

Woodlawn Bioreactor Complaints Register

Date	Time	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
18/04/2022	9:30:00 am	E-mail	Odour	Letter	Braidwood Road, Tarago	Veolia received an email from a resident of the area reporting a smell of rotten garbage allegedly coming from the Bioreactor whilst passing through town on Braidwood Road, Tarago. They rated the odour a strength a 3 out of 10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
17/04/2022	8:40:00 pm	EPA Environmental Line	Odour	Letter	Duralla Place, Mount Fairy	The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated Strong odour pollution of garbage from Woodlawn Bio	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to
15/04/2022	7:00:00 am	EPA Environmental Line	Odour	Letter	Mayfield Road, Lower Boro	The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated there was a rubbish waste odour in the air.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
15/04/2022	7:30:00 am	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	The EPA received a report to Environment Line from a resident who reported a faint odour in the air in the morning, odour became more potent at around 7:30am and is coming from the Veolia Woodlawn Eco-precinct.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
15/04/2022	7:10:00 am	EPA Environmental Line	Odour	Letter	Lumley Road, Lake Bathurst	The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated rotten organic smell, which could be smelled inside their home.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to
15/04/2022	5:00:00 am	EPA Environmental Line	Odour	Letter	Mayfield Road, Lower Boro	The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated ongoing issue and that the smell is so bad it makes you want to vomit.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to
15/04/2022	7:00:00 am	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated that this was an ongoing issue and that it is coming from the woodlawn bioreactor.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to
11/04/2022	6:00:00 am	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	The EPA received a report to Environment Line from a resident who alleged that a really strong and pungent rotten gas smell was coming from Veolia Woodlawn Eco-precinct, 619 Collector Rd, Tarago.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
11/04/2022	8:11:00 am	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro and Tarago Cafe and Bakery, 1-3 Braidwood Rd, Tarago	The EPA received a report to Environment Line from a resident who stated that there was a smell in the air coming from Woodlawn Eco-precinct making the caller feel unwell. The complainant was able to smell the smell at her work address and also from her home address which is approx 10k away.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
11/04/2022	6:15:00 am	EPA Environmental Line	Odour	Letter	Unknown Address	The EPA received a report to Environment Line from a resident who stated that a stinky, garbage, rotten smell (like food that you have left too long in the rubbish bin) coming from Woodlawn Eco-precinct (Veolia).	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken, however due to the lack of information in relation to the complainants location, it is impossible to identify if any emissions were present and/or impacting on the complainant at the time of the report of

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11/04/2022	6:05:00 am	EPA Environmental Line	Odour	Letter	Currawang Road, Tarago	The EPA received a report to Environment Line from a resident who reported an unpleasant strong overpowering egg smell which the suspected source was Woodlawn. The wind is almost nil wind.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
11/04/2022	6:00:00 am	EPA Environmental Line	Odour	Letter	Unknown Location	The EPA received a report to Environment Line from a resident of Unknown Address who was affected by offensive odour in air coming from the VEOLIA Bioreactor facility located at 619 Collector Road, Tarago. The caller advises that the odour strength	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken, however due to the lack of information in relation to the complainants location it
10/04/2022	11:10:00 pm	EPA Environmental Line	Odour	Letter	Braidwood Road, Tarago	The EPA received a report to Environment Line from a resident who was affected by offensive odour. The report stated there was a very strong gas odour this evening from Veolia Bio Reactor Waste Facility which is increasing in intensity since first smelt and is the worst it has been after reporting this issue for years.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
05/04/2022	7:00:00 am	EPA Environmental Line	Odour	Letter	Boro Road, Lower Boro	The EPA received a report to Environment Line from a resident who was affected by an offensive odour at their property. The reporter advised that at the time of the incident the conditions were calm / very light NW with cold overnight temps, and rated the odour strength a 1 out of 10. The odour was described by the	After carrying out an assessment of meteorological data and operational activity in relation to the location, date and time of the report of odour in order to investigate the potential source or cause of odour, it was apparent that this complaint was the same as a report made directly to Veolia and previously
05/04/2022	7:00:00 am	E-mail	Odour	Letter	Boro Road, Lower Boro	Veolia received an email from a resident of Lower Boro reporting a smell of rotten garbage allegedly coming from the Bioreactor. They rated the odour a strength a 1 out of 10.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources.
05/04/2022	5:45:00 am	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	The EPA received a report to Environment Line from a resident of Willow Glen Road, Lower Boro who was affected by offensive odour at their property allegedly coming from EPL20476 at Collector. The caller described the odour as a rotten smell in the air that started dissipating at 9am.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.
05/04/2022	9:30:00 am	EPA Environmental Line	Odour	Letter	Leahys Lane, Tarago	The EPA received a report to Environment Line from a resident of Leahys Lane, Tarago who was affected by an offensive odour at their property. They advised that at the time of the incident, there was no wind and rated the odour strength a 5 out of 6. The odour was described by the reporter as the usual odour; a rotten, awful smell.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.

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Date	Time	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
04/04/2022	1:00:00 am	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	The EPA received a report to Environment Line from a resident of Willow Glen Road, Lower Boro who was affected by an offensive odour at their property which was still there when the reporter left their property at 9:15am. The reporter advised that the wind was westerly at the time of the incident.	An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources. Veolia follows the continuous improvement methodology and is constantly implementing changes to the operations based on information provided by site monitoring and independent consultants. A detailed odour complaint analysis will also be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters.