Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
29/08/2021	9:30:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	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.
29/08/2021	10:34:00 am	11436	Community Feedback Line	Odour	Letter	Mount Fairy Road, Mount Fairy	The complainant contacted the community feedback line to report that odour was evident when they went outside that morning.	Site management explained Veolia's commitment to seeking out new and innovative ways of reducing odours generated at the site. 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.
25/08/2021	8:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The EPA received calls to its Environment Line from residents in the Tarago area who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	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.
25/08/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported a strong rotten garbage odour at their property at their property from 10.00am.	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.
24/08/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	An operational odour source inspection was conducted and 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.
18/08/2021	5:32:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	An operational odour source inspection was conducted and 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.
18/08/2021	7:32:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	An operational odour source inspection was conducted and 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.
18/08/2021	9:55:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	An operational odour source inspection was conducted and 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.
18/08/2021	10:25:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	An operational odour source inspection was conducted and 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.
18/08/2021	10:27:00 am	11436	EPA Environmental Line	Odour	Letter	Mount Fairy	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	An operational odour source inspection was conducted and 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.
18/08/2021	10:15:00 am	11436	Community Feedback Line	Odour	Letter	Roseview Road, Mount Fairy	The complaint reporting an odour described as a sweet rotten rubbish, pickling type smell allegedly coming from the Bioreactor.	An operational odour source inspection was conducted immediately following receipt of the odour complaints and 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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
18/8/2021	9:55:00 am	11436	Community Feedback Line	Odour	Letter	Willandra Lane, Tarago	The complaint reporting an odour described as a putrid rubbish smell allegedly coming from the Bioreactor. They advised that it was the first time they had notced the smell in a long time.	An operational odour source inspection was conducted immediately following receipt of the odour complaints and 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.
17/08/2021	5:19:00 pm	11436	Community Feedback Line	Odour	Letter	King Street, Tarago	The complainant contacted Veolia's Community Feedback Line to report an odour allegedly coming from the Woodlawn Bioreactor.	Site management explained Veolia's commitment to seeking out new and innovative ways of reducing odours generated at the site. 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.
16/08/2021	4:32:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and gassy.	An operational odour source inspection was conducted and 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.
13/08/2021	2:45:00 pm	11436	Community Feedback Line	Road Traffic	Letter	Collector Road/Bungendore Road	The complainant reported that a truck proceeded to pull out in front of here at the intersection causing her to slow down abruptly.	CCTV footage was accessed to potentially identify offending waste transporter. Site management made contact with all contractors to reiterate Veolia transport code of conduct expectations.
10/08/2021	11:45:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received a call to its Environment Line from a resident in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting egg smell.	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.
04/08/2021	6:33:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Lower Boro, and Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grass-like.	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.
03/08/2021	12:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grassy.	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.
03/08/2021	4:30:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grassy.	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.
02/08/2021	4:30:00 am	11436	EPA Environmental Line	Odour	Letter	Duralla Place, Mount Fairy	The complainant reported that he could detect a strong landfill odour outside his home from about 4:30am this morning. He said the odour was still present at the time of his call to Environment Line. He said the odour was a mix of sweet and sour and rotten egg gas. He said he also reported the incident to Veolia directly.	Veolia's increased efforts to eliminate odour emissions was explained to the complainant over an earlier phone 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.
02/08/2021	4:30:00 am	11436	Phone (Direct)	Odour	Letter	Duralla Place, Mount Fairy	The complainant contacted Veolia management directly to report that an odour allegedly coming from the Bioreactor. They advised it tends to come over on crisp, cool nights.	Veolia's increased efforts to eliminate odour emissions was explained to the complainant in detail. 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.
01/08/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The EPA received calls to its Environment Line from residents in the Lower Boro, and Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grass-like.	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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
01/08/2021	8:30:00 am	11436	E-mail	Odour	Letter	Boro Road, Lower Boro	The complainant emailed Veolia to report an odour allegedly coming from the Woodlawn Bioreactor. They reported the odour to be between 2/10 and 4/10, with a rotten garbage smell.	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.
31/07/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grassy.	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.
31/07/2021	9:48:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grassy.	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.
30/07/2021	9:22:00 pm	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The EPA received calls to its Environment Line from residents in the Lower Boro, and Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grass-like.	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.
30/07/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The complainant reported a strong odour at their property that smelled like a combination of rotting garbage and burning. They advised that it was really acrid, affecting their throat.	Site management were in the Tarago Village between 8:00am and 8:15am carrying out an odour survey and noticed that a very faint smell of gas was evident and wind was almost undetectable. 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.
29/07/2021	8:40:00 am	11436	Community Feedback Line	Odour	Letter	Tarago Village	The complainant contacted Veolia's Community Feedback Line to report an odour allegedly coming from the Woodlawn Bioreactor. They reported that they had noticed a strong sulphur-like smell whilst driving through the Tarago Village.	Veolia's increased efforts to eliminate odour emissions was explained to the complainant in detail. Site management also undertook an odour survey in the Village and perimeter of the site to better identify the source of odour.
28/07/2021	5:30:00 am	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The EPA received calls to its Environment Line from residents in the Lower Boro, and Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grass-like.	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.
28/07/2021	5:30:00 am	11436	E-mail	Odour	Letter	Boro Road, Lower Boro	The complainant emailed Veolia to report an odour allegedly coming from the Woodlawn Bioreactor. They reported the odour to be between 2/10 and 4/10, with a rotten garbage smell.	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.
23/07/2021	10:30:00 am	11436	Community Feedback Line	Odour	Letter	Mount Fairy Road, Mount Fairy	The complainant contacted Veolia's Community Feedback Line to report an odour allegedly coming from the Woodlawn Bioreactor. They reported that they had noticed an odour when they went outside that smelt like a mix of sewerage and burning plastic.	Veolia's increased efforts to eliminate odour emissions was explained to the complainant in detail. 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.
22/07/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Lower Boro, and Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grass-like.	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.
22/07/2021	6:15:00 am	11436	E-mail	Road Traffic	Letter	Tarago-Bungendore Road	The complainant reported that their spouse was travelling on the Tarago-Bungendore Road between 0615 and 0645, when they encountered an oncoming truck driving on their side of the road.	This section of road has been identified as requiring urgent repair and Veolia understands road repairs are scheduled to commence shortly. In the interest of public safety Veolia customers have been asked to limit travel between Bungendore and Tarago prior to daylight hours.
22/07/2021	6:15:00 am	11436	E-mail	Road Traffic	Letter	Tarago-Bungendore Road	The complainant reported that their spouse was travelling on the Tarago-Bungendore Road between 0615 and 0645, when they encountered an oncoming truck driving on their side of the road.	This section of road has been identified as requiring urgent repair and Veolia understands road repairs are scheduled to commence shortly. In the interest of public safety Veolia customers have been asked to limit travel between Bungendore and Tarago prior to daylight hours.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
22/07/2021	9:00:00 am	11436	E-mail	Odour	Letter	Tarago Township	The complainant contacted Veolia directly via email to report an odour allegedly coming from the Woodlawn Bioreactor. They advised that the odour smelled of rotten garbage and was 8/10 strong.	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.
22/07/2021	8:31:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
22/07/2021	9:55:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
22/07/2021	9:30:00 am	11436	Community Feedback Line	Odour	Letter	King Street, Tarago	The complainant contacted Veolia's Community Feedback Line to report an odour allegedly coming from the Woodlawn Bioreactor. They advised that the odour was so strong that it caused a headache and would most likely have been brought over as the wind picked up.	Veolia's increased efforts to eliminate odour emissions was explained to the complainant in detail. 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.
21/07/2021	6:15:00 am	11436	E-mail	Road Traffic	Letter	Tarago-Bungendore Road	The complainant was on the way to Canberra from Tarago on the Tarago-Bungendore Road between 0615 and 0645, when a truck allegedly travelling to Woodlawn was on the wrong side of the road.	This section of road has been identified as requiring urgent repair and Veolia understands road repairs are scheduled to commence shortly. In the interest of public safety Veolia customers have been asked to limit travel between Bungendore and Tarago prior to daylight hours.
21/07/2021	6:15:00 am	11436	E-mail	Road Traffic	Letter	Tarago-Bungendore Road	The complainant was on the way to Canberra from Tarago on the Tarago-Bungendore Road between 0615 and 0645, when a truck allegedly travelling to Woodlawn was on the wrong side of the road.	This section of road has been identified as requiring urgent repair and Veolia understands road repairs are scheduled to commence shortly. In the interest of public safety Veolia customers have been asked to limit travel between Bungendore and Tarago prior to daylight hours.
21/07/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The EPA received calls to its Environment Line from residents in the Lower Boro, Lake Bathurst and Tarago areas who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
20/07/2021	6:47:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Lower Boro, Lake Bathurst and Tarago areas who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
16/07/2021	5:30:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Lower Boro, Lake Bathurst and Tarago areas who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
15/07/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Lower Boro, Lake Bathurst and Tarago areas who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
14/07/2021	4:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grassy.	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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
14/07/2021	5:30:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Lower Boro, Lake Bathurst and Tarago areas who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
14/07/2021	5:30:00 am	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The EPA received calls to its Environment Line from residents in the Lower Boro, Lake Bathurst and Tarago areas who are complaining about an odour. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
13/07/2021	8:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago area reporting an odour generally described as being offensive with a strong sulphur-like, rotting garbage smell, and grassy.	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.
13/07/2021	6:18:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago, and Lower Boro areas who are complaining about an odour. They have generally described the odour as being offensive or very unpleasant with a rotting garbage and grassy smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
13/07/2021	10:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The staff at the Tarago School have continued odour logging in the last month and have reported the above results to the EPA. The odour is generally described as a rotten egg smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
12/07/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago, and Lower Boro areas who are complaining about an odour. They have generally described the odour as being offensive or very unpleasant with a rotting garbage and grassy smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
12/07/2021	5:30:00 am	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The EPA received calls to its Environment Line from residents in the Tarago, and Lower Boro areas who are complaining about an odour. They have generally described the odour as being offensive or very unpleasant with a rotting garbage and grassy smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
12/07/2021	8:21:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents in the Tarago, and Lower Boro areas who are complaining about an odour. They have generally described the odour as being offensive or very unpleasant with a rotting garbage and grassy smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
12/07/2021	9:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The staff at the Tarago School have continued odour logging in the last month and have reported the above results to the EPA. The odour is generally described as a rotten egg smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
12/07/2021	12:36:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA has received calls to its Environment Line from residents in the Tarago, and Currawang areas who are complaining about an odour. The complainant generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell and gassy.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
11/07/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The EPA has received calls to its Environment Line from residents in the Tarago, and Currawang areas who are complaining about an odour. The complainant generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell and gassy.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
10/07/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The EPA has received calls to its Environment Line from residents in the Tarago, and Currawang areas who are complaining about an odour. The complainant generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell and gassy.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
07/07/2021	5:30:00 am	11436	EPA Environmental Line	Odour	Letter	Boro Road, Lower Boro	The complainant reported that the odour had character descriptors of rotten eggs or sulfide, faecal, manure, sewer, and compost (rotten garbage smell), which remained at their property for 3 hours after the odour incident started.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
07/07/2021	7:43:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA has received calls to its Environment Line from residents in the Tarago, and Currawang areas who are complaining about an odour. The complainant generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell and gassy.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
05/07/2021	6:09:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainants generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
04/07/2021	4:04:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA has received calls to its Environment Line from residents in the Tarago, and Currawang areas who are complaining about an odour. The complainant generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell and gassy.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
02/07/2021	7:15:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainants generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
02/07/2021	6:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainants generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
01/07/2021	11:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The complainants generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
01/07/2021	11:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainants generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
01/07/2021	10:22:00 am	11436	Community Feedback Line	Odour	Letter	Mount Fairy Road, Mount Fairy	The complainant reported that they could smell a bitter gassy smell, similar to sulfur halfway down Mount Fairy. They advised it wasn't noticeable at 9am.	It was explained to the complainant that Veolia had recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
30/06/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported a strong odour at their property from 8:00am on 30/06/2021. They advised that the odour was strong, rating it a 4 out of 6 and has been affecting them at home most days for the past month. There was no wind present at the time of the incident.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
29/06/2021	6:30:00 pm		EPA Environmental Line	Odour	Letter	Collector	The complainants generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
25/06/2021	7:30:00 am	11436	Community Feedback Line	Odour	Letter	Mount Fairy Road, Mount Fairy	The complainant reported that they had detected an odour over the past months that they initially thought to be their septic system but have realised it appears to be coming from the Bioreactor. They described the smell to be like old rubbish and sewerage.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
23/06/2021	8:35:00 am	11436	EPA Environmental Line	Odour	Letter	Mount Fairy	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
23/06/2021	1:46:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
22/06/2021	7:00:00 am	11436	Community Feedback Line	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported that they had noticed an odour allegedly coming from the Bioreactor at approximately 8am.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
21/06/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	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.
21/06/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Collector	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
20/06/2021	1:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
19/06/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
19/06/2021	1:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
18/06/2021	9:02:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA has received calls to its Environment Line from residents in the Tarago, and Currawang areas who are complaining about an odour. The complainant generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell and gassy.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
18/06/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
18/06/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
18/06/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	
16/06/2021	8:45:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The staff at the Tarago School have continued odour logging in the last month and have reported the above results to the EPA. The odour is generally described as a rotten egg smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
16/06/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
16/06/2021	5:50:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
16/06/2021	6:45:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
16/06/2021	7:15:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
15/06/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
15/06/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
15/06/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
15/06/2021	7:45:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
15/06/2021	8:50:00 am	11436	Community Feedback Line	Odour	Letter	King Street, Tarago	The complainant contacted the Veolia community line to report an odour allegedly coming from the Bioreactor. She was unable to describe the smell exactly but said it was most evident on very still mornings. The smell was also evident on 14/06 at 7am.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
14/06/2021	10:30:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
13/06/2021	5:36:00 pm	11436	EPA Environmental Line	Odour	Letter	Cullulla Road, Tarago	The complainant reported a strong odour at their property from 5:36pm. They advised that the breeze was a slight westerly and the odour was a very unpleasant garbage smell that resembled leachate.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
11/06/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The staff at the Tarago School have continued odour logging in the last month and have reported the above results to the EPA. The odour is generally described as a rotten egg smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.
11/06/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported noticing a smell at the back of their property from 9am to 2pm. They mentioned that the odour was very bad 3 weeks ago, then it subsided in the village for a while, and it is the first time this week that they have smelt the odour at their property. The weather was very cold, a light breeze from the west 16kph and slight rain.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
11/06/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents of Tarago who were complaining about an odour coming from the Woodlawn Bioreactor. The complainants have generally described the odour as being offensive with a strong odour rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
09/06/2021	8:15:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The staff at the Tarago School have continued odour logging in the last month and have reported the above results to the EPA. The odour is generally described as a rotten egg smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management. Veolia has recently commissioned an additional booster and flare with a second main gas coming online shortly, as well as the undertaking of two concurrent operational studies.

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
09/06/2021	9:11:00 am	11436	Community Feedback Line	Odour	Letter	King Street, Tarago	The complainant advised that there was a distinct smell of rotten eggs or H2S in the air at the time of the call. They advised that they were disappointed at the smell recently emitting from the Bioreactor that they believe is the worst they've experienced in the 14 years.	Veolia management attended the complainants address to help identify the odour and discuss improvements Veolia are implementing in collaboration with the EPA to help reduce odour emissions from the site.
08/06/2021	6:15:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received calls to its Environment Line from residents of Tarago who were complaining about an odour coming from the Woodlawn Bioreactor. The complainants have generally described the odour as being offensive with a strong odour rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
07/06/2021	7:50:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received numerous calls to its Environment Line from residents in the Lower Boro, Currawang, and Tarago area complaining about an odour. These callers have generally described the odour as being offensive, smelling like rotten garbage and rotten eggs.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
05/06/2021	9:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The EPA received numerous calls to its Environment Line from residents in the Lower Boro, Currawang, and Tarago area complaining about an odour. These callers have generally described the odour as being offensive, smelling like rotten garbage and rotten eggs.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
03/06/2021	3:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Currawang	The EPA received numerous calls to its Environment Line from residents in the Lower Boro, Currawang, and Tarago area complaining about an odour. These callers have generally described the odour as being offensive, smelling like rotten garbage and rotten eggs.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
03/06/2021	10:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainants generally described the odour odour as being offensive, and unpleasant.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
03/06/2021	11:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Bungendore	The complainant generally described the odour as being offensive and invasive to their daily activities.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
03/06/2021	5:00:00 pm	11436	E-mail	Odour	Letter	Federal Highway, Collector	The complainant has reported a landfill odour detected by himself and other EPA officers at approximately 5:00pm yesterday (03/06) on the Federal Highway near Collector.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
03/06/2021	6:00:00 am	11436	Community Feedback Line	Odour	Letter	Mt Fairy	The complainant reported detecting a constant 'off rubbish' smell that has been occurring for months mostly in the mornings.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
02/06/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainants generally described the odour odour as being offensive, and unpleasant.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
02/06/2021	6:36:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has reported an odour generally described as being 'very unpleasant garbage gassy odour'.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
02/06/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The complainant has commenced odour logging in the last week and has reported results to the EPA. The odour is generally described as a rotten egg or rubbish smell with a strength from 2-4.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
01/06/2021	7:55:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainants generally described the odour odour as being offensive, and unpleasant.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
01/06/2021	10:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The complainant has commenced odour logging in the last week and has reported results to the EPA. The odour is generally described as a rotten egg or rubbish smell with a strength from 2-4.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
01/06/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	King Street, Tarago	The complainant reported a “rotten egg smell” occurring that morning within the caller's home and rating the odour strength as a 5/6 .	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
01/06/2021	12:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is coming from Woodlawn Bioreactor and has generally described the odour as being offensive and rated 5/6.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
01/06/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is coming from Woodlawn Bioreactor and has generally described the odour as being offensive.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
01/06/2021	11:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is coming from Woodlawn Bioreactor and has generally described the odour as being offensive.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
01/06/2021	5:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is coming from Woodlawn Bioreactor and has generally described the odour as being offensive, rotten-egg-like, and smelling like sulfate.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
31/05/2021	8:15:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is coming from Woodlawn Bioreactor and has generally described the odour as being offensive, rotten-egg-like, and smelling like sulfate.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
31/05/2021	10:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is coming from Woodlawn Bioreactor and has generally described the odour as being offensive, rotten-egg-like, and smelling like sulfate.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
30/05/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA’s Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia’s EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
29/05/2021	10:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA’s Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia’s EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
27/05/2021	7:10:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The complainant has commenced odour logging in the last week and has reported results to the EPA. The odour is generally described as a rotten egg or rubbish smell with a strength from 2-4.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
26/05/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The complainant has commenced odour logging in the last week and has reported results to the EPA. The odour is generally described as a rotten egg or rubbish smell with a strength from 2-4.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
23/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The EPA received numerous calls to its Environment Line from residents in the Lower Boro, Currawang, and Tarago area complaining about an odour. These callers have generally described the odour as being offensive, smelling like rotten garbage and rotten eggs.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
22/05/2021	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
22/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The EPA received numerous calls to its Environment Line from residents in the Lower Boro, Currawang, and Tarago area complaining about an odour. These callers have generally described the odour as being offensive, smelling like rotten garbage and rotten eggs.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
22/05/2021	6:40:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is emitting from Woodlawn Bioreactor and have generally described the odour as offensive, rotting garbage, and sewerage-like.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
22/05/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is emitting from Woodlawn Bioreactor and have generally described the odour as offensive, rotting garbage, and sewerage-like.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
22/05/2021	7:15:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has alleged an odour is emitting from Woodlawn Bioreactor and have generally described the odour as offensive, rotting garbage, and sewerage-like.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
21/05/2021	3:52:00 am	11436	Community Feedback Line	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported they were able to smell an odour allegedly coming from the Bioreactor since arriving at home 20mins ago.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
20/05/2021	5:00:00 am	11436	E-mail	Odour	Letter	Marked Tree Road, Gundaroo	The complainant reported that during last week, they have again experienced offensive odours emanating from the Bioreactor.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
20/05/2021	8:10:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The complainant reported a sharp strong smell" upon arrival at the school at 8:10am during still conditions which had transitioned to "a gassy egg smell" once the breeze had picked up and at the time of the call which was made at 9:00am.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
20/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Village	The complainant reported a "rotting waste odour" occurring the night prior at 10:00pm within the caller's home and again the morning of the complaint at 7:00am when the caller visited Tarago village.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
19/05/2021	2:00:00 am	11436	E-mail	Odour	Letter	Marked Tree Road, Gundaroo	The complainant reported that during last week, they have again experienced offensive odours emanating from the Bioreactor.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
19/05/2021	10:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported a "rotting waste odour" occurring the night prior at 10:00pm within the caller's home and again the morning of the complaint at 7:00am when the caller visited Tarago village.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
18/05/2021	8:15:00 am	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The EPA received numerous calls to its Environment Line from residents in the Lower Boro, Currawang, and Tarago area complaining about an odour. These callers have generally described the odour as being offensive, smelling like rotten garbage and rotten eggs.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
18/05/2021	10:30:00 am	11436	Community Feedback Line	Odour	Letter	Mayfield Road, Tarago	The complainant reported smelling a sickly odour that turns their stomach. They advised they were unable to hang out their washing due to the smell which was the worst that they've 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.
18/05/2021	9:00:00 am	11436	Community Feedback Line	Odour	Letter	King Street, Tarago	The complainant reported that a disgusting odour of rank milk was smelt in Tarago. They advised that it was slightly different from other times. They stated that It was a beautiful, still, foggy morning and they were unable to enjoy the country morning outside due to the horrible smell in the air that made her want to vomit. They have lived in Tarago for 12 years and were disappointed in how bad the odour has become recently.	A Veolia staff member was in Tarago immediately following the report and was unable to detect any 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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
18/05/2021	7:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
18/05/2021	7:10:00 am	11436	EPA Environmental Line	Odour	Letter	Mt Fairy	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	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.
18/05/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Not Specified	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	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.
18/05/2021	5:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	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.
18/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	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.
18/05/2021	9:40:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	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.
18/05/2021	8:45:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	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.
18/05/2021	9:00:00 am	11436	Community Feedback Line	Odour	Letter	Tarago	The complainant reported that an odour was smelt in Tarago this morning and on the last Sunday morning.	A Veolia staff member was in Tarago immediately following the report and was unable to detect any 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.
17/05/2021	4:30:00 pm	11436	EPA Environmental Line	Odour	Letter	Not Specified	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	Due to the lack of information provided in relation to the complainants location, we are unable to properly investigate this report of odour.
16/05/2021	9:00:00 pm	11436	E-mail	Odour	Letter	Marked Tree Road, Gundaroo	The complainant reported that during last week, they have again experienced offensive odours emanating from the Bioreactor.	Veolia is currently in consultation with the EPA in relation to implementing additional air emissions monitoring measures and have already identified and are progressively acting upon a series of operational improvements.
16/05/2021	9:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant alleged an offensive odour is emitting from Woodlawn 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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
14/05/2021	11:20:00 pm	11436	EPA Environmental Line	Odour	Letter	Not Specified	The complainant reported an odour generally described as being offensive, rotten-egg like, and smelling like sulfate.	Due to the lack of information provided in relation to the complainants location, we are unable to properly investigate this report of odour.
13/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Mount Fairy	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
13/05/2021	8:45:00 am	11436	EPA Environmental Line	Odour	Letter	Oallen	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
13/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Roseberry Street, Tarago	The complainant reported an extremely strong rotten garbage odour starting around 7:00am that morning. The reporter would rate the odour 8/10. The smell was still at her property when she left for work at 8:30am. In the past she would only notice the smell 4 times per year, since April it is there 3 times per week and is stronger.	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.
13/05/2021	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour generally described as offensive, rotten-egg like, and smelling like dead animals.	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.
13/05/2021	7:34:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
13/05/2021	4:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
13/05/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
13/05/2021	7:25:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
13/05/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
13/05/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
13/05/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
12/05/2021	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant reported an odour generally described as offensive, rotten-egg like, and smelling like dead animals.	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.
12/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
12/05/2021	3:00:00 am	11436	EPA Environmental Line	Odour	Letter	Goulburn Street, Tarago	The complainant reported a strong odour at her property. The odour was hard to describe, a bit like sewage/rotten eggs. The odour was particularly strong at around 3am, infiltrating the house despite closed doors and windows, and it was an overpowering smell outside. The smell was still present when the reporter got up at 7:00am, then again when they got home from work at 6:00pm. No wind was noticed.	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.
11/05/2021	10:00:00 am	11436	Phone (Direct)	Odour	Letter	Willow Glen Road, Tarago	The complaint reported that upon return from being away out of town, an odour was evident on Friday night that continued throughout the weekend. They also advised they could smell the Bioreactor this morning as well.	Site Management attempted to contact the complainant for more information following the receipt of the complaint via voicemail however was unable to reach them. 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.
11/05/2021	7:36:00 am	11436	EPA Environmental Line	Odour	Letter	Cnr Mayfield Road and Lumley Road	The complainant reported that the smell of rotten eggs was experienced when he was driving past the corner of Mayfield Road and Lumley Road, Tarago. He rated the smell 10/10 and said it made his wife 'gag'. The smell was not as bad at their place of residence. He has lived on Hilltop Road for 2 years, and reports that the smell has become more regular over the last few months - several times per week, particularly during times when there was no wind. It was a similar smell experienced when standing above the bioreactor on Veolia's open day.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
11/05/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
11/05/2021	7:12:00 am	11436	EPA Environmental Line	Odour	Letter	Lime Street, Tarago	The complainant reported 'an awful odour' at their property. They said that they did not want to open the front door as they were concerned that the smell would travel through the house. The complainant stated that over the last few months the odour has become worse and more frequent.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
11/05/2021	5:50:00 am	11436	EPA Environmental Line	Odour	Letter	Lower Boro	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
11/05/2021	7:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported a “gaseous, rotten garbage smell” coming through the doors of the home. The complainant first noted the smell at around 7:00pm and it was still present at the time of the report which was made at 9:26pm. The complainant alleged that the odour was coming from the Woodlawn 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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
11/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
11/05/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
10/05/2021	5:40:00 am	11436	Phone (Direct)	Odour	Letter	Mayfield Road, Tarago	The complainant stated that the odour was pretty bad this morning and felt that someone needed to know.	It was explained to the complainant that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. Site Management drove to the complainants location shortly following the time of the call, and was unable to detect any odour.
10/05/2021	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Hilltop Close, Tarago	The complainant reported a smell of sulphur when they walked outside of their house. There was a light breeze when the odour was present.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
10/05/2021	7:10:00 am	11436	EPA Environmental Line	Odour	Letter	Mt Fairy	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
10/05/2021	4:55:00 pm	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported a “gaseous, rotten garbage smell”. The complainant stated that the smell has been the worst they have smelt since moving into their residence in 2019. The smell was further reported to have returned at the time of the call and was reported as “overpowering”. The complainant alleged that the odour was coming from the Woodlawn 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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
10/05/2021	6:12:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
10/05/2021	6:10:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
09/05/2021	9:44:00 am	11436	Community Feedback Line	Odour	Letter	Glenoval Road, Lake Bathurst	The complainant reported that the odour was very intense at his house (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. A series of operational improvements have already been identified and are being progressively acted upon. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting on Monday 10th May, 2021.
09/05/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
09/05/2021	9:30:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
09/05/2021	6:00:00 pm	11436	Community Feedback Line	Odour	Letter	Mayfield Road, Tarago	The complainant reported that they were able to smell the Bioreactor this morning at 7.30am which started at 6pm last night.	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. A series of operational improvements have already been identified and are being progressively acted upon. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting on Monday 10th May, 2021.
09/05/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour as being offensive, rotten-egg like, and smelling like sulfate.	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.
09/05/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
09/05/2021	7:38:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
09/05/2021	7:27:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
09/05/2021	9:10:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
08/05/2021	9:50:00 pm	11436	Community Feedback Line	Odour	Letter	Stewart Street, Tarago	The complainant reported that the odour was the worst they've ever experienced with a very very low breeze 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. A series of operational improvements have already been identified and are being progressively acted upon. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting on Monday 10th May, 2021.
08/05/2021	9:30:00 am	11436	EPA Environmental Line	Odour	Letter	Mt Fairy	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
08/05/2021	12:38:00 pm	11436	EPA Environmental Line	Odour	Letter	Roseberry Street, Tarago	The complainant reported frustration with ongoing issues with odours in the localised area that have progressively worsened in recent weeks. The complainant stated that the smell has been at its worst in the mornings when conditions are still, and to a lesser extent during still afternoons. The complainant alleged that the odour was coming from the Woodlawn 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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
08/05/2021	3:30:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
08/05/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
08/05/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
08/05/2021	5:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
07/05/2021	6:30:00 pm	11436	EPA Environmental Line	Odour	Letter	Collector	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
07/05/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant reported an odour generally described as offensive, rotten-egg like, and smelling like dead animals.	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.
07/05/2021	12:15:00 pm	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
07/05/2021	8:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Hilltop Close, Tarago	The complainant reported a very strong odour coming from the Woodlawn Bioreactor. They said they noticed it on 7/05/21 between 8pm and 12am. They said it smells like sulphate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
07/05/2021	6:40:00 pm	11436	Community Feedback Line	Odour	Letter	Mooneys Road, Currawang	The complainant reported an odour allegedly coming from the Bioreactor was evident at the time of his report. They also queried particulate and drinking water.	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. A series of operational improvements have already been identified and are being progressively acted upon. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
07/05/2021	6:00:00 am	11436	Community Feedback Line	Odour	Letter	Mooneys Road, Currawang	The complainant reported having experienced the odour for a few days now. They advised that it smelt like rotting rubbish and egg smell.	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. A series of operational improvements have already been identified and are being progressively acted upon. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting on Monday 10th May, 2021.
07/05/2021	8:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Rosebery Street, Tarago	The complainant reported a strong overpowering landfill odour coming from Woodlawn Bioreactor at 8pm.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
07/05/2021	9:47:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
07/05/2021	7:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
07/05/2021	6:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
06/05/2021	2:48:00 pm	11436	EPA Environmental Line	Odour	Letter	Collector	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
5/5/2021	06:00:00 am and 07:00:00 am	11436	Community Feedback Line	Odour	Letter	Mooneys Road, Currawang	The complainant reported odour was not as strong, probably due to the wind and rain. Odour was described as a gassy/rubbishy smell.	Site Management explained that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. An odour diary was requested and will be provided to the resident early next week. 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.
05/05/2021	8:45:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant reported rotten sour garbage type odour they have been experiencing.	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.
05/05/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Mooneys Road, Currawang	The complainant reported that at all day from 7.00am on 5/05/21 and from 6.30am on 07/05/21 they experienced an odour coming from the Woodlawn Bioreactor. They advised that the smell made them want to vomit and gave them asthma. They also said it smells like rotten egg gas.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
4/5/2021	2:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Breadalbane Rd, Collector	The complainant reported the odour smells like rotten eggs, and they rate it as a 5 out of 6 odour strength. The caller identified that at the time of the incident there was no breeze and heavy cloud cover.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
4/5/2021	10:20:00 am	11436	EPA Environmental Line	Odour	Letter	Carney's Road, Currawang	The complainant reported a “strong smell” in the air outside their home that remained in the air for a couple of hours and is typical of the smell that is observed when she drives past the Woodlawn Facility. She said she can regularly smell landfill odours outside their house, but today is the worst it has been in recent history.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
04/05/2021	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	Collector	The complainant has generally described the odour as being offensive, rotten-egg like, and smelling like sulfate.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.
04/05/2021	5:50:00 pm	11436	EPA Environmental Line	Odour	Letter	Collector Road, Collector	The complainant reported that there was a smell traveling from the Woodlawn Bioreactor. They advised that the wind was coming from the South East direction to callers property.	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. A series of operational improvements have already been identified and are being progressively acted upon. An update on the progress and effect of these actions were presented at a TADPAI community meeting that was held on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
4/5/2021	Various	11436	EPA Environmental Line	Odour	Letter	Collector Road, Currawang	The complainant reported being affected by “a strong, offensive rotten refuse odour, somewhat like unfinished compost or tip smell”. They said they typically smell the odour in the morning, but unusually for them it was present at the time of their call to Environment Line. They said the weather was rainy and the air was generally still.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
4/5/2021	Not Specified	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported the odour makes them feel unwell and it is of concern to their overall health.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
3/5/2021	7:30:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported being impacted by “a stench” from the Woodlawn Bioreactor. Complainant advised that he was out in his paddock shifting cattle on his quad bike and almost vomited because of “the stench coming from the bioreactor”. He said the odour was so strong “you could almost cut it with a knife”.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
3/5/2021	6:36:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported being impacted by a “putrid stench from Veolia Recycling Centre” and they couldn’t open any windows in their house without the odour coming inside. They said it is a regular occurrence at their address.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
3/5/2021	8:45:00 am	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The complainant reported that they went for a run at 8:45am that morning and were impacted by “an incredibly strong and unpleasant odour of rotting household garbage” allegedly coming from the Woodlawn 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. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
3/5/2021	Not Specified	11436	E-mail	Odour	Letter	Marked Tree Road, Gundaroo	The complaint reported that periodically, they get bad odours from the bioreactor (smells of rotting putrescible waste), however since January 2021 the frequency and intensity of this problem has increased. It is now occurring 2-4 times per week, often overnight when Easterly breezes push the pollution their way (often with fog at this time of year). The complaint advised that they are extremely concerned about the contents of airborne pollution from the Woodlawn bioreactor and note previous reported concerns about fungal and bacterial elements in airborne pollution associated with odours emanating from the reactor. The release of such pollution is placing all those exposed to it at risk of developing respiratory and other adverse health effects	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 provide an update on the progress and effect of these actions in the next TADPAI meeting. A response to the complaint is being drafted to address the concerns raised.
3/5/2021	Not Specified	11436	EPA Environmental Line	Odour	Letter	Mays Lane, Currawang	The complainant reported the odour smells like rotten egg, with a thick odour which is detected within cars and houses.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
3/5/2021	10:28:00 am	11436	EPA Environmental Line	Odour	Letter	Mt Fairy	The complainant reported a smell described as “methane and rotting food”. The complainant had observed the smell in the last few days prior to his call and made observations of the smell as far away as Mount Fairy.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
3/5/2021	9:02:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported a “very strong smell” in the air most mornings for the last week. They said they have been in the area for nearly 5 years and the smell at the time of the call, was the worst they could ever recall smelling.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
3/5/2021	7:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported the odour was regarded as an ongoing issue and impacts where they travel.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
2/5/2021	2:10:00 pm	11436	Community Feedback Line	Odour	Letter	Tarago	The complainant hadn't detected a smell the days prior, even though it was foggy and still.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
1/5/2021	9:23:00 am	11436	EPA Environmental Line	Odour	Letter	Rosebery Street, Tarago	The complainant reported that for the prior 3 days there has been a “strong tip like smell” in the area but also noted this has been an ongoing issue for a few years now.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
30/4/2021	Not Specified	11436	EPA Environmental Line	Odour	Letter	Collector Road, Tarago	The complainant said the odour is overpowering, disgusting and extremely unpleasant and it is noticeable almost every 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. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
29/4/2021	7:00:00 am	11436	Phone (Direct)	Odour	Letter	Braidwood Road, Tarago	The complainant reported noticing the odour inside his home when he awoke the morning at 7:00am. The complainant reported noticing the odour for the last 10 years but the last 2 years had been worse, and the odour seems to dissipate when the sun comes up.	Site Management explained that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
29/4/2021	7:00:00 am	11436	Community Feedback Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported noticing the odour inside their home at around 7am and noticed the smell was stronger when going outside. The smell was described as a rubbishy smell and a gas bottle smell. Similar to the odour added to gas bottles so you know if it is leaking. It had a hint of rotten egg, but that was overpowered by the gassy smell.	Site Management explained that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
29/4/2021	6:30:00 am	11436	Community Feedback Line	Odour	Letter	Mooneys Road, Currawang	The complainant reported a sickly sweet odour that was more like rotten egg than a gassy smell. The complainant reported that they only used to notice it when driving past the Bioreactor, but recently they have started to detect it at their home.	Site Management explained that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
29/4/2021	8:30:00 am	11436	Phone (Direct)	Odour	Letter	Between Lake Bathurst & Tarago	The complainant reported noticing the odour between Lake Bathurst and Tarago on their way to work. The odour was described as a rotten, gassy smell.	Site Management explained that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
29/4/2021	Not Specified	11436	EPA Environmental Line	Odour	Letter	Lumley Road, Tarago	The complainant reported the odour is an ongoing problem and it smells like rotten eggs and has been getting worse in foggy conditions.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
29/4/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago Public School	The complainant reported being impacted by an offensive odour when dropping their children off at Tarago Public School at approx. 9am that 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. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
28/4/2021	11:00:00 am	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant stated that there was “putrid rotting vegetation odour” in the air outside their home at 2pm on 28/4/21 . They said the odour is ‘awful’ when there is a SW wind and on Saturday (24/4/21) it was particularly bad.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
27/4/2021	Not Specified	11436	EPA Environmental Line	Odour	Letter	Collector Road, Tarago	The complainant said the odour is an ongoing problem and it smells like sulphur, and it has been getting worse over time. The caller alleged that the odour was coming from the Woodlawn Bioreactor, and Crisps Creek Transfer station.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
27/4/2021	12:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Collector Road, Tarago	The complainant stated the odour is an ongoing problem and it smells like rotting household garbage smell with the odour being incredibly strong at 12:00 pm.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
26/04/2021	11:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA’s Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia’s EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
26/4/2021	12:02:00 pm	11436	Community Feedback Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported a rotten odour as he was driving past Collector Rd on his way home and it was also present at his home. The complainant reported that the odours had been getting worse of late.	Site Management explained that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
26/4/2021	10:20:00 am	11436	Community Feedback Line	Odour	Letter	King Street, Tarago	The complainant reported an acidic smell like vinegar, not sewerage.	Site Management explained that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
26/4/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant stated that several members of a local club on Braidwood Road Tarago had noticed an odour at 10am which was still very strong, sickly and exceedingly unpleasant at 11.20am.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
26/4/2021	9:00:00 am	11436	EPA Environmental Line	Odour	Letter	Collector Road, Tarago	The caller said it is an extremely strong odour and noticed a slight breeze coming from the West.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
26/04/2021	8:45:00 am	11436	EPA Environmental Line	Odour	Letter	Currawang	The complainant reported rotten sour garbage type odour they have been experiencing.	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.
26/4/2021	11:06:00 am	11436	EPA Environmental Line	Odour	Letter	King Street, Tarago	The complainant reported being affected by an offensive odour attributed to the Woodlawn landfill.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
26/4/2021	Not Specified	11436	EPA Environmental Line	Odour	Letter	King Street, Tarago	The complainant said the odour is offensive and it is an ongoing problem.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
26/4/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Mooney's Road, Currawang	The complainant reported rotten rubbish and off egg odours from 7am. The complainant said they had been impacted by landfill odours 3 to 5 times last month and it seems to be worse on still foggy mornings. The complaint said it had become worse over the last 6-12 months.	Site Management explained that several improvement projects are currently underway to reduce odour and that a report would be submitted to the EPA based on the information being provided. 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
26/04/2021	Various	11436	EPA Environmental Line	Odour	Letter	Mooneys Road, Currawang	The complainant reported multiple dates and times for when they have experienced the odour. They have described the odour as an open sewer and rotten egg smell, and have said they got a runny nose and itchy eyes from it.	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. A series of operational improvements have already been identified and are being progressively acted upon. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting on Monday 10th May, 2021.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
26/04/2021	12:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported a rotten garbage/egg smell they have been experiencing.	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.
26/4/2021	10:30:00 am	11436	Community Feedback Line	Odour	Letter	Tarago	The complainant reported a sewer smell today.	Site Management tried to call the complainant back on several occasions to get some more information about the location at which the odour was detected. 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
26/4/2021	10:30:00 am	11436	Phone (Direct)	Odour	Letter	Tarago Public School	The complainant reported a gassy horrible smell that sticks in the back of your throat.	It was explained to the complainant that operational improvements have been identified and are being progressively acted upon. Site Management attended Tarago Public School immediately following the complaint and was unable to meet the complainant at the school as they had left following the report being made. No odour was detected on the school grounds upon arrival. On entering Tarago from Bungendore Road, an odour was evident that was not similar to odours experienced at the site and was unable to be identified the source as it dissipated very quickly. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
25/4/2021	1:52:00 am	11436	Community Feedback Line	Odour	Letter	Mulwaree Street, Tarago	The complainant advised that he had experienced intermittent landfill odours during that evening of 24th April. The complainant could not provide specifics of intensity or duration of the odours.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
25/04/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour generally described as offensive, rotten-egg like, and smelling like dead animals.	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.
25/04/2021	11:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported a rotten garbage/egg smell they have been experiencing.	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.
24/4/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported they experienced a strong sickly smell.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
24/4/2021	8:35:00 am	11436	EPA Environmental Line	Odour	Letter	Not Supplied	The complainant reported odour travelling through the window and doors of their property at 8:35am that morning. The reporter described the odour as an excrement and bile smell. The caller explained that this issue is ongoing and present all day.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
24/04/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported an odour generally described as offensive, rotten-egg like, and smelling like dead animals.	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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
24/04/2021	10:00:00 am	11436	EPA Environmental Line	Odour	Letter	Tarago	The complainant reported a rotten garbage/egg smell they have been experiencing.	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.
23/4/2021	Various	11436	EPA Environmental Line	Odour	Letter	Hilltop Close, Tarago	The complainant detected odour on the 23/04, 24/04 & 28/04. The caller was concerned that the odours are being detected more frequently in recent weeks and 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
22/4/2021	8:00:00 am	11436	EPA Environmental Line	Odour	Letter	Rosebery Street, Tarago	The complainant reported odours had been affecting him at home that morning and for the previous four days. He said the odours were intermittent and the strength varied from mild to overpowering.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
22/4/2021	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	Goulburn Street, Tarago	The complainant reported being affected by strong, offensive odour that morning, which continued until the wind picked up. They also experienced the odour the day before on 21 April 2021, in the morning and night (no times specified). The caller reported that the odour is typically present when there is little wind and noted an increase in frequency and strength of the odour in recent 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
22/4/2021	10:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The complainant reported a strong odour outside and inside her home. The caller rated the odour a 5 out of 6 and could not be outside of their property more than a few seconds. The description of the odour was rotten-egg and rotten garbage. The caller said that the conditions at the time of the incident were cold and still, but windy before that.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
21/4/2021	2:27:00 pm	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Lake Bathurst	The complainant reported she was being affected by an offensive sour, sulphurous odour from around 2pm that day. She said there was a light westerly wind. She said that the odour has been present for the last few 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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
21/4/2021	6:00:00 am	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant advised that they had experienced landfill odours in the village on very rare occasions in the past, but had been impacted by strong landfill odours each morning over the past two weeks from around 6am when out for their morning walk. The odour was first noticed from 6am and had become even more intense by 8am when they left their house to go to work.	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 provide an update on the progress and effect of these actions in the next TADPAI meeting.
20/4/2021	8:00:00 am	11436	Phone (Direct)	Odour	Letter	Tarago Public School	The complainant advised that a "pungent, gassy" smell appeared to be coming for the Bioreactor this morning. She mentioned that it could be a train and checked the gas tank for any odour prior to calling.	Site Management explained to the complainant that operational improvements have been identified and are being progressively acted upon. Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
19/4/2021	10:57:00 am	11436	Community Feedback Line	Odour	Letter	Willow Glen Road, Tarago	The complainant reported smelling an odour coming from the Woodlawn Bioreactor fairly regularly in the mornings. They described the odour as having a distinct "ripe" or "rotten" character.	Site Management explained to the complainant that operational improvements have been identified and are being progressively acted upon. Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
19/4/2021	9:50:00 am	11436	EPA Environmental Line	Odour	Letter	The Loaded Dog, Tarago	The complainant reported that they had detected a strong garbage odour as they drove into Tarago village on Braidwood Road a few minutes before their call. They said they were driving in past the Loaded Dog Hotel with their windows up and smelt the odour come in to the car through the air vents.	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. Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon.
19/4/2021	7:00:00 am	11436	Community Feedback Line	Odour	Letter	Hilltop Close, Tarago	The complainant reported that they had smelt an odour coming for the Bioreactor whilst she was outside her residence at 7am on 19/4/21. They stated that they do smell the odour on the odd occasion but it wasn;t until recent discussions in a community group that she was told that Veolia would appreciate being told to assist in they're onsite investigations.	Site Management explained to the complainant that operational improvements have been identified and are being progressively acted upon. Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
18/4/2021	4:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported that they were being affected by offensive landfill odour at their home.	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. Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
17/4/2021	10:59:00 am	11436	EPA Environmental Line	Odour	Letter	Steeepers Lane, Mt Fairy	The complainant reported that they had woken up to a strong garbage smell in the air that morning. They said the air was very still at the time. The caller said the smell is rare at their location but is becoming more regular. They said the last time they had noticed it before Saturday was 2 weeks prior.	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. Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon.
17/4/2021	9:23:00 am	11436	Community Feedback Line	Odour	Letter	Taylors Creek Road, Tarago	The complainant reported detecting an odour allegedly coming from the Woodlawn Bioreactor. They stated that they don't smell it very often however it was stronger than usual that morning.	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
15/4/2021	6:46:00 am	11436	Phone (Direct)	Odour	Letter	Mayfield Road, Tarago	The complainant reported “a rotten food smell” allegedly coming from the Woodlawn Bioreactor. The odour was reported as being similar to what they occasionally smell when driving past the Bioreactor on their way to work.	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
15/4/2021	7:00:00 am	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported a strong odour experienced at 7am this morning at their house. They rated the smell a 7-8. The odour had the character of ‘rotten food’, which lingered for a couple of hours. They mentioned that they smell the landfill every couple of days.	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
13/4/2021	4:30:00 pm	11436	Community Feedback Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported that an odour from the Woodlawn Bioreactor was detected at his property from around 4.30pm yesterday that became particularly strong between 8pm and 9pm.	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
13/4/2021	8:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported that a “stench” was coming into their house last night and having previously made numerous reports to the EPA, was very upset that previous promises about controlling the odour have not been realised.	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
13/4/2021	8:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Bungendore Road, Tarago	The complaint reported experiencing a strong odour whilst travelling past the Intermodal Facility and also on Collector Road on Tuesday 13 April 2021 at 8:00pm, then again on Wed 14 April 2021 at 4:00am. They rated the smell a 10/10. The odour had the character of “rotten rubbish” not like the usual “rotten egg” smell.	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
12/4/2021	9:15:00 am	11436	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The complainant reported noticing a strong odour outside her home at 9:15am. The odour did not stay around the property for long. The odour was not a waste smell, more like a rotten egg/ processing smell. The conditions were clear with a gentle breeze.	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
12/4/2021	7:30:00 am	11436	EPA Environmental Line	Odour	Letter	Mulwaree Street, Tarago	The complainant reported that there was an odour that "smells like rotting garbage" in the air outside their home when they went outside at 7:30am that morning. They also reported that they had detected the same odour outside their home at 9am on 10th of April, 2021	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
10/04/2021	7:00:00 pm	11436	EPA Environmental Line	Odour	Letter	Loaded Dog Hotel, Tarago	The complainant reported that they had been "greeted by a putrid smell that was nauseating" when they got out of their car outside the Loaded Dog Hotel in Tarago on Saturday night (10 April 2021).	Veolia recently attended a TADPAI meeting where the community was presented with a detailed audit of the biogas extraction system. The presentation was around how biogas is generated, the composition and odorous compounds that exist. A series of operational improvements have been identified and are being progressively acted upon. These include additional wells in areas identified in recent waste placement occurred on the western side of the site, and expansion of the biofiltration media to the void wall/waste interface. Veolia will provide an update on the progress and effect of these actions in the next TADPAI meeting.
08/04/2021	6:15:00 pm	11436	Other	Odour	Letter	Mulwaree Street, Tarago	The complainant reported a dreadful smell coming off the Woodlawn Bioreactor. They stated that the odour started first thing in the morning and lasted until the afternoon. It had a rotten egg smell to it.	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.
04/04/2021	1:30:00 pm	11436	EPA Environmental Line	Odour	Letter	Lake Bathurst	The complainant contacted the EPA's Environment Line to complain about an odour allegedly coming from the Bioreactor. They have generally described the odour as being offensive with a strong sulphur-like, rotting garbage smell.	In consultation with the NSW EPA, amendments have been made to conditions of Veolia's EPL aimed at improving odour management at the premises, the majority of which have already been implemented.
03/04/2021	10:16:00 am	11436	E-mail	Odour	Letter	Coghill Road, Tarago	The complainant reported that they reside 15kms past Tarago off Willow Glen Road and can smell Veolia. They advised that they often smell the stench particularly first thing in the morning or later in the evening.	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	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	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.

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
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	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	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.
28/03/2021	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.
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.

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
01/03/2021	8:16:00 am	11436	Community Feedback Line	Odour	Leter	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.	Site Management 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.
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.
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	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.
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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
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.
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.
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	9:19:00 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'.	Site Management 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 week ending 30th January 2021.
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.
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.	Site Management 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.

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.	Site Management 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 findings by mail.
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 performance of the site.
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 conatcted 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	Taylors 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.	Site Management 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.

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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, Site Management 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 Eco Precinct.
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 the community.
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 the community.
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, Site Management 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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.	On receipt of the complaint, Site Management 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 Eco Precinct.
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. Site Management 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. Also discussed was 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.
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. Site Management 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. Also discussed was 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."
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 performance of the site

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
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 interact with any waste.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
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".	The site is experiencing record levels of gas capture, with all seven engines operating. The focus over the previous months has been the ongoing development of the Woodlawn Infrastructure Plan and installation of new gas extraction systems around the bioreactor. The result has been a positive outcome for the operations team and our ongoing compliance commitment. The Leachate Treatment Plant is in the process-proving phase and is currently treating leachate around 100m3 of raw leachate per day. The existing treatment plant is still operating at capacity. The odour audit was conducted at the end of February; Veolia is currently reviewing initial results from the Odour Unit.
3/4/2019	8:38:00 am				Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was "a stinking garbage smell present at his house".	The site is experiencing record levels of gas capture, with all seven engines operating. The focus over the previous months has been the ongoing development of the Woodlawn Infrastructure Plan and installation of new gas extraction systems around the bioreactor. The result has been a positive outcome for the operations team and our ongoing compliance commitment. The Leachate Treatment Plant is in the process-proving phase and is currently treating leachate around 100m3 of raw leachate per day. The existing treatment plant is still operating at capacity. The odour audit was conducted at the end of February; Veolia is awaiting the outcomes from the independent auditors.
24/3/2019	8:04:00 am				Letter	Rosebery Street, Tarago	The complainant reported to the Environmental line through EPA that there was "a strong pungent odour present at his house and he had to close all the windows".	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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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”.	The site is experiencing record levels of gas capture, with all seven engines operating. The focus over the previous months has been the ongoing development of the Woodlawn Infrastructure Plan and installation of new gas extraction systems around the bioreactor. The result has been a positive outcome for the operations team and our ongoing compliance commitment. The Leachate Treatment Plant is in the process-proving phase and is currently treating leachate around 100m3 of raw leachate per day. The existing treatment plant is still operating at capacity. The odour audit was conducted at the end of February; Veolia is awaiting the outcomes from the independent auditors.
18/2/2019	8:59:00 pm				Letter	Willandra Lane, Tarago	The complainant reported to community feedback line that she “detected a slight odour.”	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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
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.

Date	Time	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.

Date	Time	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	Mulwaree Street, Tarago	The complainant reported to the Environmental line through EPA that a "strong rubbish odour was present when she opened the back door of her house at 8:00am this morning."	Veolia continues to address the challenges of water management within the Bioreactor and is attempting to address this with the development and implementation of a longer term treatment solution being advanced by Veolia's water division. Construction for the new Leachate Treatment Plant is on target. A bio-filter is also used to manage any fugitive gas between the void's wall and waste mass. We are constantly reviewing our tipping sequence in an attempt to further improve gas collection.
30/8/2018	6:00:00 pm				Letter	Mulwaree Street, Tarago	The complainant reported to the Environmental line through EPA that there was a "strong rubbish odour."	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.

Date	Time	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	8:56:00 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	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	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.

Date	Time	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	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.
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.

Date	Time	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	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.
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.
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.

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
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.
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.
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.

Date	Time	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.

Date	Time	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.

Date	Time	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."	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. 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.
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."	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. 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.

Date	Time	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"	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. 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.
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."	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. 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.

Date	Time	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."	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. 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.
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".	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. 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.

Date	Time	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"	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. 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.
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."	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.

Date	Time	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.

Date	Time	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.

Date	Time	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.