2016	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.
15/6/2016	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.
13/6/2016	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.
13/6/2016	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.
13/6/2016	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.
13/6/2016	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.

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29/5/2016	30/5/2016				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.
28/5/2016	28/5/2016				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.
26/5/2016	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.
25/5/2016	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.
22/5/2016	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.
14/5/2016	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.
4/5/2016	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	Veolia attempted to contact the Complainant to discuss the complaint however contact could not be made. 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.
29/4/2016	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	Veolia attempted to contact the Complainant to discuss the complaint however contact could not be made. 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.

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28/4/2016	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>
27/4/2016	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>
20/4/2016	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>
19/4/2016	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>
15/4/2016	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>
1/4/2016	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

30/3/2016	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>
25/3/2016	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>
23/3/2016	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>
23/3/2016	08:00 - 9:20				Letter	Braidwood Road, Tarago	The Complainant called the EPA at around 9.30 am 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>
14/3/2016	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>
25/2/2016	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>

Woodlawn Bioreactor Complaints Register

25/2/2016	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	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. Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
16/2/2016	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	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.
8/2/2016	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	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. Veolia will continue to maintain the landfill and extract produced gases in an efficient and compliant manner.
1/2/2016	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.
22/1/2016	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.
19/1/2016	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.
18/1/2016	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.

Woodlawn Bioreactor Complaints Register

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12986825	Y
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12918901	Y
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Woodlawn Bioreactor Complaints Register

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