

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
31/03/2021	6:50:00 am	11436	EPA Environmental Line	Odour	Letter	Rosebery Street, Tarago	The complainant reported there was a mild landfill odour outside his house when he went outside at 6:45am. He said the same odour has been present around this time for the last 3-4 days.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
31/03/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported that there was a "strong smell of methane /garbage" in the air outside their home when they went outside at 7am this morning. They said they regularly smell landfill odours outside their house on cold foggy mornings like today. They said they smell the odour a few times each week and it is usually much worse following heavy rain.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
31/03/2021	7:15:00 am	11436	E-mail	Odour	Letter	Rosebery Street, Tarago	The complainant reported that this was the fourth day in a row that they have smelled the bio odour and felt that it should be reported.	The Eco-Precinct Environmental Officer was in the vicinity of the complainants location approximately 20mins after the report was received however was unable to detect or identify any odour at the time. Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour.
29/03/2021	8:37:00 am	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported that they had experienced "a very strong methane smell" at their house from about 8am. They said it was a particularly foggy morning.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. No further contact or follow-up can be made due to the anonymity of the complainant.
29/03/2021	8:04:00 am	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The complainant reported that there was "a smell of rotten garbage" at their house allegedly coming from the Woodlawn Bioreactor. They said they first noticed it at 7:30am. They rated the strength of the odour as 5 out of 6.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
29/03/2021	2:15:00 pm	11436	EPA Environmental Line	Odour	Letter	Roseberry Street, Tarago	The complainant reported that there was "an unbelievably pungent landfill odour" in the air outside their home at around 5:30am this morning. They said they regularly smell landfill odours outside their house on foggy mornings but this morning's odour was the worst they have ever smelt.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. No further contact or follow-up can be made due to the anonymity of the complainant.
28-29/03/2021	9:34:00 am	11436	EPA Environmental Line	Odour	Letter	Glenoval Road, Lake Bathurst	The complainant reported that there was "a very strong methane smell" in the air outside their home at around 8am. They said they smelt the odour when they went outside their house at 8am and it was still present but dissipating at the time of their call. They said it was very foggy at 8am but that the fog was lifting at the time of their call. The complainant also reported that a similar odour was present again at the same time on Monday 29th March but not as strong as the previously reported.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. No further contact or follow-up can be made due to the anonymity of the complainant.
08/03/2021	5:19:00 pm	11436	Phone (Direct)	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported that there was a strong smell on his property present at the time of his call.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.

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02/03/2021	4:32:00 pm	11436	EPA Environmental Line	Odour	Letter	Mulwaree Road, Tarago	The complainant reported "a very strong putrid odour" inside their house at about 7:30am. They said they had left their bathroom window ajar overnight and when they went into the bathroom they noticed the odour. The odour had permeated in from outside and that they had to close the window to stop it coming in.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
02/03/2021	4:13:00 pm	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The complainant reported "a very strong odour of dirty nappies and sour milk" at their house and the odour was also "a little bit swampy". They said they first noticed it at 7:30am and that there was no wind and a very thick fog present. The caller said they were unable to put washing out and had to lock their house up. The odour was still present at the time of the call at 8:40am.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
01/03/2021	7:25:00 pm	11436	E-mail	Odour	Letter	Goulburn Street, Tarago	The complainant reported "a very strong smell of rubbish" was throughout the house when they woke up that morning and was evident again that same afternoon.	The complainant has been invited to keep an odour diary that will be considered as part of the Independent Odour Audit. The invitation was accepted. Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour.
01/03/2021	8:16:00 am	11436	Community Feedback Line	Odour	Letter	Mayfield Road, Tarago	The complainant reported a "smell that would make you vomit". The resident stated that her partner had noticed an odour yesterday morning. They advised that the odour is typically evident on mornings where fog was present and dissipated when the fog lifted.	Tobias Stanley attended the residents property in an attempt to identify the odour immediately on receipt of the odour complaint. On arrival, no odour was evident and fog was lifting. The complainant was invited to a site visit to help identify the possible odour source. The invitation was accepted.
25/02/2021	8:38:00 am	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported that they have previously experienced regular "garbage odours" in the mornings at their location, but that the last 1-2 months have been particularly bad. They said yesterday's odour was amongst the worst they have detected in the past 18 months. They said they had left their lounge room window open overnight and when they went into the room at 7:30am that morning, the whole room was filled with the garbage odour.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
25/02/2021	8:30:00 am	11436	Community Feedback Line	Odour	Letter	Wallace Street, Tarago	The complainant reported noticing an "off fruit" or "bitter" smell outside her house this morning. She has also noticed a smell of diesel in previous days. Having only lived in the area for a few months, it wasn't until she noticed recent activity on Facebook, that she was informed that the source would most likely be from the Bioreactor.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. The complainant was invited to a site visit to help identify the possible odour source.
20/02/2021	Not Specified	11436	EPA Environmental Line	Odour	Letter	Bungendore Road, Tarago	The complainant reported that a strong garbage smell was coming from the Woodlawn premises from about 7:30am that morning. They advised the smell had occurred 3 times in the last 2 weeks but was particularly strong at the time of their call.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
20/02/2021	11:29:00 am	11436	EPA Environmental Line	Odour	Letter	Goulburn Street, Tarago	The complainant reported that there was "a strong rotten gas smell" detectable outside his home from about 7am that morning. They said odour issues seem to have improved over the past couple of years, but have deteriorated again over the past two months.	Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
20/02/2021	11:08:00 am	11436	Community Feedback Line	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported smelling an odour for the first time in 7 years, allegedly coming from the Bioreactor.	Based on the complaint's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour.

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11/02/2021	11:16:00 am	11436	E-mail	Odour	Letter	Bungendore Road between Tarago and Mt Fairy Road	The complainant reported noticing a smell of garbage in Tarago that was evident on the Bungendore Road from Tarago to Mt Fairy Road at 7.30am.	Based on the complaint's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour.
11/02/2021	8:01:00 am	11436	Phone (Direct)	Odour	Letter	Duralla Place, Mount Fairy	The complainant reported noticing a bad rubbish smell at 7.20am which was still evident at the time of the report (8.01am).	The complainant has been invited to site to familiarise themselves with the site and help identify the odour profile that the complainant is experiencing. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
01/02/2021	10:12:00 pm	11436	E-mail	Odour	Letter	Tarago Township	The complainant reported a strong smell of garbage in Tarago at 10.05pm which seems to be coming from Woodlawn Bioreactor.	Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
17/1/2021	9:12:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Township	The complainant reported that there is a strong smell of garbage which started about 9:12am on 17/1 which seems to be coming from Woodlawn Bioreactor.	Further investigations found that the same complainant had contacted both the EPA Environmental Line and the Community Feedback Line. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
17/1/2021	9:19:00 am	11436	Community Feedback Line	Odour	Letter	Tarago Police Station, Tarago	The complainant reported that the smell was similar to other odours detected previously and smelled of 'old garbage'.	The Bioreactor & WBE Manager contacted the complainant on Monday 18th January to obtain further information. The complainant confirmed their initial complaint and advised that an odour was detected again at 4pm on the same day. The strength and duration of the smell varied from that of earlier in the day however was the same smell of 'old garbage'. The complainant was invited to the site for the purpose of identifying the odour source. A site visit was agreed for the
15/1/2021	4:28:00 pm	11436	EPA Environmental Line	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported that they had been affected by an offensive odours allegedly emanating from the Woodlawn Bioreactor. The complainant said that the odour had affected them on the following dates and times: 10th January at 7am and 8pm 11th January at 7pm 12th January at 10.30pm; and 13th January at 6am.	The Bioreactor & WBE Manager contacted the complainant to obtain further information and they reported detecting the odour on multiple occasions over the past 6 months. The complainant stated the odour travelled in a very narrow band which may be detected at a certain point along the property. A site visit was agreed for the week ending 30th January 2021.
18/12/2020	3:30:00 pm	11436	Phone (Direct)	Road Traffic	Letter	Bungendore Road, Tarago-Bungendore	The complainant reported that a white truck with grey container was tailgating her from Collector Road to Merrigan Cottage where she pulled over to let it pass when it attempted to overtake in a dangerous manner.	The Eco-Precinct Site manager was notified who contacted the suspected sub-contractor to notify of drivers behaviour and investigate incident.
20/9/2020	6:57:00 am	11436	Phone (Direct)	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported he and his wife had been woken at 6:15am by a smell of garbage. As the house was closed up they investigated and found the odour to be coming under the front door.	Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
17/9/2020	1:00:00 pm	11436	Phone (Direct)	Road Traffic	Letter	Tarago Township	The complainant reported that a white truck blew horn at her at stop sign, then proceeded to overtake her in the 60km zone just past the school.	Veolia was unable to identify truck based on details provided therefore no further action was taken.
15/9/2020	7:45:00 am	11436	Phone (Direct)	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported that he noticed odour inside his residence at 7:15am this morning and stated that the smell was very strong outside the house. He described the odour smelling like garbage.	Tobias Stanley tried to obtain further information about the type of odour from the complainant but the phone conversation was cut short. A follow up text message was sent to the complainant stating that a report would be compiled and investigation commenced. Veolia will investigate this report of odour and provide the complainant with an update once we have collated our

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28/8/2020	2:25:00 pm	11436	EPA Environmental Line	Odour	Letter	Lumley Road, Tarago	The complainant said she lives a considerable distance from the waste facility and was concerned that the odour was able to travel so far. The caller also noted the odour at about 7:45am on Tuesday morning (25/8) when driving near the Woodlawn facility. The caller noted that residents of a new subdivision are mentioning being affected by the odour on a local Facebook page.	The complainant was at her property on Lumley Road, Tarago which is approximately 8km East South East of the Woodlawn Bioreactor at its closest point. Due to the length of Lumley Road and the fact that the complainant mentioned that they were some distance from site, we are unable to ascertain the complainants exact location or distance. Veolia are aware of the increase in odour complaints over the past month and efforts are concentrated on identifying the related cause. We will thoroughly investigate the complaint, and continue to assess the operation to understand what improvements can be made to the operation and
25/8/2020	6:45:00 pm	11436	EPA Environmental Line	Odour	Letter	Mulwaree St, Tarago	The complainant reported a "very strong offensive garbage odour" allegedly coming from the Woodlawn Bioreactor. The complainant said she first noticed the odour at approximately 6:45pm when she went outside her home to collect the mail. She said she has noticed an odour intermittently over the previous few weeks, but last night's odour was the worst she has detected. She said odours usually intensify around sundown and are worst in cold weather. She said last night was particularly cold.	Veolia has completed the majority of works around the installation of the new Stormwater Management System. This system vastly improves our ability to remove stormwater from the void before it has a chance to interact with any waste. This project is expected to reach full completion in 2020. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
20/8/2020	12:37:00 pm	11436	Phone (Direct)	Road Traffic	Letter	Bungendore Road, Tarago	The complainant advised that a container truck travelling on Bungendore Road towards Canberra had foam and plastic flying out of the top.	The suspected driver was contacted via mobile and advised to pull over immediately to check/secure tarp.
14/8/2020	12:15:00 pm	11436	Community Feedback Line	Odour	Letter	Taylor's Creek Road, Tarago	The complainant reported a "garbage smell" allegedly coming from the Woodlawn Eco-precinct. He advised that it was quite mild in comparison to previous experience of odour.	Tobias Stanley explained the recent challenges experienced at the Eco-Precinct caused by excessive rainfall. The complainant was invited to a site visit at which point the was declined. Veolia will investigate this report of odour and provide the complainant with an update once we have collated our findings by mail.
12/8/2020	9:30:00 am	11436	Community Feedback Line	Odour	Letter	Duckfield Road, Boro	The complainant reported a smell of "rotten eggs" allegedly coming from the Woodlawn Eco-precinct. She advised she had only smelt this odour approximately ½ dozen times in the past 3 years.	All Eco-Precinct facilities were carrying out usual operations at this time. Recent rainfall events have tested the recently completed stormwater management system. The system operated as expected for a rainfall event exceeding 150mm. Veolia will continue to assess the operation to better understand what improvements can be made to the performance of the site in order to minimise any impact on
12/8/2020	8:00:00 am	11436	Phone (Direct)	Odour	Letter	Duralla Place, Mt Fairy	The complainant reported a smell of "fermented rubbish" allegedly coming from the Woodlawn Eco-precinct. He said the odour was more evident very early on very still mornings, or late in the evening.	On receipt of the complaint, Tobias Stanley and Marea Rakete attended the complainants property to meet in person and attempt to determine the source of the odour. Unfortunately, the odour had dissipated prior to arrival. The complainant has been invited to the Woodlawn Eco-Precinct to tour the site to understand what Veolia does at the

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
11/8/2020	9:10:00 am	11436	Community Feedback Line	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported a "smell of waste" allegedly coming from the Woodlawn Eco-precinct. On a scale from 1 to 10, he rated the odour about 4.5 noticeable.	All Eco-Precinct facilities were carrying out usual operations at this time. Recent rainfall events have tested the recently completed stormwater management system. The system operated as expected for a rainfall event exceeding 150mm. Veolia will continue to assess the operation to better understand what improvements can be made to the performance of the site in order to minimise any impact on
6/8/2020	1:37:00 pm	11436	Phone (Direct)	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported an odour allegedly coming from the Woodlawn Eco-precinct. The smell was evident whilst he was carrying out work on his property today and was likened to the smell of "fermented silage" or what he thought might be "Leachate".	On receipt of the complaint, Tobias Stanley and Marea Rakete attended the complainants property to meet in person and attempt to determine the source of the odour. The odour was unable to be detected at the property at this time, despite visiting various locations of property. The complainant has been invited to the Woodlawn Eco-Precinct to tour the site to understand what Veolia does at the Eco Precinct. We look forward to his visit.
23/7/2020	10:50:00 am	11436	Community Feedback Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported an odour allegedly coming from the Woodlawn Eco-precinct. It was evident this morning and over the past months, and is particularly evident on still evenings, mornings and when the breeze comes then dissipates quickly.	All efforts are concentrated on investigating the cause of the recent spike in odour related complaints, and intend on undertaking a full review of our current systems in relation to leachate management. Veolia will continue to assess the operation to better understand what improvements can be made to the performance of the site in order to minimise any impact on the community.
21/7/2020	8:45:00 am	11436	Phone (Direct)	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported an odour allegedly coming from the Woodlawn Eco-precinct. She advised that the odour was similar to that of her last complaint on Monday 13th July 2020. The odour could not be detected in the town, but was evident in the back paddock.	Veolia are aware of the increase in odour complaints over the past month and efforts are concentrated on identifying the related cause. Veolia will thoroughly investigate the complaint, and continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
11/7/2020	4:11:00 pm	11436	EPA Environmental Line	Odour	Letter	Rosebery Street, Tarago	The complainant reported an "odour of rotten rubbish" allegedly coming from the Woodlawn Bioreactor. He said "it has been smelling all week and it has now been smelling again for about an hour and a half".	As part of this investigation, a review of the gas extraction infrastructure indicates that all available wells are currently connected. Henry Gundry also attended a TADPAI Community Meeting on Monday 13th of July and discussed the operation and the recent quantity of complaints. The conversation was focussed on recent climatic conditions and that our gas extraction performance is always under review. Henry also had the opportunity to discuss the gas extraction failure event in June and what was in place now to ensure that these types of events are mitigated. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site."

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
11/7/2020	4:01:00 pm	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported a "very strong odour" allegedly coming from the Woodlawn Eco-Precinct. He said it smelt like "rotten egg gas/sulphide". He said he had to keep his windows and doors shut to prevent the odour permeating the house.	As part of this investigation, a review of the gas extraction infrastructure indicates that all available wells are currently connected. Henry Gundry also attended a TADPAI Community Meeting on Monday 13th of July and discussed the operation and the recent quantity of complaints. The conversation was focussed on recent climatic conditions and that our gas extraction performance is always under review. Henry also had the opportunity to discuss the gas extraction failure event in June and what was in place now to ensure that these types of events are mitigated. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
13/7/2020	4:12:00 pm	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported a "dreadful strong tip smell" allegedly coming from the Woodlawn Eco-precinct. She said that she first noticed the odour when she went outside her house at 3:10pm. She said she has lived at the address for 12 years but hadn't noticed any odours until about one year ago. Since then she has detected odours on a handful of occasions, today's being particularly strong.	At 4:30pm the Woodlawn Bioreactor & WBE Manager Tobias Stanley drove to Lake Bathurst in an attempt to better understand the odour referred to by the complainant. According to weather station data the prevailing wind was blowing in the general direction of the complainants property at the time, however on arrival only odours consistent with the use of fertilizers was detected. The complainant was contacted at 8:45am this morning (14/07/20) to discuss the odour further and have been provided with Tobias' contact details for future reference to assist in Veolia's response and identification of any odours in future.
10/7/2020	1:28:00 am	11436	E-mail	Odour	Letter	Barnet Drive, Mt Fairy	Last week the complainant reported a smell of garbage or rubbish, describing the odour as "sometimes smelling like death (rotting animal carcasses) and other times like rubbish" on Tuesday 30th July 2020. The complainant has now reported at 1.28am this morning that "It's doing it again now has been all night".	A consultant engaged to assess odour for the trial use of MWOO as an ADC was onsite the 8th and 9th of July to assess odour emission from the Bioreactor Facility. Odour was measured onsite and at downwind locations. We are currently waiting for the formal report from this visit however, initial indications appear favourable. Veolia will continue to assess the operation to understand what improvements can be made to the operation and
9/7/2020	4:08:00 pm	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported a "foul rotting garbage odour" allegedly coming from the Woodlawn Eco-precinct. He said the odour also had a hint of "bleach aid chemicals" to it.	Veolia will investigate this report of odour and provide the complainant with an update once we have collated our findings by mail and will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.
3/7/2020	9:50:00 am	11436	Community Feedback Line	Odour	Letter	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.	Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.	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.	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.	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	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."	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
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.	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".	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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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".	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 7:45 am that morning. They said the odour was very strong in the air for about 2 hours before dissipating. The wind was still."	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. 11:55 am today outside their home on Braidwood Road."	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".	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.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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".	<p>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.</p> <p>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.</p> <p>The odour audit was conducted at the end of February; Veolia is currently reviewing initial results from the Odour Unit.</p>
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".	<p>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.</p>
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".	<p>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.</p>
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".	<p>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.</p>

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
18/2/2019	8:59:00 pm				Letter	Willandra Lane, Tarago	The complainant reported to community feedback line that she "detected a slight odour."	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."	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."	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."	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.

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
25/1/2019	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."	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.
23/1/2019	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."	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."	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."	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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.	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."	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
9/10/2018	8:40:00 am				Letter	Stewart Street, Tarago	The complainant reported to the community feedback line that there was a "sweet and sour smell coming through her house this morning"	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."	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. The Leachate Treatment Plant is in the commissioning phase. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
3/10/2018	7:59:00 pm				Letter	Braidwood Road, Tarago	The complainant reported to the community feedback line that there was an "awful rotting rubbish smell detected this evening."	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 Bioreactor."	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 Bioreactor and made him feel like he wanted to spew up his dinner and could be smelt inside his house."	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 09:30 am in the morning."	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."	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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."	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	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".	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."	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	Mulwara 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."	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	Mulwara Street, Tarago	The complainant reported to the Environmental line through EPA that there was a "strong rubbish odour."	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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."	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"	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.	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 Bioreactor, Tarago".	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.	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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".	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."	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".	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.	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".	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".	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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".	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"	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."	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".	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
26/5/2018	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."	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"	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.

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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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"	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"	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"	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"	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also now used to manage any fugitive gas between the void's wall and waste mass. We are also reviewing our tipping sequence in an attempt to further improve gas collection. The gas extraction system was operating at an efficient state and no power station or gas extraction related issues occurred during the lead up to the odour being detected by the complainants.

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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	7:26:00 am				Letter	Cullulla Road Tarago	The complainant reported to the community feedback line that she "First detected the smell at 7:26am at the corner of King/Mulwaree st (bus depot), was a faint odour- smelt of rubbish/gas. The strongest odour was at 8:55am at the corner of Collector and Tarago road- Had to spray bus with glen 40 as kids felt ill, odour was stronger than first smelt at 9:10am"	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)."	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."	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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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."	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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	<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."	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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"	<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	8:39:00 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."	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	<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".	<p>Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia have provided the final supporting information to the Department of Planning and looking forward to the approval process being finalized, so construction can begin.</p> <p>Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.</p>

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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"	<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."	<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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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.
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."	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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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."	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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."	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Veolia Woodlawn have implemented a contoured waste profile that allows for better control of storm water flows on the waste surface to minimise the ability for surface storm water to enter the waste. Due to leachate levels within the waste mass a new perforated well design has been implemented. This has been installed to maximise the opportunity for gas collection when compared with that of solid wells. This approach is proving successful as gas collection and power generation has increased substantially when compared with this time last year. A bio-filter trial has also been undertaken in an attempt to manage any fugitive gas between the void's wall and waste mass. This has shown to demonstrate some positive results and subsequently is now part of our normal operations. We have also engaged the University of Canberra to undertake a study on fugitive gas emissions/odour and its behaviour to further improve gas collection at the Woodlawn Bioreactor.

Woodlawn Bioreactor Complaints Register

Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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."	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	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."	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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
23/6/2017	9:00:00 am				Letter	Coghill Road, Tarago	The complainant reported that the smell this morning is really bad.	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	Taylors Creek Road, Tarago	The complainant reported that the odour made her eyes water and smelt absolutely putrid.	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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
28/3/2017	10:14:00 am				Letter	Taylors Creek Road, Tarago	The complainant reported that there was very bad odour this morning.	<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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.	<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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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".	<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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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".	<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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Date	Complaint lodged	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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".	<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>