

Last Upload

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| EPL No: | 11436 |
| Date: | 21/06/2023 |

| Date | Time | Method | Type | Location | Description | Response/action taken to resolve the complaint |
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| 17/06/2023 | 8:30:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported another evening disturbed by odour coming from Veolia. Complainant has air purifiers running and all windows and doors sealed, but the odour still manages to get into the house. Complainant report having been woken by the odour and kept awake for a long period due to the odour. Complainant is quite upset about the odour returning almost daily. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/06/2023 | 7:25:00 pm | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported odour coming from Woodlawn Waste Facility with the odour permeating through the complainant's home and making them feel nauseous. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/06/2023 | 7:00:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported a constant odour from 7:00 PM to 1:00 AM which was very strong. Complainant reported to have been woken by the odour and kept awake for hours because of it, which then resulted in a headache. Wind was reported as a very weak north-westerly. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 13/06/2023 | 6:20:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported a constant odour from 6:20 AM through to 6:00 PM. Strength of the odour reported as distinct and strong with an organic character. Reported that the odour has limited the complainant's outdoor activities. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/06/2023 | 6:00:00 pm | EPA Environmental Line | Odour | Tarago | Complainant is making another report amongst several others in relation to the foul smell of gas, garbage and sewerage. This is an on-going issue that is very persistent. Complainant lives in the middle of the bush with the nearest neighbour being about one kilometre away and the organisation being 15 kilometres away. Complainant can only escape the smell by closing all windows and entrances in the house and presumes the smell will linger until the morning unless the wind changes. Incident still occurring at time of call. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/06/2023 | 7:00:00 am | EPA Environmental Line | Odour | Tarago | Complainant reported the odour was bad again today. Weather reported as no wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/06/2023 | 9:30:00 am | EPA Environmental Line | Odour | Mooneys Road Currawang | Complainant reported an odour of rotting rubbish/ ammonia that was very strong. The odour was reported as being very offensive and constant with the complainant being unable to remain in the area. The weather was reported as being clear with a slight breeze from the south and approximately 5 C. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/06/2023 | 9:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported to have first noticed odour when outside at 9:00 AM. The odour was reported as still being present at 10:00 AM. The odour was reported as very strong, with character of dirty nappies and sour milk. The weather was reported as still and very cold. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/06/2023 | 7:30:00 am | EPA Environmental Line | Odour | Mooneys Road Currawang | Complainant reported a rotting rubbish/ ammonia odour which was strong and unpleasant. The odour was reported as being very offensive and constant with the complainant being unable to remain in the area. There was a moderate breeze from the south-east, it was reported as being overcast and approximately 70C. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 11/06/2023 | 7:00:00 am | EPA Environmental Line | Odour | Tarago | Complainant reported the odour was bad again today. Weather reported as no wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 10/06/2023 | 8:39:00 am | EPA Environmental Line | Odour | Lower Boro | Complainant reported to be driving through Tarago and the stench from the Woodlawn bioreactor is atrocious. It's a gassy, rotting garbage, sweet, chemical- infused stench that is making complainant nauseous. Reported to make it difficult to breathe when unable take a breath in without wanting to vomit. Complainant reported to be in the car with the car switched to recirculate and the stench is still penetrating. The weather was 60 degrees, sunny with no wind. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 07/06/2023 | 8:40:00 am | EPA Environmental Line | Odour | Tarago Road | Complainant reported an odour like rotten garbage and was so strong rated as 10/10. Complainant reported the odour so strong could be detected while driving in the car with windows up and air vents closed. The smell sat in the back of complainant's throat and made nose feel as though it was burning, causing an irritation and continuous sneezing. The odour gave complainant and their child a headache. Complainant reported the odour most strongly at the intersection of Tarago Road and Collector Road and was detected until the intersection of Tarago Road and Taylor's Creek Road. Odour detected again during the evening approximately 5km from the Collector turnoff on Tarago Road. The weather conditions were reported as cold and drizzly, with cloud cover and fog. During the evening odour again detected. The weather was reported as fine with no cloud cover. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/06/2023 | 5:00 AM & 8:00 AM | EPA Environmental Line | Odour | Collector Road | Complainant reported a horrible rotting garbage odour coming from Veolia Woodlawn at 05:00 AM and then was a slight odour after 08:00 AM. Odour strength reported as very strong with a north-east wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/06/2023 | 7:15:00 pm | EPA Environmental Line | Odour | Tarago Road | Complainant reported an odour which smelled like decomposing garbage and rated as very strong. Reported to have experienced the odour regularly and on numerous occasions in the last few weeks. The weather was reported as fine with a small amount of cloud cover, still with no wind present. The complainant reported the odour to make driving through Tarago an uncomfortable experience and always gives the complainant headaches. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/06/2023 | 3:45:00 pm | EPA Environmental Line | Odour | Corner Braidwood Road and Lumley Road | Complainant reported odour whilst in Tarago town. Odour strength rated as very strong with an extra sour milk smell and was ongoing for 20 minutes. Weather reported as 110 with a light wind and semi overcast. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 31/05/2023 | 11:47:00 pm | EPA Environmental Line | Odour | Collector Road | Complainant advised that odours have been hanging around consistently lately, and complainant can smell it often. Mostly mild but noticeable. Weather reported as chilly, no rain for a couple of weeks. Wind reported as gusty and mostly from north-west. Complainant believes the odour is worse when the weather is still. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/05/2023 | 7:30:00 pm | EPA Environmental Line | Odour | Collector Road | Complainant advised garbage smell is back again. Weather reported as no wind or rain, but quite cold. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 30/05/2023 | 5:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported odour experienced when opening the gate for husband at 5:00 AM. At approximately 5:30 AM the odour was experienced again and reported as horrendous. It has a strong, rotting meaty stench on top of the usually gassy, sweet, garbage smell. Complainant reports the odour as easily identifiable as the landfill. The stink coats the back of complainant's throat and makes them nauseous. Complainant reported to have work to do outside that morning but won't be able to until the stench clears. The weather reported as cold and still, no frost and a very slight breeze. Complainant is located over 15km from the landfill. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 29/05/2023 | 2:30 pm to 9:00 pm | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported a disgusting rotten egg gassy smell whilst driving through Tarago. When complainant returned home from Tarago at approximately 2:45 PM there was a faint taint of stench from the landfill. The stench persisted throughout the day, increased and came in gusts. It continued until complainant went to bed at 9:00 PM. The weather was around 110 and very windy. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 29/05/2023 | 2:00:00 pm | EPA Environmental Line | Odour | Tarago Public School | Complainant reported odour detected at Tarago Public School multiple times. The odour was present for approximately 90 minutes with character described as rotten eggs, faecal/manure/sewer and compost with odour strength reported as very weak. Wind reported as a moderate westerly. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 29/05/2023 | 2:00:00 pm | E-mail | Odour | Tarago Public School | Duration: At least 90 mins Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 1/5 Wind direction: moderate westerly The odour was detected when I arrived at the school grounds and was detected multiple times while around the school. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 29/05/2023 | 5:30:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported strong odour of rotting garbage coming from the Veolia site that has been dumping rubbish in an old mine for the last 20 years. Odour is entering complainant's home and making family feel nauseous. Complainant advised this is an ongoing issue. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/05/2023 | 9:45:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported that odour was detected while traveling through Tarago on the way to Goulburn. The odour got worse when the windows in the car were down. Character of odour reported as rotten eggs/sulfide, faecal/manure/sewer and compost/ rotten garbage. Strength of odour was weak with a moderate westerly wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/05/2023 | 9:45:00 am | E-mail | Odour | Braidwood Road, 60kph zone through Tarago | Duration: At least 5 mins Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 2/5 Wind direction: moderate westerly The odour was detected while traveling through Tarago on the way to Goulburn. The odour got worse when we wound the windows in the car down. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/05/2023 | 9:30:00 am | EPA Environmental Line | Odour | Lower Boro | Complainant reported a constant odour with character described as 03 (burnt, smoky). Strength of odour reported as 4/5 with no wind present. Complainant reported the odour was making them nauseous. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/05/2023 | 12:30:00 pm | EPA Environmental Line | Odour | Some distance from Woodlawn | Complainant reported a stench experienced throughout the day and night coming from the Woodlawn Bioreactor. Complainant was unable to sit on veranda as the odour was overwhelming. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 25/05/2023 | 8:00:00 am | EPA Environmental Line | Odour | Boro Road, Tarago | Complainant reported approximately 90 minutes of odour detected with character described as 06, 09 and 13 (rotten garbage). Strength reported as 1/5 with a light to moderate west to north-west wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 25/05/2023 | 8:00:00 am | E-mail | Odour | Boro Road, Lower Boro | Duration: At least 90 mins Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 1/5 Wind direction: light-moderate westerly / north westerly The odour was detected when outside our house / around our property. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 25/05/2023 | 7:30:00 am | EPA Environmental Line | Odour | Bungendore Road, Tarago | Odour was like rotten egg gas and very strong (5 out of 6). Weather reported as very slight breeze. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/05/2023 | 2:00:00 pm | EPA Environmental Line | Odour | Bungendore Road, Tarago | Noticed while on Lumley Rd, intersection of Goulburn Road, Tarago. Odour again very similar to rotten egg gas and very strong. (5/6). | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/05/2023 | 9:50:00 am | EPA Environmental Line | Odour | Goulburn Street, Tarago | Complainant reported to be walking through town and noticed an unpleasant and strong garbage odour. Odour was stronger when approaching the train tracks on Goulburn Street. Walking away from tracks in a westerly direction along King Street, the odour was becoming less strong. Weather is cold, very clear, barely noticeable breeze. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/05/2023 | 8:53:00 am | EPA Environmental Line | Odour | Tarago showground | Complainant reported to be affected by rotting garbage-like offensive odour in the air at the Tarago show ground starting from 8:53 AM. The odour is suspected to be coming from the Woodlawn Eco-precinct. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/05/2023 | 8:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant affected by odour from Veolia Woodlawn at several sites, including Tarago preschool and Collector Road turnoff, 4.4km south-east of Tarago township. Strength of the smell rated as 9/10. It smelt like decomposing garbage and had an 'acidic' smell, like vinegar. First noticed odour whilst dropping child at Tarago preschool. Complainant noticed the odour again driving along Tarago Road for about 10km, and along Braidwood Road in a northerly direction. The weather conditions were reported as fine, but cold and without rain or cloud cover. Complainant has noticed the smell worsens after rain events, but recently occurs even in the finest of conditions. This week, the odour has been strong and persistent daily. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/05/2023 | 9:30:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported to be affected by odours from Veolia Woodlawn waste facility. Odour was reported as rotting garbage, sour milk and dirty nappies and was catching at the back of the throat. 1) First noticed when went outside - odour present until at least 10.30 PM. Temperature was 5°C. Odour strength was overpowering and rated as 6/6. Weather reported as still, no wind and clear sky. 2) Noticed again 24/5/2023 at 7:00 AM when caller first went outside. Odour still present at 7:30 AM. Odour strength reported as 5/6 (very strong). Weather reported as still, very cold, likely 2°C-3°C. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/05/2023 | 8:00:00 pm | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported horrific odour, smells of gas, garbage and sewerage. The smell is very thick in the air and an ongoing issue for years from this site. Offensive odour that is making it impossible to go outside due to the air quality. Incident reported as still occurring. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 23/05/2023 | 7:10:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported an odour this evening coming from Woodlawn Waste Facility. Complainant advised that the odour is intermittent but ongoing. The smell is an unpleasant strong garbage smell. The current weather conditions are no breeze and clear skies. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/05/2023 | 5:28:00 pm | EPA Environmental Line | Odour | Tarago | Complainant advised of odour coming from Veolia Tarago Bioreactor. Complainant advised that the smell is back again, kind of faint. No wind or rain, quite chilly. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/05/2023 | 9:14:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported odour in Tarago to be putrid. Rated as 5/5 character and strength. No wind reported. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/05/2023 | 6:00:00 am | EPA Environmental Line | Odour | 15km from Woodlawn | Complainant reported there is a stink coming from Veolia at Woodlawn and is unable to open windows because it smells so much. Should not have to put up with stink that is 15km away and cannot understand why they have not been fined. Everyone is sick of calling this through and would complain to EPA for not acting. It is unacceptable putting up with this stink. Smells like cheap floral deodorizer crossed with fish and rotting garbage - a sweet, rotten smell. Really bad this morning. Have smelt it since 6:00 AM and is ongoing. It is foggy and frosty which makes it worse. Always comes when it is foggy, which is almost daily in winter. Type of odour described as rotting garbage. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/05/2023 | 6:45:00 pm | EPA Environmental Line | Odour | Lake Bathurst | Complainant reported to have smelled an odour like rotten garbage and was rated the smell as 9/10. Complainant reported that it could be smelt strongly while driving in the car with windows up and air vents closed. The smell sat in the back of complainant's throat for the rest of the drive through Tarago (about ten minutes) and gave the complainant a headache. Reported to have smelt the odour on numerous occasions, especially during the past month. The weather conditions were fine, with a slight breeze. It was cold but without rain or cloud cover. In the past, noticed the smell worsen after rain events, but over the past month, the smell occurs even in the finest of conditions, especially in the mornings and evenings. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/05/2023 | 11:45:00 am | EPA Environmental Line | Odour | Tarago | Complainant reported to have returned from Canberra and there was a stinking depositing garbage odour, that was very strong. The odour is an every-day occurrence and has been an ongoing problem for many years. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/05/2023 | 7:30:00 am | EPA Environmental Line | Odour | Corner Lumley Road and Braidwood Road | Complainant reported odour present this morning 7:30 AM, whilst waiting at the bus stop, corner Lumley Road and Braidwood Road, Tarago. Odour was reported as ongoing until leaving the bus stop at 8:00 AM. Odour was reported as being so strong that children were kept inside the car waiting for the bus. Within 5 minutes exposure to the odour awful headaches are experienced. There was a fog around Tarago town at the time, about 3 degrees. No breeze and odour strength was 6/6. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 22/05/2023 | 5:20:00 am | EPA Environmental Line | Odour | Lower Boro | Complainant reported the odour coming from Woodlawn landfill is absolutely rank at their house. It is described as a foul, meaty, rotting odour clogging up the air. It made the complainant wretch the entire time outside and continued to feel nauseous after coming inside. The odour is easily identifiable as the Woodlawn landfill as it has a unique smell. The complainant is located over 15km from Woodlawn but in the direct path of the landfill. The weather is very cold and frosty (close to zero degrees and frost evident) with no wind. The sky is clear. Complainant reported again that evening the odour was horrendously strong at their house from 6:00 PM to 9:00 PM. Reported the odour to be very strong inside their home and is making them feel nauseous. Complainant had to use an air purifier as the smell was making them wretch. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 20/05/2023 | 9:38:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported odours coming from Woodlawn which have been happening for years, it stinks. The environment and health of everyone is at risk. Odour character was described as rotten eggs and other (methane). Strength of odour reported as distinct and strong with a westerly wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 20/05/2023 | 7:30:00 am | EPA Environmental Line | Odour | Petrol station, Tarago | Complainant reported to be affected by odour coming from the Woodlawn Eco- Precinct on Collector Road, Tarago NSW. The incident occurred at the front of Tarago Service Station at 7:45 AM. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/05/2023 | 8:30:00 am | EPA Environmental Line | Odour | Lake Bathurst | Odour from Veolia Woodlawn at Tarago: yesterday and today affecting home/farm, family/staff at Lake Bathurst. Complainant noticed a strong odour this morning at 8.30 AM, not sure how long it lasted, as caller left the area. Weather reported as still, no wind, with a frost. Odour was also reported to caller by a farm worker on the same Lake Bathurst property at midday yesterday, 18/5/23. It must also have been strong because the worker normally doesn't notice these odours. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/05/2023 | 7:00:00 am | EPA Environmental Line | Odour | Lake Bathurst | Complainant reported to have first noticed the odour at home in Lake Bathurst at 7:00 AM. The odour was reported as also being present when complainant returned home at 2:30 PM and was still present at 3:30 PM. Complainant reported to have noticed the odour in the Tarago village momentarily at 7:25 AM. Odour characteristics reported as disgusting, standard rotting odour from the Woodlawn site. Odour strength described as very strong, 5 out of 6. Weather reported as still with a slight breeze from the west or southwest. No cloud cover. Odour also present the previous day at complainant's home around 7:20 AM but reported as being not as strong. Rated 'strong' or 4 out of 6. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/05/2023 | 6:30:00 am | EPA Environmental Line | Odour | Tarago | Complainant reported odour from Veolia's Woodlawn bioreactor was present at their home from approximately 6:30 AM until 10:30 AM. The odour began as a medium taint in the air, but by 7:15 AM was so strong that it prevented complainant from being outside. Complainant had to delay the livestock feeds and planting work as the odour was making complainant retch and want to vomit when outside. Complainant reported to have a headache from the short periods of being unable to avoid being outside. The weather was reported as WSW wind direction but had been still most of the day. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/05/2023 | 6:30:00 am | EPA Environmental Line | Odour | Lower Boro | Complainant residing in Lower Boro affected by offensive odour attributed to the Veolia Woodlawn waste facility, following on from complaint earlier in the day. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 19/05/2023 | 5:45:00 am | EPA Environmental Line | Odour | Tarago | Complainant reported odour again from the Veolia Woodlawn Bioreactor affecting complainant's household. Their partner first noticed odour at 5.45 AM and the odour strength was overpowering (6 out of 6). Still present at 7.15 AM (noticed by complainant/children) and it was so strong/unpleasant complainant went back inside, postponing outdoor work. Odour made complainant feel unwell. Weather reported as very slight breeze, temperature approximately 2C. Clear, no clouds. Odour still present at 8.20 AM but slightly weaker. Odour gone by 10 AM. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/05/2023 | 11:20:00 am | Community Feedback Line | Odour | Covan Creek Road, Lake Bathurst | The complainant advised that they had detected a smell of what they described to be sulphury, gassy smell allegedly coming from Woodlawn. This was the first time in quite a while that they had smelled the odour and felt inclined to call. and report it. | Site management spoke with complainant and correlated details with weather conditions and site operations to that determine of the report of odour could be attributed to Woodlawn. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/05/2023 | 11:20:00 am | EPA Environmental Line | Odour | Tarago | Odour complaint coming from Woodlawn, Tarago at 11.20 AM. It was reported as rotten egg gas, rated as 5 very strong and very unpleasant. Complainant reported everything in the house was closed. The weather condition reported as very still, cloudy, overcast, with an inversion. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/05/2023 | 7:30:00 am | EPA Environmental Line | Odour | Tarago | Complainant reported an odour from Woodlawn affecting them at home in Tarago from 7:30 AM to 9:15 AM. Odour strength was overwhelming. Odour was reported as rotting garbage, sour milk, dirty nappies and very unpleasant. Weather conditions reported as no wind, light low cloud, cold and approximately 00. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/05/2023 | 5:30:00 am | EPA Environmental Line | Odour | Approximately 15km from Woodlawn facility | Complainant reported an odour of rotting garbage / rotting eggs with the overwhelming odour of a cheap floral deodoriser. Complainant reported the overwhelming smell of rotting garbage, rotting eggs and dog poo etc with the hint of a floral deodoriser. First noticed at 5:30 AM and increasingly got worse due to a heavy frost and fog in the area this morning. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/05/2023 | 6:41:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported odours coming from Woodlawn which have been happening for years, it stinks. The environment and health of everyone is at risk. Odour character was described as rotten eggs and other (methane). Strength of odour reported as distinct and strong with a westerly wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/05/2023 | 5:38:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported odours coming from Woodlawn which have been happening for years, it stinks. The environment and health of everyone is at risk. Odour character was described as rotten eggs and other (methane). Strength of odour reported as distinct and strong with a westerly wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/05/2023 | 5:30:00 pm | EPA Environmental Line | Odour | Tarago | Complainant reported Woodlawn bioreactor was stinking up the complainant's home. Complainant was showering in the evening at approximately 5:30 PM and the smell came in the open bathroom window and stank out the room. When complainant went outside afterwards the smell was incredibly thick. It was completely disgusting. The smell was so bad that when complainant's partner arrived home, they didn't unpack the car but left their bags inside it so that we didn't need to be outside. The stench persisted until after complainant went to bed (after 9:00 PM). The stench was typical of the Woodlawn landfill - rotting garbage with a sickly-sweet taint, and easily identifiable as the landfill. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/05/2023 | 10:30:00 am | EPA Environmental Line | Odour | Lake Bathurst | Complainant reported to be affected by offensive rotten refuse odour attributed to the Veolia Woodlawn waste facility. Light breeze from the north-east. Complainant feels unable to hang washing out due to the offensive odour as it will make the clothes stink. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 16/05/2023 | 9:00:00 am | EPA Environmental Line | Odour | No location provided | Complainant reported to be affected by offensive odour attributed to Veolia Woodlawn waste facility, thought to be from the leachate. There was very little wind. Odour persisted for several hours and was then present again in the evening. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/05/2023 | AM | EPA Environmental Line | Odour | Mount Fairy | Reporting foul odour from Woodlawn Bioreactor near Tarago. Complainant reported the stench from the Woodlawn Bio-reactor was present at their place during the morning. Complainant's reported being located quite some distance from Woodlawn and generally we don't smell it, but on this morning it was foul (and other neighbours agreed). | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/05/2023 | 2:34:00 pm | EPA Environmental Line | Odour | Malua Lane, Mount Fairy | Complainant reported an odour from Woodlawn Tarago, with the complainant's residence being 15 km from Woodlawn. Reported to not often experience the rotting garbage smell, but it was particularly bad this morning in the fog. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/05/2023 | 10:07:00 am | EPA Environmental Line | Odour | Steeplers Lane, Mount Fairy | Complainant reported experiencing very foggy weather (inversion layer) and the odour from the waste facility was very strong and putrid. This is an ongoing problem from the facility during these sort of weather conditions. The complainant understood from previous conversations with EPA staff that Woodlawn were being required to remedy the issue, but it remains ongoing. It appears that nothing has changed. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/05/2023 | 7:35:00 am | EPA Environmental Line | Odour | Corner Braidwood Road and | Complainant reported a stench in the town at the corner of Braidwood Rd & Lumley Rd, Tarago. Complainant was at the school bus stop with her children and could not get them out of the car due to health reasons. The odour was ongoing from 8:00 AM with the odour infiltrating the car without aircon. It was 10 degrees, overcast, foggy and quite still. The smell is like the usual rotting garbage, sour nappies, off milk and a metallic tang. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/05/2023 | 5:00:00 am | EPA Environmental Line | Odour | Lumley Road, Tarago | Complainant reported a foggy morning around the area and the odour was very strong. Complainant reported the odour, and the fog was coming from the old Woodlawn Zinc Copper Mine site which is now Veolia site. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/05/2023 | 6:17:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported odours coming from Woodlawn which have been happening for years, it stinks. The environment and health of everyone is at risk. Odour character described as rotten eggs and other (methane). Strength of odour reported as distinct and strong, with a westerly wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/05/2023 | 8:00:00 am | Community Feedback Line | Odour | Braidwood Rd, near the Showgrounds | Duration: Since she has gone outside at 0800 to 0900 Character of odour: rotten garbage Strength of odour: 4/5 Wind direction: light westerly The complainant stated that Crisps Creek operations or train movements could be related to the odour as the odour appears to come and go from around 5am or 5pm. | Site management spoke with complainant and correlated details with weather conditions and odour surveys from earlier that morning that determined Woodlawn to be a potential source. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/05/2023 | 8:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant is affected by offensive odour in the air at Braidwood Road, Tarago starting from 8:00 AM. The odour is suspected to be coming from the Veolia Environmental Services facility along Collector Rd Tarago. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 12/05/2023 | 7:45:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago. Corner of Tarago Road and Burrabinga Road | Complainant reported odour at two locations coming from Woodlawn, Tarago. 1.Complaint by caller: odour first smelt during the morning at 8:00 AM at Leahys Lane. Complainant opened the back door and there was an instant, nauseous and overwhelming smell. Complainant reported as having to feed the animals, so spent 20 minutes of feeding and she had to control herself from not vomiting. The odour smelt like rotting garbage, dirty nappies, sour milk leaving a metallic aftertaste in the mouth. The odour had been ongoing until 10:00 AM. In the interim, complainant reported as being unable to put washing on the line, could not open the house, could not let the cat out. Complainant also reported the inability to go for a run as it stank. Claimed the odours are affecting her mental, physical health and wellbeing. 2. Person drives to Canberra every day. Whilst dropping off children at the bus stop, driving into Tarago with the car vents closed. The odour stank at 7:45 AM at the corner of Lumley Road and Burrabinga Road at the top of the hill. The odour was reported as stinking again at 7:55 AM at the corner of Tarago Road and Crisp Creek. The weather was reported as blue sky, 170, with no wind to light wind now. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/05/2023 | 7:38:00 am | EPA Environmental Line | Odour | Cullulla Road Tarago | Complainant reported odours coming from Woodlawn which have been happening for years, it stinks. The environment and health of everyone is at risk. Odour character described as rotten eggs and other (methane). Strength of odour reported as distinct and strong, with a westerly wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/05/2023 | 7:30:00 pm | EPA Environmental Line | Odour | Cullulla Road Tarago | Complainant reported odours coming from Woodlawn which have been happening for years, it stinks. The environment and health of everyone is at risk. Odour character described as rotten eggs and other (methane). Strength of odour reported as distinct and strong, with a westerly wind present. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 09/05/2023 | 8:30:00 pm | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant affected by extremely strong offensive odour attributed to the Veolia Woodlawn waste facility from 8:30 PM. Complainant reported no breeze at all, very still air. Rotten refuse odour, very irritating to the complainant's nose and eyes. Odour was extremely strong, rated the odour as 12 out of 10. Odour was reported as infiltrating the home despite closed doors and windows etc. Odour had abated the next morning. The complainant noted that there had been a recent increase in the strength of the odour, which is an ongoing problem. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/05/2023 | AM | EPA Environmental Line | Odour | Tarago town | Complainant lives nearby Tarago but attends regularly as a nearby club Saturday the 6th of May attended pony club in the heart of Tarago NSW reported the town absolutely stunk of rubbish from the Veolia waste vomited from the smell. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/05/2023 | 7:14:00 pm | EPA Environmental Line | Odour | Cullulla Road Tarago | Complainant affected by an offensive odour attributed to Veolia Woodlawn waste facility. Wind was reported as being from a westerly direction. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/05/2023 | 8:30:00 am | EPA Environmental Line | Odour | Collector Road Tarago | Complainant reported a strong rotting garbage odour from Veolia Woodlawn, on Saturday 6/5/2023 at 08:30 AM and 5:40 PM, and again on Sunday 7/5/2023 at 7:10 AM. Scale was reported as 5/6. Complainant advised the odour has been occurring intermittently since Easter and the odour issue is getting worse. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/05/2023 | 02:30 am & 6:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported to have been awoken early morning with familiar odour coming from Veolia Woodlawn precinct. The smell penetrated inside the house, causing sleep disturbance from being woken by offensive odour. Complainant says they are reporting weekly to the EPA, which only covers the occasions when the odour is really bad. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 05/05/2023 | 7:30:00 pm | E-mail | Odour | Braidwood Rd, near the Showgrounds | Complainant reported an odour character of (06, 09 and 13) rotten garbage. Wind strength was 2/5 with a light westerly wind. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/05/2023 | 2:00:00 pm | E-mail | Odour | Tarago/Bungendore Road all the way through town to Tarago Primary School | Duration: At least 90 mins Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 2/5 Wind direction: light-moderate westerly The odour was first detected on the edge of town and got progressively worse as I drove through the middle of the the town / near the railway line. It was even more noticeable at the Primary School when I got out the car. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/05/2023 | 10:00:00 am | EPA Environmental Line | Odour | Tarago town and Tarago Primary school | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 1/5 Wind direction: light westerly There were no trucks or other vehicles around. Wound down the windows in the car and the smell was worse. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/05/2023 | 7:45:00 am | EPA Environmental Line | Odour | Tarago town plus the Corner of Lumley and Braidwood Roads and the train station. | Complainant affected by offensive rotten refuse odour attributed to the Veolia Woodlawn waste facility, when in Tarago town area. Complainant was affected by odour in the vicinity of the bus stop at corner Lumley and Braidwood Roads and again at the train station, from around 7:45 AM. Odour persisted until the complainant boarded the train at 8:00 AM and left the area. Weather was reported as being still and a bit foggy. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 04/05/2023 | 6:15:00 pm | EPA Environmental Line | Odour | Mayfield Rd, Tarago | Complainant reported a smell coming from Veolia as sweet and sickly, strong silage. The smell was reported as being different than the usual smell that makes them literally dry heave. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/05/2023 | 8:50:00 am | E-mail | Odour | Braidwood Rd, near the Showgrounds | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 2/5 Wind direction: moderate westerly | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/05/2023 | 8:50:00 am | EPA Environmental Line | Odour | Braidwood Road, near Showgrounds | Complainant reported at least 5 minutes of odour classified as (06, 09 and 13) rotten garbage. Strength of odour reported as 2/5 with a moderate westerly wind blowing. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/05/2023 | 8:00:00 am | EPA Environmental Line | Odour | Leahys Lane Tarago | Complainant affected by very strong, offensive, rotten refuse odour attributed to the Veolia Woodlawn bioreactor. Odour reported as being like sour milk, dirty nappies and garbage. Odour has since abated at time of call to Environment Line. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/05/2023 | 7:30:00 am | EPA Environmental Line | Odour | Corner of Lumley and Braidwood Roads plus Leahys Lane. | Complainant reported impact of offensive, rotten refuse odours attributed to the Veolia Woodlawn waste facility on three occasions. 1) Children affected when waiting at bus stop corner Lumley Rd and Braidwood Rd at 7:30AM. 2) A very strong odour was reported again at the same location at 4:00 PM. The wind direction not noted. 3) Complainant also affected by offensive odour at residence in Leahys lane from 10:00 PM ongoing. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/05/2023 | 12:15:00 pm | EPA Environmental Line | Odour | Tarago Station | The caller is affected by offensive odour in the air around Tarago Station, Tarago. The caller started experiencing the odour at 12:00 PM. The caller likened the odour to rotten garbage. There is a southwest light breeze. The odour is suspected to be coming from a Veolia facility nearby. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 30/04/2023 | 10:30:00 am | EPA Environmental Line | Odour | Tarago Showground | Offensive odour reported when first noticed at Tarago Showground. It was described as a sweet, rotting garbage taint in the air. Upon returning home approximately 15km from the showground, the odour was reported as being more obvious. The odour was so strong, the stench was reported as pervading into the house even with windows closed. Described as a very strong, sweetly rotting garbage stench that turned the complainants' stomach and required them to close all the windows and put an air purifier on. The weather was reported as being extremely wet with only a slight breeze. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/04/2023 | 7:30:00 pm | EPA Environmental Line | Odour | Mulwarae Street Tarago | Complainant reported a strong smell that was absolutely awful. They closed up quickly to stop infiltrating into the house but was claimed to be lingering 30 minutes later. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/04/2023 | 7:45:00 am | EPA Environmental Line | Odour | Braidwood Road Tarago | The odour from Veolia was on and off all day but was particularly noticed on three specific occasions listed. There was minimal to no wind and the smell appeared to settle. No windows could be opened, and plans had to change to avoid outside activities. The odour was rated as being 4, 4 and 5 respective to the times listed, and was described as organic. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/04/2023 | 5:30:00 pm | EPA Environmental Line | Odour | South of Collector Road | Report of an odour that is coming from the Veolia Woodlawn Facility at Collector Rd, Tarago. Complainant initially smelt the odour when approaching approx 1km south of Collector Road on Bungendore Road heading north at 05:30 PM. There was an easily discernible garbage odour that made them winkle their nose and cringe when they smelt it. Complainant continued to smell the odour until they passed Burrabinga Road to the east of Tarago at approx. 05:45 PM. Complainant attempted to report the odour on the Veolia Woodlawn website but received an error that the date and time were incorrect but as they were on their mobile and it used a select method of data entry, complainant did not understand what the error was. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/04/2023 | 5:30:00 pm | Website Feedback Form | Odour | Bungendore Road, Tarago | Complainant reported being impacted by odour on Bungendore Road. No further information was ascertained. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 25/04/2023 | 9:00:00 am | EPA Environmental Line | Odour | Leahys Lane Tarago | Complainant alleging that they were impacted by a "rotten garbage/dirty nappies/sour milk" odour between 9am and 10:30am on 25 April 2023. They attributed the odour to the Woodlawn waste facility and said that "the weather was very still, there was a heavy fog in the morning. The odour occurred as the fog lifted". They said that the odour compelled them to retreat indoors. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/04/2023 | 8:00:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | Odour report for Veolia Woodlawn in Tarago. This morning reporter was woken by the odour as it was so strong and it got into the house. It is pretty miserable to be woken up by a smell from a facility over 15- 20km away. Veolia continue to mismanage their odour and are constantly breaching the EPL. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/04/2023 | 5:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Reporter stating there is a very bad gassy smell coming from Woodlawn Bioreactor. The smell has been going on since earlier in the week. Reporter advised they could not go outside this morning to have breakfast. If wind constantly blew from the east reporter would not smell the odour. When blowing from the west or if the air is very still the gas seems to settle and the smell is everywhere. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/04/2023 | 9:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Odour from the Veolia Woodlawn facility is affecting people at the Tarago Railway Station this morning. It smells like rotting garbage. Strength: 3 out of 10. Weather: Fine with a light breeze from the southwest. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 17/04/2023 | 9:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Odour report: Tarago - 17 April 2023 Date: 17 April 2023 Time: 09:10 Location: Tarago town centre Duration: At least 5 mins Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 2/5 Wind direction: mostly calm | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/04/2023 | 8:30:00 am | E-mail | Odour | Tarago Town Centre | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 2/5 Wind direction: mostly calm | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/04/2023 | 8:30:00 am | EPA Environmental Line | Odour | Boro Road, Lower Boro | Reporter noticed the odour around 08:30 and is continuing. Smells of garbage tip. It is strong odour and is making reporter nauseas. Reporter said it is quite disturbing. Reporter is embarrassed of the smell and said he cannot invite guest on his property. Reporter said this strong odour is occurring on a regular basis. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/04/2023 | 8:15:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Reporter detailed that odour was ongoing till around 9:30 am when caller left the house. Odour smelt of rotten garbage, dirty nappies, and sour milk. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/04/2023 | 7:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Reporter noticed the odour around 07:30 am. Reporter stated the odour is affecting the contract workers who do hard physical work. Reporter advised it is a sweet-smelling garbage odour. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/04/2023 | 1:00:00 pm | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Reporter detailed that the Woodlawn landfill at Tarago is wafting a disgusting stench to their home. Impact throughout the day, but has been particularly bad since about 1pm. Reporter identified that wind was strong on the day, and there were gusts of heavy odour. The landfill has a very particular, rotting gassy smell that is unmistakable. This odour does not belong to any natural or agricultural source. Wind blowing from the west towards home. The tip has been smelling vile for the past few weeks. Update 16/04/23 at 18:43 Further to this complaint, the wind has now dropped completely and the stench is palpable in the air at Reporters home. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/04/2023 | 9:10:00 am | E-mail | Odour | Boro Road, Lower Boro | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 1/5 Wind direction: slight breeze from the W and NW | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/04/2023 | 8:30:00 am | EPA Environmental Line | Odour | Boro Road, Lower Boro | Date: 16 April 2023 Time: 08:30 Location: Boro Road Duration: At least 2 hours Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 1/5 Wind direction: slight breeze from the W and NW | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/04/2023 | 9:00:00 am | EPA Environmental Line | Odour | Hilltop Close, Tarago | Reporter Can smell the gassy rubbish smell from Woodlawn this morning up at Hilltop Close it's enough to make you sick this morning. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/04/2023 | 8:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Reporter noticed the odour on Saturday 15/04/23, at 8 am. It was ongoing till around 10 am. Reporter said the odour made them unwell. Smelt of rotten garbage, dirty nappies, and sour milk. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/04/2023 | 8:00:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Type Of Odour : Landfill odour. Reporter believes that facility is not being managed correctly. Reporter lives 5kms from landfill and is currently standing 10kms away and can still smell it. Reporter has reported this issue previously. Smell is overly strong this morning. Rates it at 8 out of 10. | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 15/04/2023 | 7:30:00 am | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Reporter detailed awful smell again this morning coming from Veolia Tarago | An assessment of meteorological data and operational activity will be completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/04/2023 | 7:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by odour coming from Veolia Woodlawn Bioreactor at 7:00 PM which they stated was "really bad and ongoing" and smelt of "dirty nappy, rotten garbage, and sour milk". They described the strength of the odour to be a 6/6. Collector Rd, Tarago affecting resident at 41 Leahys Lane TARAGO NSW 2580. The complainant said that the smell entered their house and that it was overpowering – the smell continuing until they went to bed at 10 PM. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/04/2023 | 2:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a bad odour from the Veolia waste facility at 2:00 PM. They reported the odour worsening at 4:00 PM and stated that it was so bad they had to come inside from working on the farm as the odour made them feel very nauseous. Complainant rated odour strength as 6/6. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 10/04/2023 | 6:09:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | The complainant reported a smell coming from the west – reportedly from the Woodlawn waste facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 09/04/2023 | 10:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being affected by odour from Woodlawn Waste facility at 10:00 PM. They described the odour to smell like "dirty nappy, rotten garbage and sour milk" and said that the smell continued until they went to bed at midnight. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 08/04/2023 | 4:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by odours coming from Woodlawn Bioreactor. The complainant noticed the odour on Saturday 08/04/23 and smelt the odour twice during the day. First time was at 4 pm and then again at 11 pm. They described the odour to be the smell of "dirty nappy, rotten garbage, and sour milk". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 08/04/2023 | 10:02:00 am | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Complainant reported that the odours from Woodlawn waste facility were affecting them on and off. They stated that the smell had worsened after rain from the previous night and that the smell got throughout the whole house, making them feel nauseous. The complainant expressed that it is very frustrating not being able to have fresh air or a breeze in the house for fear of the waste facility making them sick or staining their washing. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/04/2023 | 9:00:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported an odour of something dead, disgusting coming from Woodlawn Bioreactor. Complainant reported as being in the bedroom with the children and then suddenly got a terrible smell. Complainant went to the window and the odour coming from outside was enough to make complainant's child nearly vomit from the smell. Reported to have to close up all the house to stop the smell going through. Complainant said this is the first time they had smelt the odour, however other family members stated they smell it daily, particularly early in the morning when leaving for work. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/04/2023 | 9:00:00 am | E-mail | Odour | Briadwood Road - south of Tarago into Tarago township | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 2/5 Wind direction: slight breeze / unknown - driving through the town | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/04/2023 | 9:00:00 am | EPA Environmental Line | Odour | Briadwood Road | Complainant reported approximately 5 minutes of odour with character of odour as 06, 09 and 13 (rotten garbage). Strength of the odour reported as 2/5 with a slight breeze. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 31/03/2023 | 9:00:00 am | EPA Environmental Line | Odour | Tarago township | Complainant reported a strong, sweet garbage odour within Tarago township. There was no wind at time of 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 31/03/2023 | 7:30:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant impacted by very strong offensive odour attributed to the Woodlawn waste facility from 7:30 AM to approximately 9:30 AM. Very light wind, weather a nice clear/blue sky day. Reported dour as being really strong, rated as 6/6 odour strength. Odour described as like rotting garbage/sour milk/nappies. Complainant was unable to hang out washing due to the odour. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 31/03/2023 | 6:00:00 am | EPA Environmental Line | Odour | 15km from Veolia site | Complainant reported a sweet, sickly, rotting odour. Reported as excessive odour from the Woodlawn Eco-precinct (Veolia) site. Complainant advised that the odour makes them heave and want to vomit. Odour is entering their home, doors and window need to be kept closed. Complainant advised that they are required to use reed diffusers and deodorising spray in their home to combat the odour. Reported that this is an ongoing issue and has been occurring for the last 12 months, becoming worse in the last 3 months. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/03/2023 | 9:00:00 am | E-mail | Odour | Tarago Coffee Shop | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 3/5 Wind direction: slight breeze | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/03/2023 | 9:00:00 am | EPA Environmental Line | Odour | Tarago Café, Tarago | Complainant was at Tarago Café and reported a strong odour which was present for approximately 10 minutes. Character of the odour was 06, 09 and 13 (rotten garbage). Strength of the odour was reported as 3/5 with a slight breeze. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/03/2023 | 8:30:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being affected by an offensive odour which they attributed to the Woodlawn waste facility. They described the odour as a "rotten garbage/sour milk/nappies" 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/03/2023 | 6:00:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported a smell had been coming and going on and off for the last few weeks. Last night from 6:00 PM onwards was particularly bad. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/03/2023 | 9:00:00 am | Community Feedback Line | Odour | King Street, Tarago | The complainant reported smelling a faint odour in the evening of 27/03/2023 which still around til around 9am on the morning of 28/03/2023 which they felt was unusual. They described the odour to be a septic smell, and alleged it was coming for the Woodlawn. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/03/2023 | 7:30:00 am | EPA Environmental Line | Odour | Hilltop Close, Tarago | Complainant reported an offensive garbage smell was back this morning and very strong. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/03/2023 | 6:30:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported a stinky stench coming from Veolia. Stench was first smelt upon going outside at 6:30 AM. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 28/03/2023 | 6:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported a disgusting odour coming from Veolia's Woodlawn Eco-Precinct, which was smelt coming in house windows at approximately 6:00 AM. Reported as smelling of rotten garbage with a very meaty smell overlying the stench. It was reported as being consistent with the smell from Veolia's landfill. The odour was reported as an overpowering stench which detracted from the pleasant smell of the 18 tonnes of eucalyptus mulch located in complainant's front yard. Reported as being unable to go outside as the smell was so strong it made complainant feel ill. All doors and windows had to be closed. The weather was reported as having no wind, with temperature approximately 15 degrees. It had rained the previous day but was not raining at the time of complaint. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/03/2023 | 2:00:00 pm | EPA Environmental Line | Odour | | Leahys Lane, Tarago | Complainant reported to have experienced odour from Woodlawn Bioreactor three times on 27 April 2023. First at 2:00 PM whilst at home. Odour reported as rotten garbage, dirty nappy and sour milk odour. Weather reported as overcast and no wind, odour strength 5/6. Complainant was forced to take all washing off the line so that it didn't get contaminated and had to close all windows and doors. Smell was ongoing so complainant then left home as the odour was unbearable. Complainant then went to the Tarago Cafe, on the corner of Lumley and Braidwood Road. Reported that the odour there stank as well. Rotten garbage, sour milk and dirty nappy odour. Claimed to be unable to tolerate the odour at the cafe as it made caller nauseas. The third time the odour was noticed was at 8:30 PM at complainant's home at Leahys Lane, Tarago. Smell was reported as beyond 6/6. It was so disgusting that it pushed complainant backwards when going outside. The smell was reported as revolting. Odour was ongoing until 11:00 PM. Same smell of dirty nappy, rotten garbage and sour milk |
| 24/03/2023 | 11:00:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported an odour was noticed on the evening shift at 11:00 PM and rated 6, super strong. Complainant reported an odour was present at 4:30 PM the next day, which smelt like rotten garbage. The strength of the odour was rated 5, strong. Complainant also reported an odour was present in morning 28/3/23 coming back home, the odour was present at 9.30 AM and was rated as 4. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/03/2023 | 8:40:00 pm | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being affected by offensive rotten refuse odour attributed to the Woodlawn waste facility on 3 occasions: 8:30pm on 22/3/23, 6:40am on 23/3/23 and 12:15pm on 23/3/23. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/03/2023 | 3:00:00 pm | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being impacted by an odour while driving from Tarago to Bungendore. They stated that while driving along Bungendore Road they observed a "hideous stench of rotting garbage" for 10km. The complainant said that "It smelt like hundreds of dead animals were being fermented in warm water and the manky stench was being wafted along the road" and that it made them retch. They stated that it was consistent with the stench close to Veolia's landfill on Collector Road. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/03/2023 | 9:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported a strong, organic odour coming from the Woodlawn waste facility, with no wind to blow it away. Complainant stated that they had to change their activity as it was too strong to be outside and that they had been noticing the odour all week. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 23/03/2023 | 8:40:00 am | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported at the intersection of Willow Glen Road and Cullulla Road, then for approximately 5km along Cullulla Road towards Tarago, there was a disgusting stench of rotten garbage. The smell appeared to have settled down in the lower areas overnight, as it wasn't detected at complainant's residence, but was overwhelming when driving down the hill. Reported as penetrating the car after switching the car to recirculate, making the complainant to feel queasy. The smell was consistent with the sweet, rotting stench of garbage that is often smelt coming from the Woodlawn facility. The location was approximately 10 to 15km from the Woodlawn site. The weather was calm, overcast and humid. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/03/2023 | 8:00:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being affected by a strong, sour/rotting odour originating from Woodlawn waste facility at 8:00 AM. They stated that the odour was still present and getting stronger at 11.45 AM. Complainant said that they can usually put up with it but today the smell is overpowering. It is their first time reporting to the EPA. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/03/2023 | 7:45:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported an offensive odour coming from the Woodlawn waste facility at 7:45 AM and again on their drive home at 11:30 AM. The complainant described the odour as a "rotten garbage dirty nappy smell" and described the strength of the odour as 6/6. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/03/2023 | 2:30:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant affected by offensive odour reportedly coming from the Woodlawn waste facility. Complainant described the odour as a "rotten refuse odour" which smelt like "sour milk and nappies". The odour was first noted by the caller at about 2:30pm. Complainant has been compelled to close windows/doors and bring in the washing due to the odour. Complainant noted it was quite unusual to experience the odour at this time, it is more frequently a problem in the morning. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/03/2023 | 10:20:00 am | EPA Environmental Line | Odour | Roseberry Street, Tarago | Complainant reported being impacted by an offensive rotten garbage odour at 10:20 AM, which they attributed to the Woodlawn waste facility. Complainant also reported being affected by a similar offensive odour on Sunday 20/3/23 at about 7:30 PM. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/03/2023 | 9:45:00 am | EPA Environmental Line | Odour | Boro Road, Lower Boro | Complainant reported being affected by odours at 9:45 AM. They described the odour to smell like "rotten garbage" which had the same characteristics of the smell often encountered in and around 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/03/2023 | 9:45:00 am | E-mail | Odour | Tarago Road between Crisps Creek and up the hill towards the Woodlawn turnoff. | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 3/5 Wind direction: mostly calm Note: This was definitely not a truck exhaust. It had the same characteristics of rotten garbage as the smell often encountered in and around 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/03/2023 | 7:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported experiencing odour from the Woodlawn bioreactor on 22/03/23. They stated that the odour was bad in the morning and that it returned in the evening. Complainant described the odour to be "like milk that's gone bad mixed with mould and dirty nappies" and "like a rotten taint in the air". Complainant noticed the odour in the morning at about 7am and it disappeared around 11am. In evening complainant noticed odour at approximately 8pm and was still present when complainant lodged this complaint at 08:31 PM. Complainant advised they have been smelling it very often lately - too often to find the time to report it constantly. The odour gives complainant a headache and makes complainant feel sick. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 18/03/2023 | 8:00:00 am | EPA Environmental Line | Odour | Braidwood Road south of the Tarago Showgrounds | Complainant reported noticing a rotten garbage odour. They rated the strength of the odour as 1/5. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/03/2023 | 8:00:00 am | EPA Environmental Line | Odour | Duralla Place, Mount Fairy | Complainant reported being impacted by a "sickly odour" when they opened the door to their house at around 8am. They said they had to shut the door upon smelling the odour. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/03/2023 | 8:00:00 am | E-mail | Odour | Braidwood Road south of the Tarago Showground | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 1/5 Wind direction: mostly calm | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/03/2023 | 7:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a very strong organic odour that they allege was coming from the Woodlawn Eco-Precinct. They said "Again, the odour is not being managed and the surrounding residents are suffering. It's a hot day and we can't open any windows or go outside due to the stench. Veolia are breaching their EPL yet again. Please rectify." | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/03/2023 | 8:30:00 am | EPA Environmental Line | Odour | Braidwood Road from Boro Road intersection to Tarago Service Station | Complainant reported being impacted by a rotten garbage odour between 8:30am and 9:30am. They rated the strength of the odour as 3/5. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/03/2023 | 8:30:00 am | E-mail | Odour | Braidwood Road from Boro Road intersection to Tarago Service Station | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 3/5 Wind direction: westerly 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/03/2023 | 9:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported that they have been impacted over the past week by an odour that they allege was coming from the Woodlawn Eco-precinct. They advised that the wind blows the odour towards their house and that the odour comes and goes. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/03/2023 | 5:00:00 pm | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Complainant reported that a rubbish smell from the Woodlawn Bioreactor has "been hanging around all day". They said it was still present at 7pm. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/03/2023 | 9:10:00 am | EPA Environmental Line | Odour | Tarago Train Station | Complainant reported being impacted by a "bad odour from Veolia". They said it "smells like rotting garbage". They said there was no wind at the time and they rated the strength of the odour as "about 3 or 4 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/03/2023 | 9:00:00 am | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Complainant reported a "gas rubbish smell" that they alleged was coming from the Woodlawn Bioreactor. They said "the odour is much less than usual but still noticeable". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/03/2023 | 7:15:00 am | Community Feedback Line | Odour | Goulburn Street, Tarago | Complainant reported smelling a "pungent rubbish" odour over the last few days. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 15/03/2023 | 7:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by an offensive rotten refuse odour that they attributed to the Woodlawn waste facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 14/03/2023 | 9:30:00 pm | EPA Environmental Line | Odour | Taylors Creek Road, Tarago | Complainant reported being affected by "offensive rotten refuse odour" that they attributed to "the Veolia Woodlawn waste facility". They said that they were "compelled to close up the house to stop the odour infiltrating the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/03/2023 | 8:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported that they detected a distinct "rotten garbage" odour as they drove along Braidwood Road in the vicinity of the Tarago Showground. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/03/2023 | 8:30:00 am | E-mail | Odour | Braidwood Road, Tarago (near Tarago Showground) | Character of odour: 06, 09, 13 (rotten garbage)Strength of odour: 3/5Wind direction: westerly wind Note: Odour was detected while driving to 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/03/2023 | 8:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a very strong odour that they alleged was coming from "Veolia Woodlawn". They said they first noticed the odour at 8am and that it was ongoing until at least 10am. They said it was "very strong to the point of gagging" when they walked outside. They said there was no wind and quite a heavy fog. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/03/2023 | 7:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported that "the landfill at Veolia's Woodlawn Eco-Precinct on Collector Road Tarago is stinking again this morning. It was foggy this morning and is now warm and still with no wind. We are over 15kms from the tip. The smell is like a rotten taint in the air. It invaded the house when I opened the windows this morning at about 7am. It's making me feel quite sick. The smell is consistent with previous odours from the tip - it is not an agricultural 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 10/03/2023 | All week | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported that they were impacted by an offensive rubbish odour daily for the past week (call received on 17 March 2023). They alleged the odour was coming from "Veolia Woodlawn" and that they first noticed the odour about a week ago in the morning. They said the odour was at its strongest on Wednesday 15 March 2023 and said that was the worst they had experienced since moving to Tarago in 2017. They said the odour has been consistently present since then but has varied in intensity, sometimes being less intense and sometimes getting more intense. They said the odour overall is very strong and intense, to the point where it was causing them to choke. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 10/03/2023 | 9:15:00 am | Community Feedback Line | Road Traffic | 619 Collector Road, Tarago | Complainant reported that whilst passing site, a truck turning right of of Woodlawn pulled out right in front of them causing them to slam on brakes to avoid a collision. In addition, they stated that the truck drivers are usually very careful, so this was very unusual. | The registration no. supplied to Veolia by the complainant was used to identify the contractor's truck and driver at fault. The dashcam footage was reviewed to ascertain the exact cause the incident, and the driver was reminded of transport code of conduct expectations. |
| 09/03/2023 | 8:05:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported being impacted by a distinct organic odour. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 08/03/2023 | 9:30:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported being impacted by a distinct organic odour. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 08/03/2023 | 6:30:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a very strong offensive odour between 6:30AM and 9:00AM at their home. They alleged the odour was coming from the Woodlawn Bioreactor and said it was so strong that it impacted them both outside and 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 07/03/2023 | 9:10:00 am | Website Feedback Form | Road Traffic | Tarago Village near Train Station | This complainant followed a truck that they alleged was taking a load to Woodlawn which exceeded the 50km limit past the train station and then the 60km limit through to the exit. | Site management located the rego supplied by the complainant and notified the transport contractor who located and addressed the issue with the truck driver. |
| 07/03/2023 | 8:30:00 am | EPA Environmental Line | Odour | Boro Road, Lower Boro | Complainant reported being impacted by a "rotten garbage" odour as they drove along Boro Road. They rated the strength of the odour as 1/5 and said they could smell it over about an 8km stretch of road for at least 20 minutes. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 07/03/2023 | 8:00:00 am | E-mail | Odour | 8kms along Boro Road | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 1/5 Wind direction: moderate north westerly 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/03/2023 | 8:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by an offensive odour that they alleged was coming from the Woodlawn Bioreactor. They said they first noticed the odour at 8pm and it was ongoing and became stronger at 11pm when they went to bed. They rated its strength as 6/6 at that time. They said it was very hot but they were unable to open any doors or windows because of the odour. They said the odour was not present when they woke up the following morning. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/03/2023 | 9:00:00 am | E-mail | Odour | Tarago Showground | Character of odour: 06, 09, 13 (rotten garbage) Strength of odour: 5/5 Wind direction: strong westerly wind Note: Odour was detected while driving to 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/03/2023 | 9:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago (near Tarago Showground) | Complainant reported being impacted by a "rotten garbage" odour with a strength of 5/5 when driving along Braidwood Road in the vicinity of the Tarago Showground. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 04/03/2023 | 10:30:00 pm | EPA Environmental Line | Odour | Taylor's Creek Road, Tarago | Complainant reported being affected by an offensive odour that they alleged to be coming from "the Veolia Woodlawn Eco Precinct". They said they "had to shut the house due to the stench". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 04/03/2023 | 10:30:00 pm | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Complainant reported that they were impacted by a "rubbish gassy smell" outside their home that they alleged was coming from the Woodlawn waste facility. They said the smell caused them to close all windows and retreat inside at 10:30pm. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/03/2023 | 8:00:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported being impacted by a distinct "rubbish" odour. They rated the strength of the odour as 3/5. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/02/2023 | 9:00:00 am | EPA Environmental Line | Odour | Taylor's Creek Road, Tarago | Complainant reported being affected by an offensive odour that they alleged to be coming from "the Veolia Woodlawn Eco Precinct". They said they "had to shut the house due to the stench". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 26/02/2023 | 12:00:00 pm | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported smelling "a strong sulphur smell" as they were driving along Collector Road in the vicinity of the Woodlawn Bioreactor entrance gates. They said the smell continued for several kilometres further west along Collector Road to the point of some roadworks where the smell was "still just as strong". They said the odour was "dank" and "was more of a fume than a smell" and expressed concern that it could be toxic. They said they cleaned their car the next day and after wiping down the dash, the rag they used had a faint sulphur 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 20/02/2023 | 8:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a strong "garbage" odour that they allege was coming from the Woodlawn Eco Precinct. They said they previously reported being impacted for the consecutive days 16-18 February 2023 (see above). They said "we got some reprieve yesterday 19/02/2023 but the odour is back stronger than ever today. Honestly this is not good enough and it feels like it's getting worse, three out of four days with odour so bad we can't open windows or go outside and it's barely tolerable inside. How is this fair?" They said they "cannot open windows or go outside, temp is hot so very unpleasant. Not much wind so smell seems to be lingering. Smells of garbage as per usual". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 20/02/2023 | 8:00:00 am | Website Feedback Form | Odour | Braidwood Road, Tarago | The complainant reported a very strong smell of "garbage" allegedly coming from the Woodlawn Bioreactor. The complainant stated that whilst they got some reprieve yesterday, the odour is back stronger than ever. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/02/2023 | 4:15:00 pm | Website Feedback Form | Odour | Braidwood Road, Tarago | The complainant reported a very strong smell of "garbage" allegedly coming from the Woodlawn Bioreactor. The complainant stated that they have had odour from the Woodlawn Eco Precinct in Tarago for the past 3 days. Every now and then is okay but 3 consecutive days we are very over it and disgruntled. Temperatures have been 30+ degrees and it means we cannot open windows. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/02/2023 | 8:48:00 am | EPA Environmental Line | Odour | Steeplers Lane, Mount Fairy | Complainant reported being impacted by an offensive odour that they alleged was coming from the Woodlawn landfill. They said "it was a warm still night which often leads to the odour being detectable here. This odour is becoming more frequent. I also detected it on at least 2 other occasions this week." | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/02/2023 | 12:00:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a strong "garbage" odour that they allege was coming from the Woodlawn Eco Precinct. They said the odour was present for three consecutive days (16-18 February 2023). They said "we can put up with it for a day here and there but three consecutive days week after a week is just ridiculous. It stinks, we can't open windows, are woken up from sleep and it impacts our day-to-day activities. Please take this seriously and enforce the EPL in which Veolia continuously breaches". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/02/2023 | 9:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a "rotten garbage" odour as they drove along Braidwood Road between the Tarago Showground up to Tarago Public School. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/02/2023 | 9:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a very strong odour that they alleged was coming from "Veolia Tarago". They said that they could not hang out the washing and had to close up the house as the odour was permeating throughout the house. There was heavy fog this morning. They said the odour had slightly reduced at the time of their call (10:07 AM). | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 16/02/2023 | 9:00:00 am | E-mail | Odour | Braidwood Road, btwn Tarago Showground and Tarago Public School | Complainant reported a smell of "rotten garbage" with a strength of 4/5 whilst travelling along Braidwood Road towards Tarago. | Site management was carrying out a survey in the Tarago Village at the time of the report of odour, however no smell or odour could be detected. An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/02/2023 | 8:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported that they were impacted by a very strong odour that "smelt like slightly sweet rotten food" when they drove into the Tarago township at 8:30am. They said they live 6km away from the village and were not affected by the odour at their home. They alleged the odour was coming from the Woodlawn waste facility. They said the "weather is getting hot, warm and clear and no 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/02/2023 | 6:00:00 am | Community Feedback Line | Odour | King Street, Tarago | Complainant reported being impacted by a smell of H2S from 6am to the time of the report, 8:26am. The complainant advised that they believed that long term exposure to H2S from Woodlawn operations has resulted in the complainant getting cancer which they had previously reported to Veolia. | Site management immediately attended the vicinity of the report of odour, and conducted an odour survey in the Tarago Village in which no smell or odour could be detected. An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/02/2023 | 8:00:00 am | Website Feedback Form | Odour | Braidwood Road, Tarago | The complainant reported a very strong smell of "garbage" on and off for the past few hours at least. They reported that they couldn't open their windows or go outside. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 11/02/2023 | 6:30:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by an offensive odour from the Woodlawn Bioreactor. They said the odour woke them at 6:30am and the "stench was overpowering". They said the odour was present until at least 8.30am. They said it was a still morning with no 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 10/02/2023 | 9:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a "bad odour" that smells like "rotting garbage, dirty nappies, sour milk". They said they first noticed it at 9:00am and alleged it was coming from the Woodlawn waste facility. They said they were working outside and had to come inside at 09:10 due to the odour. They said there was a heavy fog and no 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 10/02/2023 | 8:20:00 am | EPA Environmental Line | Odour | Mayfield Road, Tarago | Complainant reported being impacted by a "sweet, rotting smell" that they alleged was coming from "the Veolia Woodlawn Precinct at Tarago". They said the "odour has been extreme since fog lifted this morning". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 04/02/2023 | 10:30:00 pm | EPA Environmental Line | Odour | Mulwarae Street, Tarago | Complainant reported being impacted by a "rubbish/gassy smell". They stated that the smell is "currently detectable, causing us to close all windows and retreat inside at 10:30pm". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/02/2023 | 8:40:00 am | EPA Environmental Line | Odour | Steeplers Lane, Mount Fairy | Complainant reported being impacted by a "pungent waste/rubbish smell" that they alleged was coming from the Woodlawn waste facility. They said there was no wind and believe there was an inversion layer overnight. They said they only smell the odour during certain weather conditions, typically on still, foggy mornings. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 01/02/2023 | 9:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a "rotten garbage, sour milk, and dirty nappy odour". They said they first noticed the odour at 9am and it was still present and getting stronger at the time of their call at 10:09 AM. They rated the strength of the odour as 5/6 at the time of their call and said they had to take clothing off the line as the odour gets into the clothes. They said they also had to close all windows and doors. They said "There is no breeze and there was thick fog earlier this morning. The fog has cleared now however, the odour is continuing". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/02/2023 | 8:50:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a "rotten egg mixed with sewerage smell" with a strength of 4/5. They said they needed to stop all outdoor activities, couldn't complete their morning exercise and had to bring their washing in off the line. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/02/2023 | 8:00:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported presence of a "rubbishy/pooley" odour upon arrival at Tarago Public School. Complainant advised that they have noticed the odour over the previous 2 days as well, but today is much stronger and the first time that they could smell the odour inside the school building. They rated the strength of the odour outside the building as 4.5/6. They said "There is no wind, weather is warm and humid and sultry". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 31/01/2023 | 8:00:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported presence of a "rubbishy/pooley" odour upon arrival at Tarago Public School. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/01/2023 | 9:30:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a "rotten garbage smell". They said it was fading at the time of their call (9:49 AM) but was still recognisable. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/01/2023 | 8:00:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported presence of a "rubbishy/pooley" odour upon arrival at Tarago Public School. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/01/2023 | 7:30:00 am | EPA Environmental Line | Odour | Steeplers Lane, Mount Fairy | Complainant reported being impacted by "a very pungent waste/rubbish smell from the waste facility". They said they "usually only get the smell in certain weather conditions, however it is quite bad today". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/01/2023 | Morning | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by an "unbearable" odour that they alleged was coming from the Woodlawn eco precinct. They stated that "We live in Tarago and the odour from the Woodlawn eco precinct has been present and unbearable this week. A random event we can handle but not three days in a row, waking us from sleep and not being able to open any windows in the heat is just not good enough. Getting very sick of putting up with Veolia's negligence and non compliance with their EPL. The surrounding residents suffer and there is no benefit from their activities for us." | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/01/2023 | 5:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a "gas odour which reeks of garbage". They said they had to shut all the windows in the house. They said they believe the odour is a "danger to human health" and "EPA continually ignores it". They said they have been calling for years and that members of the community have given up calling. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 25/01/2023 | Morning | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by an "unbearable" odour that they alleged was coming from the Woodlawn waste facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 24/01/2023 | Morning | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by an "unbearable" odour that they alleged was coming from the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/01/2023 | 7:20:00 am | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Complainant reported being impacted by a "very intense, rotting garbage" odour that they alleged was coming from "the Veolia Waste Management/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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/01/2023 | 7:19:00 am | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Complainant reported being impacted by a "rubbish/gassy smell". They stated that "The smell is currently coming through the house again this morning. It's strong enough to permeate the entire house and is causing nausea. Has anything at all been done to address this?" | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/01/2023 | 6:40:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by offensive "rotten rubbish" odour. They said the odour was so strong that they were experiencing it indoors with all doors and windows closed. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/01/2023 | 7:13:00 am | Website Feedback Form | Odour | Taylor's Creek Road, Tarago | Complainant reported being impacted by a "very strong odour" that smelt like garbage. | An operational odour source inspection was carried out for each of the individual Eco-Precinct facilities immediately following receipt of the complaint. The findings of the site inspections, combined with an assessment of meteorological data and operational activities was then undertaken in order to investigate the potential source or cause of odour. Although a number of improvement actions will be undertaken as a result of the site inspections, no unusual activities or conditions were identified. |
| 09/01/2023 | 5:45:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a "rotten garbage" odour that they alleged was coming from the Woodlawn waste facility. They said they first noticed it when they went outside at 5:45 AM and that it was present for next one and half hours after that. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 09/01/2023 | 5:00:00 am | EPA Environmental Line | Odour | Mayfield Road, Tarago | Complainant reported being impacted by a "stinky smell like rotten garbage in the air". They said it had been present from 5 AM and was still present at the time of their call at 8:24 AM. They said "the smell has happened before, mostly when there is fog in the area and early morning". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 08/01/2023 | 7:53:00 am | EPA Environmental Line | Odour | Collector Road, Currawang | Complainant reported being impacted by an offensive odour that they attributed to the Woodlawn Bioreactor. They said the odour had a "composty/gassy 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/01/2023 | 4:53:00 pm | EPA Environmental Line | Odour | Collector Road, Currawang | Complainant reported being impacted by an offensive odour that they attributed to the Woodlawn Bioreactor. They said the odour had a "composty/gassy 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/01/2023 | 4:30:00 pm | EPA Environmental Line | Odour | Mooneys Road, Currawang | Complainant reported being impacted by an "unpleasant strong rotten rubbish / ammonium smell that they alleged was coming from the Woodlawn waste facility. They said the odour was "constant and very offensive so I had to remain inside". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 04/01/2023 | 8:22:00 pm | EPA Environmental Line | Odour | Collector Road, Currawang | Complainant reported being impacted by an offensive odour that they attributed to the Woodlawn Bioreactor. They said the odour had a "composty/gassy 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 03/01/2023 | 4:30:00 pm | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a "rotten garbage" odour that they alleged was coming from the Woodlawn waste facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 03/01/2023 | 7:15:00 am | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported experiencing "an unpleasant strong garbage smell". They said there was a slight breeze blowing from the west at the time and clear skies. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 03/01/2023 | 7:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by an "offensive odour from the Woodlawn Bioreactor site" outside their house. They said they noticed the odour at 7 am and it was still present at the time of their call at 9:18 AM. They described it as a "rotten garbage, sour milk and dirty nappy odour" and that it had a strength of 6/6. They said they were not able to put their washing on the line and that the smell made them gag. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/01/2023 | 3:30:00 pm | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a "rotten garbage" odour that they alleged was coming from the Woodlawn waste facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/01/2023 | 8:00:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a "rotten garbage" odour that they alleged was coming from the Woodlawn waste facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/12/2022 | 8:30:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being impacted by "a disgusting taint in the air". They said "it was strongest from 8:30 to 9am. I noticed it at my house and also when driving through Tarago. Smell is consistent with the regular stench from the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/12/2022 | 6:40:00 am | EPA Environmental Line | Odour | Not provided | Complainant advised that there is a "major disturbing smell" around their property. They stated that they first noticed it two days ago, and that it has gotten progressively worse overtime. They described the odour as a "sickening vomit 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/12/2022 | 5:00:00 am | EPA Environmental Line | Odour | Glen Willow Road, Lower Boro | Complainant reported being impacted by a "putrid stench" that they alleged came from the Woodlawn Bioreactor. They said the odour "came in through our bedroom window overnight and assaulted the senses as I walked outside at approximately 5:30am. It was so foul that it made me retch and I needed to go back inside. It triggered a migraine for me. The stench lingered until approximately 10am. I was sick for the rest of the day. I tried to go and do some shopping before Christmas but I had to turn around at Tarago and return home because I felt so ill. I was ill for the remainder of the day. The weather was foggy in the morning with little wind. The odour was consistent with the stench from the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/12/2022 | 2:30:00 pm | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported initially being impacted by odour coming from Woodlawn Waste Facility at 10:00 AM and again at 2:30 PM, by when the odour had gotten really bad. The complainant described the odour as "strong odour of rotten garbage" and stated that they had to close all windows and doors to their property. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/12/2022 | 2:00:00 pm | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Complainant reported experiencing an odour coming from Woodlawn Waste Facility, which they first noticed at 2:00 PM. The complainant described the odour as being consistent with a "rubbish gassy 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 22/12/2022 | 11:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a very strong, long-lasting odour from Woodlawn Waste Facility. The complainant described the smell of the odour as "unbearable" and causing irritation to eyes and headaches. They stated that the odour was noticeable for over 5 hours. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/12/2022 | 10:30:00 am | EPA Environmental Line | Odour | Covan Creek Road, Lake Bathurst | Complainant reported being impacted by an offensive odour reportedly coming from Woodlawn Waste Facility at 10:30 AM. The complainant stated that they could not work outside on the farm due to the odour, and that they had to close all their windows. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/12/2022 | 10:10:00 am | Community Feedback Line | Odour | Covan Creek Road, Lake Bathurst | The complainant advised that they had detected a slight sulphury smell in the air at their property which was different to what they had smelt in the past. They rated the odour to be a 5/10. | An operational odour source inspection was carried out for each of the individual Eco-Precinct facilities immediately following receipt of the complaint. The findings of the site inspections, combined with an assessment of meteorological data and operational activities was then undertaken in order to investigate the potential source or cause of odour. Although a number of improvement actions will be undertaken as a result of the site inspections, no unusual activities or conditions were identified. |
| 22/12/2022 | 10:00:00 am | EPA Environmental Line | Odour | Not provided | Complainant reported being impacted by an offensive odour reportedly coming from Woodlawn Waste Facility. They described the odour as a "sulphur smell" which they noticed when they exited their house at 10:00 AM. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 22/12/2022 | 7:22:00 am | EPA Environmental Line | Odour | Bywong | Complainant reported being impacted by a strong odour described as having a "compost" or "methane" type smell which was reportedly coming from Woodlawn Waste Facility. They are located more than 30 km away from the facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/12/2022 | 5:55:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | Complainant reported being impacted by offensive odour coming from Woodlawn Waste Facility at 5:55 am. The complainant described the odour as a "rotting rubbish/ammonia" smell and stated that it was so unpleasant and constant that they were unable to remain in the area. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/12/2022 | 12:10:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a strong odour coming from Woodlawn Waste Facility at 12:10 AM while driving into Tarago. The complainant described the odour as a "rubbish/rotting waste" smell and stated that the odour is so strong that it permeates closed car windows. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 14/12/2022 | 5:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being impacted by odour reportedly coming from Woodlawn Waste Facility at 5:00 AM when they went outside to tend to animals. They stated that the odour made them feel nauseous so they had to return inside. The complainant described the odour as a 'horrendous stench' and that it is so thick that it makes them feel like they can't breathe. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 13/12/2022 | 10:15:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported experiencing a "strong rubbish/rotting waste odour" which they first noticed at 10:15 PM. The complainant advised that this odour, which is reportedly coming from Woodlawn Waste Facility, has been ongoing, daily issue for the last 12 months since they moved into their property. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/12/2022 | 7:00:00 am | EPA Environmental Line | Odour | Leahys Road and Cnr of Lumley Road and Braidwood Road, Tarago | Complainant reported being impacted by offensive odour allegedly coming from the Woodlawn waste facility. They said they noticed odour at 7 am at Leahys Lane, Tarago which was ongoing until 9 am. They also said that they noticed the odour at 7:45 am at the corner of Braidwood Rd and Lumley Rd, Tarago and that the odour was so strong there that they couldn't get out of their car. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 09/12/2022 | 7:30:00 am | EPA Environmental Line | Odour | Federal Highway, Collector | Complainant reported being impacted by a rotten egg type odour at about 7:30AM. They said it was their first time reporting but not the first time they have noticed this smell. They said they believed the smell was from "Veolia at Tarago". They said they were planning on hanging out their clean washing but had to put it off until the smell goes 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 08/12/2022 | 7:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant advised that they initially noticed odours coming from Woodlawn Waste Facility at 7:00 AM and it was still obvious at 9:25 AM. The complainant rated the odour strength as a 4 and described the odour to smell like "rotting garbage, dirty nappies, sour milk". The complainant advised that they are unable to hang up their washing or allow fresh air through the house. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 07/12/2022 | 7:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by odour from Woodlawn Waste Facility from 7:30PM. The complainant stated that the odour was very strong, constant, and lasted for a very long time (till 10-11 PM). They rated the strength of the odour to be 5/5, and described the smell of the odour to be organic with a gas 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 07/12/2022 | 6:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a "terrible odour" coming from Woodlawn Waste Facility, and described the odour to smell like "rotting garbage or dead animal". They stated that they could not eat their breakfast outside in the morning due to the odour being too strong. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 06/12/2022 | 6:30:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | Complainant reported being impacted by a "very strong" odour from Woodlawn Waste Facility from 9:30 AM. They describe the odour to smell like "rotting eggs and rotting vegetables" and rated the odour strength as 9/10. The complainant stated that they had their windows open overnight to regulate heat and by the morning the smell had seeped into their lounge room. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 29/11/2022 | 7:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by "strong offensive odour" coming from Woodlawn Waste Facility starting from 7:00 AM. The complainant rated the odour strength to be 6/6. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/11/2022 | 9:20:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by odour from Woodlawn Waste Facility as soon as they exited their car at 9:20 PM, at their residence which is located approximately 10 km from the facility. They described the odour as a "horrific highly offensive smell" and said that they immediately had to close all the windows to their house. The complainant expressed that this is an ongoing issue that needs to be rectified and feel that Veolia are unable to properly manage the facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 25/11/2022 | 8:30:00 pm | EPA Environmental Line | Odour | George Street, Collector | Complainant reported being impacted by odour allegedly coming from Woodlawn waste facility. They stated that the odour was thick and strong and it caused them to stay indoors. They rated the odour strength to be 7/10. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/11/2022 | 8:30:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by odour from Woodlawn Waste Facility at their house at 8:30 PM, and stated that their son experienced the odour at 4 PM at the bus stop Cnr Lumley Rd & Braidwood Rd Tarago. The complainant rated odour strength to be 5/6, and described the smell to be like "rotting garbage, sour milk, dirty nappies". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 21/11/2022 | 7:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported experiencing odour coming from Woodlawn Waste Facility at 7 PM. They described the odour to be a "rotting garbage, sour milk and dirty nappies" 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 20/11/2022 | 6:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being impacted by offensive odour reportedly coming from Woodlawn Waste Facility at their residence (6 AM and 9:30 PM), Cullulla Road (3 PM) and on Collector Road near the facility (from 4 PM to 4:45 PM). The complainant described the odour as 'vile' and reported that it made them nauseous and light headed. They also reported driving past Woodlawn Waste Facility and noticing that something was being sprayed near the leachate dams. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 18/11/2022 | 6:30:00 am | EPA Environmental Line | Odour | Covan Creek Road, Lake Bathurst | Complainant reported being impacted by an "extreme smell" at their premises, which they described as a "sulphur and rubbish odour", allegedly coming from Woodlawn Waste Facility. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/11/2022 | 5:30:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant called and reported that have been impacted by "gassy" odours being emitted by Woodlawn Waste Facility for four days (17.11.2022-20.11.2022). They stated that the direction of the wind has made the odours more intense in recent times. The complainant said that they constantly have to keep the windows closed so the smell does not overtake the house. They expressed that this ongoing issue is affecting their quality of life and health, and that on several occasions they have travelled to Canberra just to get a break from the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/11/2022 | 8:52:00 am | Community Feedback Line | Odour | Covan Creek Road, Lake Bathurst | Complainant reported being impacted by a smell of rotten rubbish or a rubbish tip allegedly coming from Woodlawn. They advised that they experience the smell occasionally, particularly following inversion conditions. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/11/2022 | 8:00:00 am | EPA Environmental Line | Odour | Covan Creek Road, Lake Bathurst | Complainant reported being impacted by a "gassy and rotting rubbish" odour from the Woodlawn Waste Facility at 8:00 AM when they went outside in the morning. They stated that they could not work and had a headache from the overwhelming odour. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/11/2022 | 7:30:00 am | E-mail | Odour | Braidwood Road, south of Tarago | Complainant reported being impacted by a smell of rotten garbage. They said it had a strength of 1/5. They advised that the odour was detected while driving to 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/11/2022 | 5:30:00 am | EPA Environmental Line | Odour | Covan Creek Road, Lake Bathurst | Complainant reported being impacted by offensive odour, allegedly coming from the Woodlawn Waste Facility, in the morning when they exited their house. They described the odour as a "a very strong rotting and tip" 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/11/2022 | 7:30:00 am | EPA Environmental Line | Odour | Braidwood Road, south of Tarago | Complainant reported experiencing odours on Braidwood Road while driving to Tarago. They described the odour to be a "rotten garbage" smell and rated the strength of the odour to be 1/5. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/11/2022 | 6:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported experiencing offensive odours at their home from 6 AM to 9 AM. They described the odour to be like "meaty, rotten, wet, mouldering garbage that had been pumped through a humidifier and was hanging in the air". They said that the odour made them vomit and made them feel nauseous for most of the day. The complainant also stated that they drove past Woodlawn Waste facility on Collector Road at 4:30 PM, and that the smell there was "horrendous". They said it made them wretch as they drove and gave them a headache. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 12/11/2022 | 6:00:00 am | EPA Environmental Line | Odour | Not specified | Complainant stated that they were affected by offensive odour coming from the WoodlawnWaste Facility between 6:00 AM and 9:00 AM. They rated the odour strength as 5/6, anddescribed the odour as rotten garbage, sour milk, or soiled nappies. The complainant statedthat the odour was so bad that they had to close all doors and windows in the house, andthat the odour prevented them from doing daily chores. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/11/2022 | 4:30:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being impacted by an offensive odour at their property, which theyalleged was coming from the Woodlawn Waste Facility. The complainant described theodour as a "rotting rubbish" smell and stated that it was consistent with previous odoursderived from the Woodlawn 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 09/11/2022 | 2:25:00 pm | Community Feedback Line | Road Traffic | 619 Collector Road, Tarago | Complainant advised that they were cut off by a silver prime mover with walking floor exiting the Woodlawn Eco-Precinct. This caused the driver to suddenly brake to avoid a collision. | Site management was advised, and a review of CCTV footage of vehicles leaving site was reviewed in order to identify the truck in question. The customer involved was notified, and advised Veolia that they would address the matter with the driver involved immediately. |
| 07/11/2022 | 6:00:00 am | EPA Environmental Line | Odour | Taylor's Creek Road, Tarago | Complainant reported being impacted by odour, which they attributed to the WoodlawnWaste Facility, on Monday 7/11 (from 6: 00 AM and again at 7 PM) and on Tuesday 8/11 (at7:30 AM). Complainant described the odour as being "very strong" and "offensive" and theyexpressed their frustration that the issue is continuing. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/11/2022 | 7:30:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complaint reported that a "low level odour around 4-5 out of 10" was present at theiraddress over the weekend and alleged that it was coming from "Veolia EnvironmentalServices". They advised that they had a child staying with them over the weekend who had apre-existing cough that was exacerbated by the odour and resulted in them seeking medicaltreatment. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/11/2022 | 3:30:00 pm | EPA Environmental Line | Odour | cnr Lumley Rd and Braidwood Rd, Tarago | Complainant reported being impacted by an offensive odour described as the smell of "rotten garbage, dirty nappies and sour milk" at their premises. They rated the odour strength as 5/6. The complainant stated that the odour made them feel sick and 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 31/10/2022 | 9:20:00 am | EPA Environmental Line | Odour | Currawang Rd, Tarago | Complainant reported experiencing a strong and constant "organic/compost" odour. They rated the strength of the odour to be 4/5. The complainant stated that could not go outside, hang washing, or open windows up due to the odour. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/10/2022 | 7:00:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a "sewerage" type odour at their residence at Rosebery Street, Tarago. The complainant rated the odour strength as 3/5. They additionally stated that they had to stop all outdoor activities stopped, and that their morning exercise not completed because of the odour. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/10/2022 | 2:00:00 am | EPA Environmental Line | Odour | Willow Glenm Road, Lower Boro | Complainant reported first noticing odour at 2:00 AM and stated that it was still present, but starting to fade, at the time of their report to the EPA at 5:26 AM. They described the odour as "being like methane and causing nausea like symptoms" and alleged that it was coming from the Woodlawn Eco-Precinct. The complainant also advised that the odour permeates through the vents of their business. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/10/2022 | 7:30:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a strong rubbish and landfill type odour which they allege is coming from the Woodlawn Eco Precinct. The complainant rated the strength of the odour to be 7/10. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 26/10/2022 | 3:30:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a "rotten garbage" odour between 3:30 and 16.30 PM on Braidwood Road (just south of Tarago Public School) while driving. They rated the strength of the odour as 2/5. They stated that they changed the aircon over to internal circulation but could still not remove the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/10/2022 | 3:30:00 pm | E-mail | Odour | Braidwood Road, south of Tarago and Tarago Public School | Complainant reported being impacted by a smell of rotten garbage from 3:30pm to 4:30pm. They said it had a strength of 2/5. Wind was reported to be a strong W or NW wind. They advised that the odour was detected while driving to Tarago. Changed aircon over to internal circulation - could not remove the smell. Odour was particularly strong south of Tarago on the Braidwood Road. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/10/2022 | 6:30:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a strong odour at their residence on Leahys Lane, Tarago, from 6.30am to 9.30am. The complainant described the odour to smell like "rotting garbage, dirty nappies, sour mild" and rated the odour strength to be 4/6. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/10/2022 | 6:10:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported experiencing a strong "landfill/waste odour" and alleged that the odour was coming from the Woodlawn Eco-precinct. They rated the strength of the odour as 7/10. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/10/2022 | 5:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | The complainant reported being impacted by a "dank, wet, garbage stench" at their residence, which they describe as being located approximately 15 km from the site. They described the odour to be strong from 5:00 AM until 11: am, and still noticeable but fainter at 1pm. The complainant stated that the smell made them 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 25/10/2022 | 9:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported a strong "garbage" type odour that they alleged was coming from Woodlawn Waste Facility. They described the odour as being different to normal. The complainant expressed their concern about another facility being added to the premises, and more generally the effect that burning plastics and other contaminants, will have on the environment and human health. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 07/10/2022 | 4:10:00 pm | EPA Environmental Line | Odour | Wallace Street, Tarago | Complainant reported detecting an odour that they alleged was coming from the Veolia waste facility. They said they "noticed it in the main street of Tarago" and it was "worst I've ever noticed it". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/10/2022 | 2:00:00 pm | EPA Environmental Line | Road Traffic | Bungendore Road, Tarago | Complainant reported that they were upset about the no. of heavy vehicles using this small country road (Bungendore Road). | Site management was advised of the complaint. Veolia is currently monitoring the no. of truck movements as result of the Facility's operations. |
| 04/10/2022 | 8:10:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by an offensive odour that they alleged was coming from the Woodlawn Eco-precinct. They rated the strength of the odour as 7/10 and said the odour meant they could not work outside without feeling nauseous. They said they often detect landfill type odours at their residence at Rosebery Street, Tarago but don't always report them but were compelled to call Environment Line on this occasion due to the strength of the odour. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/09/2022 | 8:30:00 am | EPA Environmental Line | Odour | Boro Road and Braidwood Road, south of Tarago | Complainant reported being impacted by a "rotten garbage" odour with a strength that they rated as 3/5. They said a very light NW breeze was present at the time and that they detected the odour at their property (near Boro Road) and while driving to Tarago long Braidwood Road. They said they changed the vehicle's aircon over to internal circulation but could not remove the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/09/2022 | 8:30:00 am | E-mail | Odour | Boro Road and Braidwood Road, south of Tarago | Complainant reported being impacted by a smell of rotten garbage from 8:30am to 10:30am. They said it had a strength of 3/5. Wind was reported to be a very Light NW wind. | Site Management replied to complainant via email to encourage them to report odour incidents such as these directly to Site to ensure a more timely investigation of potential odour sources and/or cause. |

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| 26/09/2022 | 7:30:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a strong, offensive "rotten egg / sulphide" type odour at their residence at Braidwood Road, Tarago. They rated the strength of the odour as 5/5 and said it was entering their house. They reported that the odour was causing nausea, headaches and an inability to sleep. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 20/09/2022 | 7:45:00 am | EPA Environmental Line | Odour | King Street, Tarago | Complainant reported being impacted by an odour they alleged to be coming from Woodlawn Eco-Precinct. They said it "smells like a tip. As soon as you walk outside the door the smell hits you. As usual the house is all closed up because of the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 20/09/2022 | 7:10:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported being impacted by a "rotten garbage smell" when they were dropping their child at school. They said the odour was very bad at Cnr. Lumley and Braidwood Road Tarago and that they could not let child exit the car as they felt very nauseous. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/09/2022 | 8:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a "rotting garbage/dirty nappy smell" that they allege was coming from "Veolia Woodlawn". They said it got progressively worse from 8pm and was still present when they went to bed. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/09/2022 | 5:30:00 pm | EPA Environmental Line | Odour | Goulburn Street, Tarago | Complainant reported being impacted by an offensive odour that they alleged was coming from "the Veolia Woodland Eco Precinct". They advised that it was a very windy evening and usually when its windy they don't get the odour but the wind direction has changed, coming from the west. They said the odour was very strong and that they had to close up the house and keep their children inside. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 09/09/2022 | 10:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a very strong "compost/organic smell" with a strength that they rated as 4/5. They said they could not go outside or open windows up. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/09/2022 | 7:50:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a "bad odour or rotten eggs" when they went outside their house. They alleged the odour was coming from "Veolia Woodlawn". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/09/2022 | 7:20:00 am | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being impacted by a "very strong offensive rotten refuse odour" that they attributed to the Woodlawn waste facility. They said "no wind today, the air was very still" and rated the odour strength as 10 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/09/2022 | 6:00:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported being impacted by "a rotting garbage smell consistent with the smell we have noticed from Woodlawn in the past". They said they "noticed it at approximately 6pm when we were driving along Cullulla road to Tarago. It was strongest in the section from Mayfield road and coming down the hill into 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/09/2022 | 10:15:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported being impacted by "a disgusting smell emanating from Veolia's Woodlawn bio-reactor". The complainant said they noticed the odour "when passing Collector Road and driving south towards Canberra". They said "It was very strong and made me gag as it entered the car when I was driving through". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/08/2022 | 9:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being impacted by a very strong odour that they alleged was coming from Woodlawn waste facility. They said the wind conditions were "virtually still" at 9am when they first noticed the odour and that a very slight breeze started at 9.30am from the southeast. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 26/08/2022 | 7:45:00 am | EPA Environmental Line | Odour | King Street, Tarago | Caller reported being impacted by an odour that was "quite bad and noticeable" as they were leaving their house to go to work. They said the odour has been an ongoing issue however they have not reported incidents in the past, but feel it is now important to start do so. They said on one occasion a Council Inspector was visiting the property and noticed how bad the odour was. They said that when they moved into the area "the odour was a lot more open and widespread" and advised it has improved over the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/08/2022 | 7:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being impacted by a very strong garbage smell that they alleged was coming from "Veolia Woodlawn". They said it was still occurring at the time of their call at 11:28 AM. They said "the odour is disgusting" and reported that it had given them a headache after being exposed to it all morning while outside working on the farm. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 20/08/2022 | 5:00:00 pm | EPA Environmental Line | Odour | Tarago township | Complainant reported being impacted by a "strong putrid garbage odour coming from Woodlawn Eco Precinct". They said they were unable to operate the air conditioner in their vehicle whilst driving through Tarago "due to stench". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 19/08/2022 | 7:00:00 pm | EPA Environmental Line | Odour | Loaded Dog Hotel, Tarago | Complainant reported a "strong rubbish odour" in the air when they "went to get dinner at the pub". They said "there was a western wind and in the past, whenever the wind blows in this direction, a strong rubbish odour can be smelt in the area". They said that they wanted to sit outside however were unable to due to the strong smell in the air. They said they first noticed it when arriving at 7pm and again when leaving at 7:50pm. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/08/2022 | 5:30:00 pm | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by an odour they attributed to the Woodlawn waste facility. They said it had a strength of 3/5 and smelled like sewerage. They said the odour caused them to stop all outdoor activities. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/08/2022 | 9:00:00 am | EPA Environmental Line | Odour | Leahys Road, Tarago | Complainant reported being impacted by offensive odour that they attributed to the Woodlawn waste facility. They described the odour as "a rotten refuse odour - e.g. sour milk/dirty nappies, awful, nauseating". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 17/08/2022 | 7:30:00 am | EPA Environmental Line | Odour | Bus stop at corner Braidwood Road and Lumley Road Tarago | Complainant reported being impacted by offensive odour that they attributed to the Woodlawn waste facility. They described the odour as "a rotten refuse odour - e.g. sour milk/dirty nappies, awful, nauseating". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/08/2022 | 7:15:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a "really bad odour coming from the Woodlawn Mine". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 13/08/2022 | Unknown | E-mail | Odour | Rosebery Street, Tarago | Complainant reported that "While I appreciate that water causes grief in terms of odour, and that odour has been an issue for the past couple of weeks, it has been in the order of understandable; however, this morning is just foul. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 13/08/2022 | 8:00:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by "a very strong odour from the landfill. Over the past few weeks the odour has been noticeable but today it running close to a 9 or a 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 12/08/2022 | 4:02:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by odours allegedly coming from the Woodlawn Eco Precinct. They said "again we cannot go outside or open any windows and the smell gets into the house making it very unpleasant. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 08/08/2022 | 8:00:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | Complainant reported that "the odour from the Woodlawn bioreactor is very strong this morning. The odour is so strong we can taste, which has left us gagging if we go outside. The odour is therefore more than a 10 out of 10 in strength. It smells of rotting eggs and sewerage. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 02/08/2022 | 8:00:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported being impacted by a "vile" offensive odour when dropping their child off at Tarago Public School. They said the odour smelt like "rotting garbage/dirty nappies/sour milk" and alleged it was coming from "Veolia Woodlawn". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/07/2022 | 7:00:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a "garbage" odour allegedly coming from the Woodlawn Eco Precinct. They rated the strength of the odour as 5/5. They said that they "have smelt the odour on and off over the last few months but tonight it was very, very bad. We have multiple air purifiers inside the house and it still couldn't stop the smell. The smell is outside and inside the house, we can't go outside. Strong smell of organic waste slash garbage. Nausea resulted from the smell it was unbearable." | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/07/2022 | 5:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | Complainant reported being impacted by a "garbage" odour allegedly coming from the Woodlawn Eco Precinct. They rated the strength of the odour as 3/5. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 29/07/2022 | 2:00:00 pm | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being impacted by an offensive odour that they alleged was coming from the Woodlawn Bioreactor. They said that the "odour is quite strong (7/10) and smells like rotting food/garbage". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/07/2022 | Not Specified | EPA Environmental Line | Odour | Ryans Road, Quialigo | Complainant reported being impacted by a "smell emulating from the waste facility at Tarago today". They said "The smell made me feel quite unwell, affecting my sinuses and breathing". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/07/2022 | 7:30:00 am | EPA Environmental Line | Odour | Bus stop at corner of Lumley Rd and Braidwood Road, Tarago | Complainant reported being affected by "strong, offensive, nauseating odour" that they to the Woodlawn waste facility. They described the odour as "like dirty nappies/sour milk, rotten refuse". They said they were compelled to keep their child in the car instead of waiting at the bus stop as planned. They advised that, from previous experience, the odour tends to make the child feel very unwell when waiting and then they get travel sick on the bus, including vomiting. Waiting in the car then delayed the complainant to get to work. They advised that this recurrent problem is starting to lead to concerns being raised at their work about lateness. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 25/07/2022 | 10:00:00 am | EPA Environmental Line | Odour | Collector Road, 3km from entrance to Woodlawn premises | An EPA officer reported being impacted by "a strong putrescible waste type odour" whilst driving along Collector Road approximately 3km south east of the entrance to the Woodlawn mine. The officer advised that "the odour had a sweet, very pungent garbage smell, with a strength of 7/10". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 24/07/2022 | 11:58:00 am | EPA Environmental Line | Odour | Currawang Road, Currawang | Complainant reported being impacted by a "bad odour" they described as a "natural gas", "methane", "fart-like smell". They stated that they had never noticed it until about 3 weeks ago. They said the smell is mostly dependent on wind, a calm still day will have a worse 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 16/07/2022 | 8:45:00 am | EPA Environmental Line | Odour | Braidwood Road, south of Tarago | Complainant reported being impacted by a "rotten garbage" odour with a strength of 4/10. They said the odour lasted for about 2 hours between 8:45am and 11am. In describing the odour, the reporter also mentioned it had "rotten eggs or sulfide", "faecal, manure, sewer" and "compost" characteristics (as per descriptors on the EPA's "How do I report odours?" factsheet). They also stated that "Odour wafted in while driving. Changed aircon over to internal circulation - could not remove the smell. Was not until well past Tarago with aircon on external source before smell was gone." | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/07/2022 | 8:45:00 am | E-mail | Odour | Braidwood Road, south of Tarago | Complainant reported being impacted by a smell of rotten garbage at 8:45am and again at 11am. They said it had a strength of 4/10. Wind was reported to be a Light W or NW 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/07/2022 | 8:30:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by a "odour from the Veolia precinct". They described the odour as "a rubbish tip" smell and rated its strength as 2/5. They said the presence of the odour caused them to bring their washing inside. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 16/07/2022 | 8:00:00 am | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported being impacted by "a very unpleasant garbage odour with a gassy smell that resembles leachate". They also stated that "the current wind situation is 0 kmh". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 15/07/2022 | 11:15:00 am | Community Feedback Line | Odour | King Street, Tarago | Complainant reported being impacted by an odour, as well as during the two previous evenings. They described the odour to be ever so slightly different from usual, more sulfuric possibly. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 12/07/2022 | 5:30:00 am | E-mail | Odour | Boro Road, near Tarago | Complainant reported being impacted by a smell of rotten garbage. They said it had a strength of 4/10. Wind was reported to be a Light W or NW 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 08/07/2022 | 9:00:00 am | EPA Environmental Line | Odour | Tarago Village | Complainant reported being impacted by a "a very strong methane gas odour in the air" while driving through 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 07/07/2022 | 10:00:00 am | EPA Environmental Line | Odour | Glenoval Road, Lake Bathurst | Complainant reported a "stench" that they alleged was coming from the Woodlawn Landfill. They said the "stench has been going on and off over last week". They said "this morning the odour was very strong and there was no wind" and described it as a "very methane odour". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 07/07/2022 | 8:30:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | Complainant reported being impacted by an offensive "rubbish tip" odour that they alleged was coming from "Veolia Tarago". They reported the strength of the odour as 3/5. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 05/07/2022 | 8:10:00 am | EPA Environmental Line | Odour | Breadalbane Road, Collector | Complainant reported being affected by a "very strong rotten egg gas smell from Veolia Woodlawn". The complainant said they noticed the odour when they went outside their house. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 01/07/2022 | 7:30:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | Complainant reported being affected by offensive odour allegedly coming from the Woodlawn Bioreactor. The complainant described the odour as smelling of "rotting vegetation/onions, rotting eggs and/or sewage". | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 30/06/2022 | 6:55:00 pm | EPA Environmental Line | Odour | Federal Highway, Lake George, near Badcoe VC rest area | EPA officer detected a "sickly sweet odour" for approximately 30 seconds whilst travelling in their vehicle south on the Federal Highway along Lake George, at or near the Badcoe VC rest area. They said the odour was very reminiscent of that which they had previously experienced on site at that Woodlawn Landfill. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/06/2022 | 9:30:00 am | Community Feedback Line | Odour | King Street, Tarago | Complainant reported being impacted by an odour again today. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 30/06/2022 | 1:00:00 am | EPA Environmental Line | Odour | Shop, Tarago Village | Complainant reported being impacted by offensive odour that they attributed to the Woodlawn Landfill. They said they noticed the odour at 1 am that morning when they turned up for work and said the odour was still continuing at the time of their call at 9:36 AM. They said it was extremely strong at 1am but was weaker at the time of their call. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 29/06/2022 | 9:15:00 pm | EPA Environmental Line | Odour | Goulburn Street, Tarago | Complainant reported being impacted by a "smell of sulfur" from the "Woodlawn waste terminal". They said it had a strength of 4/5. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 28/06/2022 | 7:00:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | Complainant reported being impacted by an odour that smelt like "rotting vegetation/onions and rotting eggs" that they alleged was coming from the Woodlawn Bioreactor. When asked to rate the strength of the odour they said "the odour was at least a five out of five. I would rate it higher if I could as it went beyond odour and affected the sense of taste as well". They said "the odour was so strong between 0700 and midday that it could not only be smelled but also left a taste in my mouth which made me start gagging. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/06/2022 | 6:00:00 pm | EPA Environmental Line | Odour | Farm at Lake Bathurst, "9km as crow flies from Woodlawn Eco- Precinct" | Complainant reported being impacted by a "strong odour of rotting garbage coming from Woodlawn Eco-precinct". The complainant said "it is making surrounding residents sick due to the nature of the odour". They said it is an ongoing issue (~10 years +) but has got worse since drought conditions ended a couple of years ago. They said "the odour is disrupting residents day to day life as odour is permeating houses and air conditioning units". Complainant said they are unable to turn on heating in the house due to odour coming through their air conditioning system. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/06/2022 | 6:00:00 pm | EPA Environmental Line | Odour | Covan Creek Road, Lake Bathurst | Complainant reported being impacted by an odour that they described as a "mix between rotten egg gas and petrol" that they alleged was coming from the Woodlawn Eco Precinct. They advised there have been many previous instances but tonight odour has been particularly strong. Caller advised odour is not detectable inside at time of call due to winter weather but is detectable outside and was detectable while driving in vehicle. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/06/2022 | 5:00:00 pm | EPA Environmental Line | Odour | Carneys Road, Currawang | Complainant reported being impacted by "a stench I was unfortunate enough to breathe in". They said "I had to endure the stench in order to feed my horses and chickens. The stench was present the whole time I was outside, approx. 35 minutes. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 27/06/2022 | 7:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being affected by a "strong offensive rotten refuse odour" that they attributed to the Woodlawn waste facility. They said they first noticed the odour at 7am and that it was still present at 8:10 when they left 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |

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| 26/06/2022 | 10:35:00 am | EPA Environmental Line | Odour | Tarago Village | Complainant reported being impacted by a "pooley" smell in the air allegedly coming from the Woodlawn Eco Precinct when driving through Tarago village. They said they had to change the air conditioner to recirculate to stop the smell in the car. The complainant said they had their baby in the car and advised that the odour made them feel sick. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 26/06/2022 | 10:30:00 am | EPA Environmental Line | Odour | Tarago Village | Complainant reported being impacted by an offensive odour driving through Tarago. They said the air conditioner was turned off at the time but the odour still permeate the car. They alleged the odour was coming from the 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. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 25/06/2022 | 9:00:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | Complainant reported being impacted by "a strong rotting rubbish/ammonia smell coming from Veolia Woodlawn site near Tarago". They said there was a slight breeze from south east and it was sunny. Temperature was 10 degrees. They said it was a strong unpleasant smell that was constant and very offensive so they were unable to remain in the area. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. In consultation with the NSW EPA, an in-depth and detailed analysis approach to investigating reports of odour is being undertaken. |
| 23/06/2022 | 8:40:00 am | Community Feedback Line | Odour | King Street, Tarago | Complainant reported being impacted by an odour being carried over in the strong winds today. They advised that they odour has been horrible in the last week or so, and were concerned about the ongoing smell, dust and health impacts from the site. | 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. |
| 22/06/2022 | 5:00:00 pm | EPA Environmental Line | Odour | Crisps Creek Intermodal Facility | Complainant reported smelling a "strong odour" when driving past the Crisps Creek Intermodal Facility on Bungendore Road. They said the odour "was permeating into vehiclewhile driving past". | 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. |
| 22/06/2022 | 5:00:00 pm | EPA Environmental Line | Odour | Hilltop Close, Tarago | Complainant reported being impacted by "the Woodlawn bin juice smell". They said "I just got home and I can still smell it. It makes me feel a bit of nausea". | 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. |
| 22/06/2022 | 9:30:00 am | EPA Environmental Line | Odour | Cullulla Road, Lower Boro | Complainant reported being impacted by a "bad odour of rotting garbage from Veolia Woodlawn Bioreactor". They said their home is approx 10kms from the Veolia site and this is the strongest that they have ever noticed the odour. They said there was a slight breeze from the NW. No cloud. The odour was noticed when caller first went outside at 9.30am and was still present at time of call at 11.40 am. | 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. |
| 22/06/2022 | 9:15:00 am | E-mail | Odour | Tarago Primary School | Veolia received an email from a complainant who reported an odour at Tarago Primary School. They reported that it was a rotten garbage smell, with an odour strength of 3/10. | 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. |
| 22/06/2022 | 9:15:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported smelling a "garbage" odour at the Tarago Public School. The complaints noted "this was not the normal rotten eggs smell - this smelt more likegarbage". | 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. |
| 22/06/2022 | 8:30:00 am | EPA Environmental Line | Odour | Cullulla Road, Lower Boro | Complainant reported being impacted by a "strong rotten garbage odour" that they alleged was coming from "the landfill site". They said they noticed the odour around 8:30 am this morning when they went outside. They said the odour was still continuing at the time of their call at 11:47 am. | 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. |
| 22/06/2022 | 7:15:00 am | EPA Environmental Line | Odour | Hilltop Close, Tarago | Complainant reported being impacted by "the rubbish smell of Woodlawn". They said "you can smell the bin juice sort of smell. I had my car warming up and now it's stinking like rubbish because I had it on outside air. I'll go back inside and wait for the smell in my car to dissipate before I drive to work. Should of left an hour ago." | 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. |

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| 22/06/2022 | 7:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being impacted by "a disgusting stench of rotting meat/offal/garbage/dirty nappies all mixed up" when they went outside at around 7am. They said they had to remain outside for an hour to attend to animals. They said "the stench made me feel unwell. I have developed a headache and it made me feel sick. I couldn't stomach breakfast because of it." | 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. |
| 22/06/2022 | 7:00:00 am | EPA Environmental Line | Odour | Tarago Village | Complainant reported being impacted by a "very strong sickly-sweet smell in Tarago village, strongest at the rail transfer station. I was driving and it permeated through closed windows and aircon impacting comfort. This has happened repeatedly the last few weeks and I request a response about what has been done about it. Weather was foggy but still." | 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. |
| 21/06/2022 | 8:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a "strong offensive rotten refuse odour" that they attributed to the Woodlawn waste facility. They said the air was still and the odour infiltrated their home and persisted through the evening and was still present when the caller went to bed. They said they experienced a headache that they attributed to the odour. | 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. |
| 21/06/2022 | 3:30:00 pm | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being impacted by a "stinking, rotten meaty garbage smell consistent with previous odour from Woodlawn" at their home at Willow Glen Road, Lower Boro. They said the odour was present from 3:30pm until "after 9:30pm when I went to bed. Odour gave me a headache and made me feel ill". | 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. |
| 21/06/2022 | 11:20:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro and Tarago and near Collector Road | Complainant reported being impacted by a "stinking, rotten meaty garbage smell consistent with previous odour from Woodlawn" at their home at Willow Glen Road, Lower Boro. They said they smelt it again in Tarago and near Collector Road during the period 11:20 to 12:30. | 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. |
| 21/06/2022 | 9:15:00 am | E-mail | Odour | Braidwood Road, Tarago | Veolia received an email from a complainant who reported an odour 3-4 minutes south of the township of Tarago, near the Tarago Primary School, and along the Bungendore Road right near Woodlawn. They reported that it was a rotten garbage smell, with an odour strength of 4/10. | 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. |
| 21/06/2022 | 6:45:00 am | EPA Environmental Line | Odour | Collector Road to Village of Tarago | Complainant reported being impacted by a "the Veolia smell around the collector road all the way to Tarago village". | 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. |
| 20/06/2022 | 5:45:00 pm | EPA Environmental Line | Odour | Collector Road to Village of Tarago | Complainant reported being impacted by a "the Veolia smell around the collector road all the way to Tarago village". | 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. |
| 20/06/2022 | 2:45:00 pm | EPA Environmental Line | Road Traffic | Bungendore Road, Tarago | A community member alleging a leaking shipping container observed in transit between the premises and the Woodlawn Eco Precinct along Bungendore Road at approximately 2:45pm on the afternoon of the 20 June 2022. | The container identified was immediately removed from service for inspection and investigation into the incident was carried out. |
| 20/06/2022 | 9:00:00 am | E-mail | Odour | Braidwood Road, Tarago | Veolia received an email from a complainant who reported an odour 3-4 minutes south of the township of Tarago. They reported that it was a rotten garbage smell, with an odour strength of 3/10. | 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. |
| 20/06/2022 | 9:00:00 am | EPA Environmental Line | Odour | Tarago Public School | Complainant reported smelling a "rotten garbage" odour at the Tarago Public School. The complaints said the odour had a strength of 3/10. The complainant further defined the character of the odour by using descriptor codes from the EPA "How do I report odours?" fact sheet. The codes the complaint used were: 06 (rotten eggs, sulfide; faecal), 09 (faecal, manure, sewer), 13 (compost). | 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. |

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| 18/06/2022 | 11:00:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | Complainant reported being impacted by odours that they alleged were coming from the Woodlawn Bioreactor. They said "usual smell, however, a very metallic tinge to it today. Really intense this morning." | 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. |
| 18/06/2022 | 8:00:00 am | EPA Environmental Line | Odour | Glenoval Road, Lake Bathurst | Complainant reported having to "close the house" due to a "very strong methane gas odour". They said "it is very rare to get the odour this far away. Normally it is about 3 times a year. This morning the odour is very strong. It is still on going." | 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. |
| 18/06/2022 | 7:30:00 am | EPA Environmental Line | Odour | Goulburn Street, Tarago | Complainant reported being impacted by a "very strong rotten egg, sulphur smell". They said that they were concerned about long term exposure to the odour. | 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. |
| 18/06/2022 | 6:00:00 am | EPA Environmental Line | Odour | Mayfield Road, Tarago | Complainant reported by an offensive odour that they alleged was coming from the Woodlawn waste facility. They said that they were "not an inside person but rather an outdoors person". They said "it is too bad to go outside". They also reported that they cannot open the windows to air out the house and has two air humidifiers running in their home. They said they "do not know how Woodlawn gets away with it". They said that some when they go outside to let their dogs out it is so bad that they have to come back inside. They said "The stink is unreal". | 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. |
| 17/06/2022 | 9:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being impacted by a "strong sour rotten stench" coming into their home. They said they first noticed the odour at around 9am when they went outside and it was still present at the time of their call at 1:00PM. They said the strength of the odour was around 7/10. | 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. |
| 17/06/2022 | 8:00:00 am | EPA Environmental Line | Odour | Tarago Primary School | School staff reported smelling a "rotten egg or sulfide smell" with a strength of 4/6 when driving into the 60km/hr zone near the school. They said the odour was "very strong when getting out of the car". | 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. |
| 16/06/2022 | NOT PROVIDED | EPA Environmental Line | Odour | Silverstream Road, Lower Boro | Complainant reported being impacted by "a strong, unpleasant smell" that they said they assumed "was from the Veolia site near Tarago". They said "This is an ongoing issue and I would like to see EPA take effective steps to fix the root cause." | 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. |
| 16/06/2022 | 3:00:00 pm | EPA Environmental Line | Odour | Tarago Primary School | Complainant reported smelling a "rotten garbage" odour at the Tarago Public School. The complaints said the odour had a strength of 3/10. The complainant further defined the character of the odour by using descriptor codes from the EPA "How do I report odours?" fact sheet. The codes the complaint used were: 06 (rotten eggs, sulfide; faecal), 09 (faecal, manure, sewer), 13 (compost). | 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. |
| 16/06/2022 | 3:00:00 pm | E-mail | Odour | Tarago Primary School | Veolia received an email from a complainant who reported an odour at Tarago Primary School. They reported that it was a rotten garbage smell, with an odour strength of 3/10. | 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. |
| 16/06/2022 | 6:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by an offensive odour that they suspected of coming from the Woodlawn Eco-Precinct. They said they first noticed the odour in their house at about 6pm and that it got stronger after that. When the caller opened the door to go outside they noticed it was much stronger outside. They said that by the time they went to bed they "had a headache from the odour". | 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. |

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| 16/06/2022 | 6:00:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | Complainant reported being impacted by an ongoing and persistent odour. They said "the smell is an overpowering unpleasant strong eggy garbage 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. |
| 15/06/2022 | 10:00:00 am | EPA Environmental Line | Odour | Tarago Railway Station | Complainant reported being impacted by an offensive odour that they suspected was coming from the Woodlawn Eco-Precinct. They said the odour is increasingly getting worse. | |
| 15/06/2022 | 9:15:00 am | E-mail | Odour | Braidwood Road Tarago | Veolia received an email from a complainant who reported an odour in the township of Tarago. They reported that it was a rotten garbage smell, with an odour strength of 4/10. | 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. |
| 15/06/2022 | 8:30:00 am | EPA Environmental Line | Odour | Tarago Primary School | School staff reported smelling a "rotten egg or sulfide smell" with a strength of 4/6 when driving into the 60km/hr zone near the school. They said the odour was "very strong when getting out of the car". | 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. |
| 15/06/2022 | 12:00:00 am | E-mail | Odour | Braidwood Road Tarago | Veolia received an email from a complainant who reported an odour in the township of Tarago. They reported that it was a rotten garbage smell, with an odour strength of 4/10. | 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. |
| 14/06/2022 | 2:10:00 pm | EPA Environmental Line | Odour | Tarago Primary School | Complainant reported smelling a "rotten garbage" odour at the Tarago Public School. The complaints said the odour had a strength of 4/10. The complainant further defined the character of the odour by using descriptor codes from the EPA "How do I report odours?" fact sheet. The codes the complaint used were: 06 (rotten eggs, sulfide; faecal), 09 (faecal, manure, sewer), 13 (compost). | 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. |
| 14/06/2022 | 2:10:00 pm | E-mail | Odour | Tarago Primary School | Veolia received an email from a complainant who reported an odour at Tarago Primary School. They reported that it was a rotten garbage smell, with an odour strength of 4/10. | 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. |
| 14/06/2022 | 9:30:00 am | EPA Environmental Line | Odour | Tarago Primary School | Complainant reported smelling a "rotten garbage" odour at the Tarago Public School. The complaints said the odour had a strength of 3/10. The complainant further defined the character of the odour by using descriptor codes from the EPA "How do I report odours?" fact sheet. The codes the complaint used were: 06 (rotten eggs, sulfide; faecal), 09 (faecal, manure, sewer), 13 (compost). | 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. |
| 14/06/2022 | 9:30:00 am | E-mail | Odour | Tarago Primary School | Veolia received an email from a complainant who reported an odour at Tarago Primary School. They reported that it was a rotten garbage smell, with an odour strength of 3/10. | 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. |
| 09/06/2022 | 7:30:00 am | EPA Environmental Line | Odour | Bus stop, cnr Lumley Rd and Braidwood Rd Tarago | Complainant reported being impacted by "a very strong odour coming from Veolia Woodlawn". They said they were dropping off their child at the bus stop at the corner of Lumley Rd and Braidwood Rd Tarago. The odour was so bad the caller had to wait with their child in the car until the school bus turned up. They said the odour was again present at 4pm when they returned to the bus stop to pick up their child but the it was not as strong as the morning. | 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. |
| 08/06/2022 | 10:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by odour they attributed to the Woodlawn Bioreactor. They said the odour had been occurring all morning but got very strong from 10:00 am. They said they had farm work to do could not work outside after an hour. They said they felt very unwell and started back towards the house but caller was on the other side of the farm and as result the caller started vomiting before reaching the house. | 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. |

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| 08/06/2022 | 9:44:00 am | EPA Environmental Line | Odour | Tarago Township | Complainant reported that they were driving their vehicle through the township of Tarago and there was "the strongest sulphur odour permeating the town which is totally overpowering". They advised the wind direction was west to east and they were not sure what the source of the odour was. | 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. |
| 08/06/2022 | 5:30:00 am | EPA Environmental Line | Odour | Glen Willow Road, Lower Boro | Complainant reported being impacted by odours that they attributed to the Woodlawn Eco Precinct. They said "I went outside at 5:30am and the smell was so bad I had to come back inside. I braved it again at 6:30am as I have animals to tend to. The smell is a clinging, rotten garbage smell. It coats your throat, sticks in your hair and clothing, and makes me sick to the stomach. I can't eat breakfast now because it has made me sick, my throat also hurts and I feel light-headed. I was outside for an hour as I couldn't delay things any further. I can still smell the stench now even though I've come inside. It's cold with a frost today. Sunny with a light breeze from a south-westerly direction. We live approximately 15k from the Eco-Precinct, but the smell is a daily occurrence at the moment and is consistent with the stench we experience from Woodlawn and the stench as you drive past Collector Road where the facility is located." | 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. |
| 07/06/2022 | 5:00:00 am | EPA Environmental Line | Odour | Glen Willow Road, Lower Boro and Tarago township | Complainant reported being impacted by odours that they attributed to the Woodlawn waste facility. They said "the odour was particularly disgusting today. It smelt like being trapped in small box with an air supply comprising only of the worst farts you could ever imagine. It was very bad at our house in the morning between 5:00am and 8:30am, and bad when I drive through Tarago at approximately 10:15am. When I arrived home around 1pm the stench had lessened to a taint, but at 4:30pm it was back to stinking. The weather is cold, very windy (from Westerly direction) and raining on and off. The odour made me feel nauseous, retch and gave me a headache". | 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. |
| 06/06/2022 | 9:00:00 am | EPA Environmental Line | Odour | Glen Willow Road, Lower Boro and Collector Road | Complainant reported being impacted by a "rotting garbage / rotten meat smell" that they attributed to the Woodlawn waste facility. They said "the odour was bad in the morning and evening. It was also very bad when I went to collect mulch at the Collector Road intersection (11:30am and 3pm approximately) and when I drove past there at about 9am. It made me retch while driving and when I got out of the car. It was very windy and rainy today - wind from Westerly direction." | 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. |
| 05/06/2022 | 9:45:00 am | EPA Environmental Line | Odour | Glen Willow Road, Lower Boro | Complainant reported being impacted by an offensive odour that they attributed to the Woodlawn waste facility. They said "the odour was bad at our house during the morning and evening. It makes me retch when I go outside in the morning to look after our animals". | 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. |
| 05/06/2022 | 9:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago ("about 3 minutes south of the Tarago township") | Complainant reported a "rotten garbage odour" while driving on Braidwood Road "about 3 minutes south of Tarago township". They rated the strength of the odour as a 4/10. They noted that the odour was detected even in very high winds while driving. | 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. |
| 05/06/2022 | 9:30:00 am | E-mail | Odour | 3 km South of Tarago, on Braidwood Road | Veolia received an email from a complainant who reported that they detected an odour as they approached Tarago on the Braidwood Road. They reported that it was a rotten garbage smell, with an odour strength of 4/10. | 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. |
| 04/06/2022 | 9:45:00 am | EPA Environmental Line | Odour | Tarago Village and Collector Road | Complainant reported being impacted by "a rotting animal / garbage smell". They said the odour was bad in the morning at home, and quite potent at times in Tarago between 9:45 and 1pm. "It was disgusting driving past the Collector Road turn-off at around 1:45pm and again around 4:30pm. It was also bad in the evening. It was a rotting animal/garbage smell." They said it made them retch several times while attending an event at the town hall. | 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. |

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| 03/06/2022 | 2:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago and Tarago Public School | Complainant reported being impacted by a very strong odour from 2:00pm at their home at Leahys Lane, Tarago. They said they went to pick their child up from Tarago Public School at 4pm and when they got out their car at the school it "knocked my head back". They said "the odour was through the town and was disgusting". They said the odour made them feel nauseous. | 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. |
| 03/06/2022 | 8:20:00 am | EPA Environmental Line | Odour | Intersection of Willow Glen Road Lower Boro and Cullulla Road Tarago | Complainant reported being impacted by "a rotten garbage odour with a sour smell mixed in". They said it was also "stinking in Tarago" when they returned at about midday, and then smelt it at home in the evening at Willow Glen Road. | 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. |
| 03/06/2022 | 7:00:00 am | EPA Environmental Line | Odour | Roseview Road, Mount Fairy | Complainant reported being impacted by "a bad odour coming from the Woodlawn Eco-precinct, the odour is rotten-egg and methane like". The complainant advised the wind was coming from the north-west which is why he believes the smell is coming from the 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. |
| 03/06/2022 | 6:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago (south of village) | Complainant reported a "gas garbage smell coming from Woodlawn Eco-precinct". They said the "smell is pungent; you can cut the air with a knife". They said this is an ongoing issue. | 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. |
| 03/06/2022 | 5:30:00 am | E-mail | Odour | Boro Road, Lower Boro | Veolia received an email from a complainant who reported an odour at their property. They reported that it was a rotten garbage smell, with an odour strength of 7/10. | 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. |
| 03/06/2022 | 5:30:00 am | EPA Environmental Line | Odour | Boro Road, Lower Boro | Complainant reported a "rotten garbage odour". They rated the strength of the odour as a 7/10. They said the odour was so bad they were unable to enjoy the use of their property. | 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. |
| 02/06/2022 | 5:00:00 pm | EPA Environmental Line | Odour | Mulwaree Street, Tarago | Complainant reported smelling a "very intense rotting garbage smell" that they alleged was coming from the 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. |
| 02/06/2022 | 3:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by "a very strong smell" that they alleged to be coming from the 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. |
| 02/06/2022 | 2:00:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago (approx. 4.5 km south of Village) | Complainant reported being affected by a strong odour allegedly coming from "Veolia Tarago". They said the odour had "a rotten garbage and gas smell" and that they "had to shut up the house". They said the odour had a strength of 6/6. | 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. |
| 02/06/2022 | 12:00:00 pm | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being affected by offensive odour that they attributed to the Veolia's "Tarago waste facility". They said "the odour is very strong and there is no 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. |
| 02/06/2022 | 11:00:00 am | EPA Environmental Line | Odour | Tarago Primary School | Complainant reported being impacted by "a very strong smell" when dropping their child off at Tarago Public School. They rated the odour strength as 5/6 and said that they became unwell due to the odour. They alleged the odour was coming from the 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. |

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| 02/06/2022 | 9:30:00 am | E-mail | Odour | Tarago Village | Veolia received an email from a complainant who reported an odour that they detected at the TaragoTown Hall and Coffee Shop. They reported the odour strength to be 7/10. | 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. |
| 02/06/2022 | 9:30:00 am | EPA Environmental Line | Odour | Tarago Town Hall and Coffee Shop | Complainant reported a "rotten garbage odour". They rated the strength of the odour as a 7/10. They said "my wife felt like throwing up the odour was that bad". | 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. |
| 01/06/2022 | All Day | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being impacted by "offensive rotten-like odour" all day today.Complainant reports that there has been strong winds during the day. | 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. |
| 01/06/2022 | 9:30am, 12:00pm | E-mail | Odour | Braidwood Road, near Tarago | Veolia received an email from a complainant who reported an odour that they detected whilst traveling along Braidwood Road near Tarago. They reported the odour strength to be 3/10. | 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. |
| 01/06/2022 | 12:00:00 pm | EPA Environmental Line | Odour | Braidwood Road, near Tarago | Complainant reported a "rotten garbage odour". They rated the strength of the odour as a3/10. | 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. |
| 01/06/2022 | 9:30:00 am | EPA Environmental Line | Odour | Braidwood Road, near Tarago | Complainant reported a "rotten garbage odour". They rated the strength of the odour as a3/10. | 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. |
| 01/06/2022 | 7:30:00 am | EPA Environmental Line | Odour | Goulburn Street, Tarago | Complainant reported being affected by a strong, offensive odour that they attributed to the Woodlawn waste facility. They said that upon returning home at around 3pm the caller has found that the odour was still present and very strong. They said the odour had infiltrated their home and was "really unpleasant". They noted that it had rained in the previous few days and that "typically this tends to make the odour worse than usual". | 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. |
| 01/06/2022 | 7:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being affected by a "strong offensive odour" they attributed to the Woodlawn waste facility. | 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. |
| 31/05/2022 | All Day | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being impacted by "offensive rotten-like odour" all day today.Complainant reports that there has been strong winds during the day. | 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. |
| 31/05/2022 | 8:30:00 am | EPA Environmental Line | Odour | Intersection of Braidwood Road and Lower Boro Road | Complainant reported a "rotten garbage odour". They rated the strength of the odour as a2/10. | 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. |
| 30/05/2022 | 8:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Lake Bathurst | Complainant reported being impacted by "an offensive odour" allegedly coming from the Veolia facility in Tarago. They said they first noticed the odour around 8 am and said it was continuing at the time of their call (~10:30am). They described the odour as "a mixture of gas and rotten garbage". They said the odour was making them sick. | 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. |

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| 30/05/2022 | 5:45:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro and Collector Road, Tarago | Complainant reported being impacted by a "rotting garbage smell with mild gassy odour coming from Veolia Woodlawn Eco Precinct". They said it was a "thick stench" and "you can almost see it in the air". They said they went outside their house and had to come back in because of the smell being so strong. They said that after smelling the odour at their house they drove past Collector Rd at 07:50am, and there was a strong gassy smell and the air that came into the car made them feel sick and gave them a headache. | 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. |
| 29/05/2022 | 6:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by an odour allegedly coming from the Woodlawn waste facility. They said it was so bad it permeated throughout the house, even with the windows and doors closed. They said that when they turned on a tap in the house the smell came through the tap. They said they ended up with a bad headache. | 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. |
| 29/05/2022 | 8:30:00 am | EPA Environmental Line | Odour | Lower Boro Road, Near Tarago | Complainant reported a "rotten garbage odour". They rated the strength of the odour as a between 3/10 and 4/10. | 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. |
| 29/05/2022 | | E-mail | Odour | Lower Boro Road, Lower Boro | Veolia received an email from a complainant who reported an odour at their property. They reported the odour strength to be 3/10. | 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. |
| 28/05/2022 | Morning and 5:17 pm | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being impacted by "a rotten garbage odour" in the morning and again at the time of their call at 5:17pm. They advised that it made them dry retch. | 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. |
| 28/05/2022 | 9:00am, 3:30pm | EPA Environmental Line | Odour | Tarago Village | Complainant reported smelling a "rotten garbage" odour when driving through the Tarago Village at 9am and again at 3:30pm. The complainant said the odour had a strength of 3/10. The complainant further defined the character of the odour by using descriptor codes from the EPA "How do I report odours?" fact sheet. The codes the complaint used were: 06 (rotten eggs, sulfide; faecal), 09 (faecal, manure, sewer), 13 (compost). | 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. |
| 28/05/2022 | 9:00am, 3:30pm | E-mail | Odour | Braidwood Road, Tarago | Veolia received an email from a complainant who reported that they detected an odour on Braidwood Road near Tarago. They reported the odour strength to be 3/10. | 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. |
| 28/05/2022 | 10:38:00 am | EPA Environmental Line | Odour | Duralla Place, Mount Fairy | Complainant reported being impacted by an odour allegedly coming from the Woodlawn waste facility. They said odour had been "going on and off for 3 days". | 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. |
| 28/05/2022 | 6:30:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | Complainant reported being impacted by a "very, very bad odour" allegedly coming from the Woodlawn waste facility. They rated its strength as 6/6. They said they felt nauseous when they went outside to work on their farm. They said the odour was still ongoing at 09:30am. | 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. |
| 28/05/2022 | 6:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | Complainant reported being affected by a "really bad smell" as soon as she walked outside of their house. They alleged the smell was coming from the Veolia waste facility. They said the odours have been occurring for a few years, but today was significantly worse. They said they and their family were experiencing headaches and feeling unwell. | 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. |

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| 27/05/2022 | 8:30:00 am | E-mail | Odour | Braidwood Road/Lower Boro Road | Veolia received an email from a complainant who reported that they detected an odour at the intersection of Braidwood Road and Lower Boro Road. They reported the odour strength to be 2/10. | An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. |
| 26/05/2022 | 7:40:00 pm | Community Feedback Line | Odour | Unknown | Veolia received a report to the Community Feedback Line from a complainant who wished to report an odour allegedly coming from the Site. | 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. |
| 26/05/2022 | 9:58:00 am | Community Feedback Line | Odour | Duralla Road, Mount Fairy | Veolia received a report to the Community Feedback Line from a resident of Mt Fairy who reported a rotten rubbish smell allegedly coming from the Site. | 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. |
| 26/05/2022 | 9:45:00 am | Community Feedback Line | Odour | Duralla Place, Mount Fairy | Veolia received a report to the Community Feedback Line from a resident of Mt Fairy who reported a sickly, rotten garbage smell allegedly coming from the Site. | 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. |
| 26/05/2022 | 8:30:00 am | EPA Environmental Line | Odour | Intersection of Braidwood Road and Lower Boro Road | Complainant reported a "rotten garbage odour". They rated the strength of the odour as a 2/10. | 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. |
| 22/05/2022 | 8:30:00 am | EPA Environmental Line | Odour | Intersection of Braidwood Road and Lower Boro Road | Complainant reported a "rotten garbage odour". They rated the strength of the odour as a 2/10. | 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. |
| 18/05/2022 | 4:00:00 pm | Community Feedback Line | Odour | Connen Hill, Lake Bathurst | Veolia received a report to their Community Feedback Line from a resident of Lake Bathurst, Connen Hill, reporting an odour that they believed was coming from Woodlawn. They stated that they occasionally smell the odour but have not been reporting it until seeing a recent Veolia newsletter encouraging locals to report any odours. | Site personnel responded to the complainants location immediately following the report and was unable to detect any odour. An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. |
| 17/05/2022 | 2:00:00 pm | E-mail | Odour | Tarago Primary School | Veolia received an email from a resident reporting an odour of rotten garbage at the Tarago Primary School, that they rated a 5/10, lasting at least 20 minutes. | 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. |
| 17/05/2022 | 10:50:00 am | EPA Environmental Line | Road Traffic | Bungendore Road, Tarago | A community member alleging a leaking shipping container observed in transit between the premises and the Woodlawn Eco Precinct along Bungendore Road at approximately 10:50am on the morning of the 17 May 2022. | The container identified was immediately removed from service for inspection and investigation into the incident was carried out. |
| 14/05/2022 | 7:30:00 am | E-mail | Odour | Boro Road, Braidwood Road and Tarago Township | Veolia received an email from a resident of Lower Boro reporting an odour of rotten garbage, that they rated a 5/10, lasting at least an 2 hours. | 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. |
| 13/05/2022 | 9:40:00 am | Phone (Direct) | Odour | Braidwood Road, Tarago | Veolia received a call to its Community Feedback Line from a resident of Tarago reporting a very bad odour that was throughout the entire house. | The Woodlawn Manager contacted the complainant. |
| 03/05/2022 | 4:30:00 pm | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | The EPA received a report to Environment Line from a residen who was affected by an offensive odour at their property. The reporter stated that the smell is rotten, gassy and poisonous. As the odour got progressively worse, the reporter has had to go inside, close all the windows and bring her dog inside because she was concerned for its health. | 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. |

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| 03/05/2022 | 9:00:00 am | EPA Environmental Line | Odour | Burrabinga Road, Tarago | The EPA received a complaint from a resident who reported an odour described as a "weird, choking, chemical odour" that was observed throughout the early morning hours and abated at around 9:00am. The complainant alleged that the odour was 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 address potential odour sources. |
| 03/05/2022 | 8:30:00 am | EPA Environmental Line | Odour | Duckfield Road, Boro | The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The reporter was affected this morning by strong, offensive rotten egg odour attributed to the Woodlawn waste facility. There was some fog this morning. A further report was made by the complainant reporting that they were affected by offensive odour of rotten eggs, at 11:15, though not as strong as before. | 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. |
| 03/05/2022 | 8:20:00 am | E-mail | Odour | Burrabinga Road, Tarago | Veolia received an email from a resident of Tarago reporting a bad methane smell allegedly coming from the Bioreactor. This was also reported to the EPA at the same time. | 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. |
| 03/05/2022 | 7:45:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | The EPA received a report to Environment Line from a resident who was affected by an offensive odour when driving their child to the bus stop on Braidwood Road, Tarago. The reporter stated that they had to change the air vents in the vehicle so no air was coming inside from the outside, but could still smell it. | 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. |
| 03/05/2022 | 7:00:00 am | E-mail | Odour | Boro Road, Lower Boro, Braidwood Road and Tarago Village | Veolia received an email from a resident of Lower Boro reporting an odour of rotten garbage, that they rated a 6/10. | |
| 03/05/2022 | 6:30:00 am | E-mail | Odour | Rosebery Street, Tarago | Veolia received an email from a resident reporting a horrendous smell this morning. They stated that I've put up with it for many years and never complained but it is not getting better. | 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. |
| 03/05/2022 | 6:30:00 am | Community Feedback Line | Odour | King Street, Tarago | The complainant contacted Veolia's Community Feedback Line to report an odour allegedly coming from the Woodlawn Bioreactor. The odour was described as horrible but somewhat fading now as the wind is picking up. It was also noticed the previous 2 mornings. | 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. |
| 02/05/2022 | 10:55:00 am | EPA Environmental Line | Odour | Mt Fairy Road, Mt Fairy | The EPA received a report to Environment Line from a resident who was affected by an offensive odour at their property on 29/04/2022 at 10:55am which continued until 30/04/2022. The reporter described the odour as a rotting decaying smell which was very extreme. | 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. |
| 02/05/2022 | 7:30:00 am | E-mail | Odour | Burrabinga Road, Tarago | Veolia received an email from a resident of Tarago reporting a smell of rotten egg and gas allegedly coming from the Bioreactor. This was also reported to the EPA at the same time. | 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. |
| 02/05/2022 | 7:00:00 am | E-mail | Odour | Boro Road, Lower Boro | Veolia received an email from a resident of Lower Boro reporting an odour of rotten garbage. They rated it a 3/10. | 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. |
| 02/05/2022 | 6:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | The EPA received two reports from a resident who was affected by an offensive odour at their property on 30/04/2022. It was a rotting garbage, sour milk, dirty nappies odour with a back of throat tang. | 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. |
| 01/05/2022 | 7:41:00 am | EPA Environmental Line | Odour | Duralla Place, Mt Fairy | The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated Smells like rotten garbage coming from 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. |

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| 01/05/2022 | 7:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | The EPA received a complaint from a resident who reported a odour described as a "rotting garbage, sour milk smell with a back of throat tang" that was first observed at approximately 7:00am and carried through to approximately 10:00am that morning. The complainant alleged that the odour was 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 address potential odour sources. |
| 30/04/2022 | 8:23:00 pm | EPA Environmental Line | Odour | Goulburn Street, Tarago | The EPA received a complaint from a resident who reported a "putrid sulphur smell" that was observed throughout the entire day but became very intense at approximately 8:23pm in the evening when the call was made to the EPA. The complainant alleged that the odour was 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 address potential odour sources. |
| 30/04/2022 | 8:00:00 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | The EPA received two reports from a resident who was affected by an offensive odour at their property on 02/05/2022. Rotting garbage, sour milk and dirty nappies coming from Woodlawn Bio Reactor - 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. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources. |
| 29/04/2022 | 6:00:00 am | EPA Environmental Line | Odour | Willow Glen 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 odour was described by the Reporter as a rotten and sickly sweet smell. The reporter has stated that smell has given them a headache and made them feel nauseous to the point where they were retching. | 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. |
| 21/04/2022 | 5:45:00 am | EPA Environmental Line | Odour | Hilltop Close, Tarago | The EPA received a report to Environment Line from a resident who was affected by an offensive odour at their property. The odour was described by the reporter as a bin juice 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. |
| 18/04/2022 | 9:30:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | The EPA received a report to Environment Line from a resident of Lower Boro, who was affected by an offensive odour whilst passing through the town and had stopped at the service station. The odour was described as a rotten garbage smell. | 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 reported to the EPA. |
| 18/04/2022 | 9:30:00 am | E-mail | Odour | 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. |
| 18/04/2022 | 7:52:00 am | EPA Environmental Line | Odour | Cullulla Road, Tarago | The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The reporter stated that the smell is an unpleasant eggy garbage smell. The current weather conditions are the wind blowing from a westerly direction at approximately 5-10 km an hour. | 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. |
| 18/04/2022 | 2:45:00 am | EPA Environmental Line | Odour | Willow Glen 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 report stated that the odour is coming from Veolia's Woodlawn Eco-Precinct. It's a sweet, rotting garbage stink in the air which was very bad at about 2:45am. | 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 | 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 Reactor. Strong garbage odour 6 or 7 out of 10 in regards to 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. Veolia continues to refine its investigation process relating to odour issues to address potential odour sources. |
| 15/04/2022 | 5:40:00 pm | EPA Environmental Line | Odour | Unknown Address | The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated that at the time of this email they could smell a bin juice smell coming from the Woodlawn 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, 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 odour. |

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| 15/04/2022 | 7:50:00 am | EPA Environmental Line | Odour | Unknown Address | The EPA received a report to Environment Line from a resident who was affected by offensive odour at their property. The report stated that to log a foul smell from Veolia that they are not happy waking up to. | 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 odour. |
| 15/04/2022 | 7:30:00 am | EPA Environmental Line | Odour | 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 | 7:18:00 am | EPA Environmental Line | Odour | Cullulla Road, 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 the smell is an unpleasant strong garbage odour, that has an overpowering egg smell which they suspect is Veolia Woodlawn. | 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 | 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 address potential odour sources. |
| 15/04/2022 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 7:00:00 am | EPA Environmental Line | Odour | 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 address potential odour sources. |
| 15/04/2022 | 5:00:00 am | EPA Environmental Line | Odour | 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 address potential odour sources. |
| 11/04/2022 | 8:11:00 am | EPA Environmental Line | Odour | 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 | 8:09:00 am | EPA Environmental Line | Road Traffic | Bungendore Road, Tarago | A community member observed an alleged leaking shipping container in transit from the Crisps Creek Intermodal Facility to the Woodlawn Landfill along Bungadore Rd at approximately 08:09am on the morning of the 11th April 2022. | The container identified was immediately removed from service for inspection and investigation into the incident was carried out. |
| 11/04/2022 | 6:15:00 am | EPA Environmental Line | Odour | 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 odour. |
| 11/04/2022 | 6:05:00 am | EPA Environmental Line | Odour | 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. |

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| 11/04/2022 | 6:00:00 am | EPA Environmental Line | Odour | 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 | 6:00:00 am | EPA Environmental Line | Odour | 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 was 6/6, and as a result the caller could not go out, and felt like vomiting, the caller also couldn't put washing out because of the odour, and the children could not go out because the odour made them feel sick. | 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 odour. |
| 10/04/2022 | 11:10:00 pm | EPA Environmental Line | Odour | 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 | 9:30:00 am | EPA Environmental Line | Odour | 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. |
| 05/04/2022 | 7:00:00 am | EPA Environmental Line | Odour | 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 reporter as a rotten garbage smell. | 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 reported to the EPA. |
| 05/04/2022 | 7:00:00 am | E-mail | Odour | 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 | 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. |
| 04/04/2022 | 1:00:00 am | EPA Environmental Line | Odour | 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. |

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| 31/03/2022 | Not Specified | EPA Environmental Line | Odour | Carneys Road, Currawang | The EPA received a report to Environment Line from a resident residing in Carneys Rd, Currawang. The complainant reported being impacted by an "overwhelmingly disgusting odour" that was first observed yesterday morning and persisted throughout the day. | 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. |
| 31/03/2022 | 3:00:00 pm | EPA Environmental Line | Odour | Currawang | The EPA received a report to Environment Line from a resident of Currawang who was affected by offensive odour at their property. The report stated they have been enduring a putrid, sour, rotting smell for two days blowing in from the facility. | 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. |
| 31/03/2022 | 9:30:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | The EPA received reports to their Environment Line from a resident of Mooneys Road Currawang who was affected by offensive odour at their property. The reporter stated that the odour is a strong rubbish/gas smell brought to them by a strong SSE 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. 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. |
| 31/03/2022 | 9:00:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | The EPA received reports to their Environment Line from a resident of Mooneys Road Currawang who was affected by offensive odour at their property. The reporter stated that the odour was very bad, smelling of rotting vegetation and sewerage, which is a regular occurrence at their property for the past three weeks. | 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. |
| 30/03/2022 | 8:00:00 am | EPA Environmental Line | Odour | Collector Road, Currawang | The EPA received a report to Environment Line from a resident of Collector Road Currawang who was affected by offensive odour at their property. The report stated Odour was noticed on 30/3/22, 8am coming from Woodlawn Bioreactor, wind was from the S about 7km/h and it was an off compost 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. |
| 29/03/2022 | 7:23:00 pm | EPA Environmental Line | Odour | Unknown Location | The EPA received a report to Environment Line from a resident of unknown address who was affected by offensive odour at their property. The report stated that an odour is coming from the pit, not as offensive as what it has been but it still stinks. | 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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| 29/03/2022 | 8:44:00 am | EPA Environmental Line | Odour | Breadalbane Road, Collector | The EPA received a complaint this morning from a resident residing in Breadalbane Road, Collector who reported a "sulfur gas-like offensive odour" that was first observed at approximately 8:44am this morning. | An operational odour source inspection was carried out for each of the individual Eco-Precinct facilities immediately following receipt of the complaint. The findings of the site inspections, combined with an assessment of meteorological data and operational activities was then undertaken in order to investigate the potential source or cause of odour. Although a number of improvement actions will be undertaken as a result of the site inspections, no unusual activities or conditions were identified. |
| 28/03/2022 | 9:30:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | The EPA received reports to their Environment Line from a resident of Mooneys Road Currawang who was affected by offensive odour at their property. The reporter stated that the odour is a strong rubbish/gas smell brought to them by a strong SSE 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. 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. |
| 28/03/2022 | 9:30:00 am | EPA Environmental Line | Odour | Goulburn Street, Collector | The EPA received a report to Environment Line from a resident of Goulburn Street, Collector who was affected by an offensive odour. The reporter stated that 'the smell coming from Woodlawn is horrendous, you can't even have your doors or windows open due to the stench'. | 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 recently met with the EPA to discuss odour management, particularly, measurement of hydrogen sulphide, and fugitive gas emissions to refine the monitoring and investigation of potential odour sources. The Independent Odour Audit fieldwork was also undertaken on site last week. A detailed odour complaint analysis will be undertaken as part of this year's Independent Odour Audit that will include an assessment of environmental parameters. |
| 28/03/2022 | 6:30:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | The EPA received reports to their Environment Line from a resident of Mooneys Road Currawang who was affected by offensive odour at their property. The reporter stated that the odour was very bad, smelling of rotting vegetation and sewerage, which is a regular occurrence at their property for the past three weeks. | 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. |
| 24/03/2022 | 2:05:00 pm | E-mail | Road Traffic | Collector Road, Tarago | The complainant reported that they were overtaken as they exited the Bioreactor by a waste truck travelling over the temporary mandatory speed limit. | The offending truck was identified, and the customer was notified of the incident. |
| 23/03/2022 | 5:00:00 pm | EPA Environmental Line | Odour | Lucky Pass Road, Currawang | The EPA received a report to Environment Line from a resident of Tarago who was affected by an offensive odour at their property. The reporter stated that the odour was a lot like a rubbish tip smell and at the time of the incident there was strong easterly wind gusts. | 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. |
| 22/03/2022 | 10:54:00 am | Community Feedback Line | Odour | King Street, Tarago | Veolia received a report of odour from a resident of King Street, Tarago who advised that they had experienced a smell of rotting food allegedly coming from the Bioreactor. They rated the odour strength around 9/10. | Site management responded to the complainants location immediately following the report and was unable to detect any odour. An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. |

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| 22/03/2022 | 9:10:00 am | EPA Environmental Line | Odour | Cullulla Road, Tarago | The EPA received a report to Environment Line from a resident of Cullulla Road, Tarago who was affected by an offensive odour at their property. The reporter stated that the odour is very strong, and the weather at the time of the incident was sunny with no 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. 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. |
| 22/03/2022 | 7:30:00 am | EPA Environmental Line | Odour | 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. The reporter stated that the odour has a sickly sweet rotting smell and that the wind was slight 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. |
| 19/03/2022 | 8:00:00 am | EPA Environmental Line | Odour | Collector Road, Currawang | The EPA received a complaint from a resident residing in Collector Rd, Currawang. The complainant reported a strong odour that was first observed at approximately 8:00am. | 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. |
| 18/03/2022 | 3:00:00 pm | EPA Environmental Line | Road Traffic | Bungendore Road, Tarago | A community member observed an alleged leaking shipping container aboard a truck in transit from the Crisps Creek Intermodal Facility to the Woodlawn Landfill along Bungadore Rd on the 18th March 2022. | The container identified was immediately removed from service for inspection and investigation into the incident was carried out. As the waste had been containerised and stored in Sydney for a period of time, Veolia had implemented measures to reduce any impact on the community and environment. |
| 18/03/2022 | 8:30:00 am | EPA Environmental Line | Odour | Unknown address | The EPA received a report to Environment Line on 18 March 2022 from a resident of an unknown address who was affected by offensive odour at their property. The report stated odour from Bioreactor was affecting caller at home again this morning. | 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 odour. |
| 18/03/2022 | 8:23:00 am | E-mail | Road Traffic | Bungendore Road, Tarago | Veolia received an email from a resident of the Tarago area reporting that as they were following a trucked container out from the Crisps Creek intermodal, they noticed it was leaking liquid. | The container identified was immediately removed from service for inspection and investigation into the incident was carried out. As the waste had been containerised and stored in Sydney for a period of time, Veolia had already implemented measures to reduce the impact on the community and environment. |
| 18/03/2022 | 6:30:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | The EPA received a complaint from a resident residing in Mooneys Rd, Currawang. The complainant reported "a distinct smell of rubbish" that the complainant alleged was 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 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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| 18/03/2022 | 6:30:00 am | EPA Environmental Line | Odour | Mooneys Road Currawang | The EPA received a report to Environment Line on from a resident of Mooneys Lane, Currawang. The reporter stated 'strong and repellent odour has been a regular occurrence for the past two weeks at their property. | 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. |
| 18/03/2022 | 6:30:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | The EPA received a report to Environment Line on from a resident of Leahys Lane Tarago. The reporter stated that odour was affecting the caller at home again today. Very strong (5 out of 6). First noticed at 6.30am and had largely dissipated by 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. |
| 17/03/2022 | 2:30:00 pm | EPA Environmental Line | Odour | Braiwood Road, Tarago | The EPA received a report to Environment Line from a resident of Braidwood Road Tarago (Tarago area Women's Shed) who was affected by offensive odour at their property. The complainant noticed the odour around 02:30 pm this afternoon. It is rotten garbage odour. | Veolia site management and a number of other operational staff were situated at various locations throughout Tarago during the course of the day due to the management of the arrival of the first train from Sydney following the rail line closures. A number of residents and workers in the area at the time were spoken to who had indicated that they had not been impacted by the arrival of the train or truck movement in any way during this time. An assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was undertaken. |
| 11/03/2022 | 9:00:00 pm | EPA Environmental Line | Odour | Mooneys Road, Currawang | The EPA received a report of odour from a resident of Mooneys Road, Currawang who was affected by offensive odour allegedly coming from Veolia. The breeze was coming from a S/SE direction and it was slightly overcast. | Veolia continues to refine it's 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. |
| 10/03/2022 | 8:00:00 am | EPA Environmental Line | Odour | Mooneys Road, Currawang | The EPA received a report of odour from a resident of Mooneys Road, Currawang. The weather conditions were reported as cool and overcast with a light breeze from a SE direction. | Veolia continues to refine it's 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. |
| 09/03/2022 | 6:30:00 pm | EPA Environmental Line | Odour | Covan Creek Road, Lake Bathurst | The EPA received a report of odour from a resident of Covan Creek Road, Lake Bathurst. The reporter stated that the odour had the characteristic of gas or petrol, is causing headaches, and is more intense following the recent heavy rain. The odour is reported as permeating through the reporters home, and windows and doors need to be kept closed. | Veolia continues to refine it's 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. |
| 07/03/2022 | 2:30:00 pm | EPA Environmental Line | Odour | Mooneys Road, Currawang | The EPA received a report of odour from a resident of 96 Mooneys Road, Currawang. The complainant stated that the odour was pretty strong that morning and the weather is overcast and there were strong southerly winds today. The smell is a sickly sweet rubbish smell that has been consistent over the past week. | Veolia continues to refine it's 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. |
| 06/03/2022 | 3:00:00 pm | EPA Environmental Line | Odour | Breadalbane Road, Collector | The EPA received a report of odour from a resident of Breadalbane Road, Collector. The complainant stated that the odour on that day was like rotting garbage and sulphur, which had unusually infiltrated the house. The odour strength was reported as very strong (5 out of 6) and the weather conditions were reported as rainy with a 17km/h SSE breeze. | Veolia continues to refine it's 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. |

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| 06/03/2022 | 10:27:00 am | EPA Environmental Line | Odour | Currawang Road, Currawang | The EPA received a report of odour from a resident of Currawang Road, Currawang. The complainant stated that the odour left a metallic taste in the mouth and that the wind at the time of the incident was SSE blowing at 28km/h. | Veolia continues to refine it's 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. |
| 06/03/2022 | 6:30:00 am | EPA Environmental Line | Odour | Breadalbane Road, Collector | The EPA received a report of odour from a resident of Breadalbane Road, Collector. The complainant stated that the odour is offensive and sickening and inhibits the residents from utilising their property. It is a rotten egg garbage smell. The odour is worse when the weather is overcast and windy. | Veolia continues to refine it's 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. |
| 05/03/2022 | 3:00:00 am | EPA Environmental Line | Odour | Taylor's Creek Road, Tarago | The EPA received a complaint from a resident residing on Taylor's Creek Rd, Tarago. The complainant reported a strong odour that was observed between approximately 3:00am and 9:00am that morning. | Veolia continues to refine it's 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. |
| 04/03/2022 | 8:00:00 am | EPA Environmental Line | Odour | Breadalbane Road, Collector | The EPA received a report of odour from a resident of Breadalbane Road, Collector. The complainant rated the odour strength when they went outside of their property around 8/10. | Veolia continues to refine it's 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. |
| 03/03/2022 | 08:30 | EPA Environmental Line | Odour | Breadalbane Road, Collector | The EPA received a report of odour from a resident of Breadalbane Road, Collector. The reporter stated that the odour was pretty strong that morning, rated the odour strength around 5/6 and was too unpleasant to be outside. The reporter advised that at the time of the incident the weather was cloudy and overcast with a light breeze. | Veolia continues to refine it's 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. |
| 23/02/2022 | 9:09:00 am | E-mail | Road Traffic | Tarago-Bungendore Road | The complainant reported that their spouse was travelling on the Tarago-Bungendore Road when they encountered an oncoming truck driving on their side of the road due to very poor condition of parts 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. |
| 21/02/2022 | 8:35:00 am | EPA Environmental Line | Odour | Boro Road, Boro | The EPA received a report of odour from a resident of Boro Road, Boro. The complainant advised that this was their first report although they have smelt the odour here once before and they were very concerned that the odour has reached their location in Boro. The odour was like rotten eggs or sulphide. | Veolia continues to refine it's 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. |
| 21/02/2022 | 8:35:00 am | E-mail | Odour | Boro Road, Boro | Veolia received a report of odour from a resident of Boro Road, Boro. The complainant advised that the smell was too unpleasant to sit outside for breakfast as they normally would. | Veolia continues to refine it's 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. |
| 18/02/2022 | 7:30:00 am | Community Feedback Line | Odour | Braidwood Road, Tarago | Veolia received a report of odour from a resident of Braidwood Road, Tarago. The complainant advised that the stench was extremely unpleasant and was so bad that they had to rewash clothes that were hanging on their washing line. | Veolia continues to refine it's 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. |
| 18/02/2022 | 6:58:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | The EPA received a report of odour from a resident of Braidwood Road, Tarago. The complainant advised that all windows and doors in their home had to be shut due to the strength of the odour and was giving the Reporter asthma. | Veolia continues to refine it's 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. |
| 10/02/2022 | 8:19:00 am | Community Feedback Line | Odour | Mt Fairy Road, Mt Fairy | The complainant advised that the odour was first noticed at 1:30am and was still evident at the time of the report. The weather was reported to be very warm and still when the odour was present. | An operational odour source site inspection was carried out of all Woodlawn Eco-Precinct upon receipt of the report of odour and an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour was carried out. |

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| 10/02/2022 | 7:30:00 am | E-mail | Odour | Boro Road, Tarago | The complainant emailed Veolia directly to report that whilst traveling from their address in Lower Boro to Tarago a rotten garbage odour was evident, allegedly coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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. |
| 10/02/2022 | 6:00:00 am | EPA Environmental Line | Odour | Mayfield Road, Tarago | The complainant reported an awful stench affecting the caller at home, a few kilometres out of town. They advised that odours had not been too bad for a while but, more recently, every foggy morning the odour has been overpowering, which is several times a week. | Veolia continues to refine it's 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. |
| 10/02/2022 | 6:00:00 am | EPA Environmental Line | Odour | Braidwood Road, Tarago | The complainant reported noticing an odour early this morning, around 6am that was getting worse. They reported that it smelt like rotten garbage which was very strong. There was a light westerly wind outside. | Veolia continues to refine it's 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. |
| 10/02/2022 | 5:30:00 am | EPA Environmental Line | Odour | Tarago | The complainant reported a very strong rotting waste odour coming from Woodlawn Bioreactor. The reporter was visiting the area in Tarago and said that you could not walk outside. | Veolia continues to refine it's 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. |
| 10/02/2022 | 5:30:00 am | EPA Environmental Line | Odour | Willow Glen Road, Willow Glen | The complainant reported a sick, clawing, sweet garbage smell from Woodlawn Eco Precinct. The odour entered through an open window and was extremely strong in and outside. They advised that the odour tends to dissipate around 10:30-11:00 when the temperature increased but comes back later in the day/evening when it gets cooler. | Veolia continues to refine it's 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. |
| 09/02/2022 | 10:00:00 pm | E-mail | Odour | Rosebery Street, Tarago | The complainant emailed Veolia directly to report that whilst all of their windows were open to cool the house down that night, the house was filled with a bad odour allegedly coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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. |
| 09/02/2022 | 6:50:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | The complainant was woken by a strong odour described as "sickly sweet rotten garbage smell" at 3:00am that was still present when the call was received at 6:50am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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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| 09/02/2022 | 6:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | The complainant was affected by an odour described as a "rotting rubbish odour with a metallic tang" that intensified during the morning (between 6:00am and 9:00am). The complainant alleged that the odour was coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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. |
| 09/02/2022 | 5:30:00 am | EPA Environmental Line | Odour | Cullulla Road, Tarago | The complainant advised that with a light wind, an odour was smelt from a north west direction. The reporters property is situated in straight line 15km from the Woodlawn. | Veolia continues to refine it's 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. |
| 09/02/2022 | 4:00:00 am | EPA Environmental Line | Odour | Goulburn Street, Tarago | The EPA received a report of odour from a resident of Goulburn Street, Tarago. The complainant advised that this is the first time for a while that the odour has been so strong and so strong that the rest of the family stayed inside until it dissipated. The weather at the time of the odour incident was reported as a slight breeze from the direction of the facility, with drizzle overnight and fine in the morning. | Veolia continues to refine it's 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. |
| 07/02/2022 | 8:30:00 am | EPA Environmental Line | Odour | Tarago Public School | The complainant was dropping children at the School at approximately 8:30am when they observed a strong odour described as "rotten garbage". The complainant alleged that the odour was coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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. |
| 06/02/2022 | 7:58:00 am | EPA Environmental Line | Odour | Collector Road, Currawang | The complainant reported odour described as a very strong and pervasive "metallic compost smell" that was first observed at approximately 7:58am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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. |
| 04/02/2022 | 8:30:00 am | EPA Environmental Line | Odour | Tarago Public School | The EPA received a complaint on the morning of the 4th February 2022 relating to an odour observed at the Tarago Public School. The complainant was dropping children at the School at approximately 8:30am when they observed a strong odour described as "rotten garbage". The complainant alleged that the odour was coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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. |
| 04/02/2022 | 7:30:00 am | EPA Environmental Line | Odour | Collector Road, Currawang | The complainant reported odour described as "a metallic foul smell" that was first observed at approximately 7:30am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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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| 01/02/2022 | 7:30:00 am | EPA Environmental Line | Odour | Rosebery Street, Tarago | The complainant reported odour described as "a moderate strength landfill odour" that was first observed at approximately 7:30am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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. |
| 01/02/2022 | 6:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | The complainant advised that the odour started at 6:00am and continued to be experienced until 8:30am. They rated the odour level a 6 out of 6 and said that the weather was still and cool, there was thick fog, and that the odour got less as the fog cleared but was still bad at time of departure. | Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community. |
| 01/02/2022 | 4:30:00 am | EPA Environmental Line | Odour | Lumley Road, Lake Bathurst | The complainant was woken by strong odour (undescribed) at 4:30am that remained present until their departure from the residence at approximately 8:30am. The complainant alleged that the odour was coming from the Woodlawn Bioreactor. | Veolia continues to refine it's 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. |
| 31/01/2022 | 6:00:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | The complainant advised that the odour started at 6:00am and had dissipated around 11am when the wind picked up. They noticed the smell again that day at 5pm. The weather was reported as hot and still when the odour was present. | Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community. |
| 19/01/2022 | 9:25:00 pm | EPA Environmental Line | Odour | Collector Road, Currawang | The EPA received a report to their Environment Line from a resident of Collector Road, Currawang, who was affected by offensive odour. The complainant reported that the odour had a metallic foul smell and at the time of the incident the wind was from the south east about 20km/hr. | Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community. 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. |
| 17/01/2022 | 10:51:00 pm | EPA Environmental Line | Odour | Cullulla Road, Tarago | The EPA received a report to their Environment Line from a resident of Cullulla Road, Tarago, who was affected by offensive odour. | Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community. 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. |
| 17/01/2022 | 8:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | The EPA received a report to their Environment Line from a resident of Leahys Lane, Tarago, who was affected by offensive odour allegedly coming from the Woodlawn Bioreactor. The complainant described the odour as "strong rotting garbage". | Odour management continues to be a main focus at the Woodlawn Eco-Precinct. Veolia is refining it's investigation process of odour issues in the community, particularly surrounding the most common complaints, to assess the extent to which odour is present in the community. 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. |
| 11/01/2022 | 6:00:00 am | EPA Environmental Line | Odour | Taylor's Creek Road, Tarago | The EPA received a report to their Environment Line from a resident of Taylor's Creek Road, Tarago, who was affected by offensive odour. The complainant reported that the odour had the character of 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. |
| 10/01/2022 | 1:00:00 pm | EPA Environmental Line | Odour | Taylor's Creek Road, Tarago | The EPA received a report to their Environment Line from a resident of Taylor's Creek Road, Tarago, who was affected by offensive odour. The complainant reported that the odour had the character of 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. |
| 21/12/2021 | 3:19:00 pm | EPA Environmental Line | Odour | Mulwarae Street, Tarago | The EPA received a report to their Environment Line from a resident of Mulwarae Street, Tarago, who was affected by offensive odour. The complainant reported that the odour had the character of rubbish/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. |

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| 20/12/2021 | 10:30:00 am | EPA Environmental Line | Odour | Willow Glen Road, Lower Boro | The EPA received a report to their Environment Line from a resident of Willow Glen Road, Lower Boro, who was affected by offensive odour. The complainant reported that the Odour is not strong but is very unpleasant. | 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. |
| 20/12/2021 | 6:30:00 am | EPA Environmental Line | Odour | Roseview Rd, Mount Fairy | The EPA received a complaint this morning from a resident residing in Roseview Rd, Mount Fairy. The complainant reported a odour described as " a thick foul odour of a sweet pungent smell" that was first observed at approximately 6:30am. | 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. |
| 16/12/2021 | 8:14:00 am | EPA Environmental Line | Odour | Mulwarae Street, Tarago | The EPA received a report to its Environment Line from a resident of Mulwarae Street, Tarago who was affected by an offensive 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. |
| 15/12/2021 | Not Specified | EPA Environmental Line | Odour | Tarago | The EPA received a report to its Environment Line from a resident of Tarago. who was affected by offensive odour. The complainant reported an odor described as "garbage combined with dirt and mushrooms". | 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. |
| 15/12/2021 | 8:35:00 pm | EPA Environmental Line | Odour | Mulwarae Street, Tarago | The EPA received a report to its Environment Line from a resident of Mulwarae Street, Tarago. The complainant reported a "very strong odour" that commenced around 8:35pm that evening that wafted into the residence and caused the complainant to close up the entire home in response to the 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. |
| 15/12/2021 | 9:22:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | The EPA received a report to its Environment Line from a resident of Leahys Lane, Tarago who was affected by offensive odour. The odour was reported to have the character of rotting garbage and rated the smell 5/6. The weather was described as very 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. |
| 15/12/2021 | 6:00:00 am | EPA Environmental Line | Odour | Covan Creek Road, Lake Bathurst | The EPA received a report to its Environment Line from a resident of Covan Creek Road, Lake Bathurst who was affected by an offensive odour. The reporter described the odour character as a rubbish 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. |
| 14/12/2021 | 6:00:00 am | EPA Environmental Line | Odour | Cullulla Road, Tarago | The EPA received a report to its Environment Line from a resident of Cullulla Road, Tarago who was affected by offensive odour. The reporter described an unpleasant strong garbage smell that has an overpowering 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. |
| 14/12/2021 | 6:00:00 am | EPA Environmental Line | Odour | Leahys Lane, Tarago | The EPA received a report to its Environment Line from a resident of Leahys, Tarago who was affected by offensive odour. The odour was reported to have the character of rotting garbage and was strong for two hours between the hours of 6am - 8am. | 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. |
| 10/12/2021 | 2:30:00 pm | EPA Environmental Line | Odour | Braidwood Road, Tarago | The EPA received a report to its Environment Line from a resident of Braidwood Road, Lake Bathurst, who was affected by offensive odour commencing about 2:30pm. Rain has been ongoing 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. |
| 09/12/2021 | 6:29:00 pm | EPA Environmental Line | Odour | Currawang Road, Currawang | The EPA received a report to its Environment Line from a resident of Currawang Road, Currawang, who was affected by offensive odour. The odour was reported to be metallic in character. | 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. |
| 04/12/2021 | 7:30:00 am | EPA Environmental Line | Odour | Taylors Creek Road, Tarago | The EPA received a report to its Environment Line from a resident of Taylors Creek Road, Tarago Tarago, who was affected by an offensive odour allegedly coming from the Woodlawn Eco-precinct. They advised that the odour could be smelled about 1.5 km away from 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. |
| 30/11/2021 | 5:15:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | The EPA received calls to its Environment Line from a resident of Collector Road, Tarago complaining about an odour. The odour had the character of rotten garbage and was rated the intensity of the odour as an 8. | 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. |
| 28/11/2021 | 7:20:00 am | EPA Environmental Line | Odour | Collector Road, Tarago | The EPA received calls to its Environment Line from a resident of Collector Road, Tarago complaining about an odour. The odour had the character of "rotten rubbish" and has 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. |

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| 11/11/2021 | 7:30:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 08/11/2021 | 8:50:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 08/11/2021 | 8:30:00 am | EPA Environmental Line | Odour | Lower Boro | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 01/11/2021 | 9:00:00 am | E-mail | Odour | Willandra Lane, Tarago | Veolia received an email from a resident of Tarago, reporting a strong odour allegedly coming from the Bioreactor. It came in between 9-9.15am and was still apparent at 10am. | 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. |
| 31/10/2021 | 7:00:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 28/10/2021 | 8:40:00 am | Community Feedback Line | Odour | Mount Fairy Road, Mount Fairy | Veolia received a call to its Community Feedback Line from a resident of Mt Fairy reporting a pungent smell in the air allegedly coming from the Bioreactor. | Immediately following the report of odour, site management attended the complainants location in an attempt to identify the odour. An odour source site inspection was also carried out to ascertain any operational aspects that may have contributed to the source of odour at the time of detection. |
| 28/10/2021 | 8:00:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 27/10/2021 | 8:50:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 27/10/2021 | 8:50:00 am | E-mail | Odour | Braidwood Road, Tarago | Veolia received an email from reporting a smell of rotten garbage allegedly coming from the Bioreactor. The complainant advised it was smelt about 4-5kms south of Tarago on the Braidwood Road. | 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. |
| 23/10/2021 | 5:03:00 pm | EPA Environmental Line | Odour | Lower Boro | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 23/10/2021 | 7:30:00 am | E-mail | Odour | Boro Road, Lower Boro | Veolia received an email from a resident of Lower Boro reporting a very faint smell allegedly coming from the Bioreactor. They advised there had been a very heavy fog overnight. | 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. |
| 22/10/2021 | 11:52:00 am | E-mail | Road Traffic | Bungendore Road, Tarago | Veolia received an email from a resident of the Tarago area reporting that there was water on the road, tracking from the IMF to the Collector Road turnoff that could have been from a container in transit. | The section of the road was inspected and showed no indication of residue which would indicate that the liquid was most likely water from the top of the container that had since evaporated. Based on Veolia's investigations, there is no evidence that indicates that the liquid on the road leaked from within a container. |
| 20/10/2021 | 9:00:00 am | EPA Environmental Line | Odour | Currawang | The EPA received a call to its Environment Line from a resident in the Tarago area 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. |
| 14/10/2021 | 10:26:00 am | EPA Environmental Line | Odour | Tarago | The EPA received a call to its Environment Line from a resident in the Tarago area 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. |
| 13/10/2021 | 8:01:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |

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| 08/10/2021 | 6:00:00 pm | Community Feedback Line | Odour | Braidwood Road, Tarago | Veolia received a call to its Community Feedback Line from a resident of Tarago reporting a stench allegedly coming from the Bioreactor. They advised it was particularly strong over the night of 08/10 and early morning of 09/10. | 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. |
| 08/10/2021 | 6:30:00 am | EPA Environmental Line | Odour | Tarago | The EPA received a call to its Environment Line from a resident in the Tarago area 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. |
| 06/10/2021 | 1:03:00 pm | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 06/10/2021 | 7:46:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 06/10/2021 | 7:00:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 05/10/2021 | 11:25:00 am | Community Feedback Line | Odour | Braidwood Road, Tarago | Veolia received a call to its Community Feedback Line from a resident of Tarago reporting a stench allegedly coming from the Bioreactor. They advised that they hadn't smelt it often recently, but when it does come, the smell is intense. | 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. |
| 03/10/2021 | 3:00:00 pm | EPA Environmental Line | Odour | Lower Boro | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 03/10/2021 | 9:34:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents in the Tarago area 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. |
| 02/10/2021 | 10:00:00 pm | EPA Environmental Line | Odour | Tarago | The EPA has received calls to its Environment Line from residents in the Tarago area who are complaining about an odour. This caller has 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. |
| 01/10/2021 | 10:45:00 pm | EPA Environmental Line | Odour | Tarago | The EPA has received calls to its Environment Line from residents in the Tarago area who are complaining about an odour. This caller has 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. |
| 01/10/2021 | 10:45:00 pm | EPA Environmental Line | Odour | Tarago | The EPA has received calls to its Environment Line from residents in the Tarago area who are complaining about an odour. This caller has 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. |
| 01/10/2021 | 8:00:00 pm | EPA Environmental Line | Odour | Tarago | The EPA has received calls to its Environment Line from residents in the Tarago area who are complaining about an odour. This caller has 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. |
| 29/09/2021 | 7:25:00 am | Community Feedback Line | Odour | Taylor's Creek Road, Tarago | Veolia received a call to its Community Feedback Line from a resident of Taylor's Creek Road, Tarago reporting that there an odour had come over recently despite being unnoticeable whilst outside earlier in the morning. | Immediately following the report of odour, site management attended the complainants location in an attempt to identify the odour. An odour source site inspection was also carried out to ascertain any operational aspects that may have contributed to the source of odour at the time of detection. |
| 23/09/2021 | 6:30:00 pm | EPA Environmental Line | Odour | Goulburn Street, Tarago | The EPA has received a call to its Environment Line from a resident of Tarago complaining about an odour. No further details were 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. |

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| 22/09/2021 | 6:30:00 pm | EPA Environmental Line | Odour | Tarago | The EPA has received a call to its Environment Line from residents in the Tarago area who are complaining about an odour. This caller has 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. |
| 22/09/2021 | 6:00:00 pm | EPA Environmental Line | Odour | Tarago | The EPA has received a call to its Environment Line from residents in the Tarago area who are complaining about an odour. This caller has 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. |
| 22/09/2021 | 4:50:00 pm | EPA Environmental Line | Odour | Tarago | The EPA has received a call to its Environment Line from a resident of Tarago reporting an odour generally described 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. |
| 22/09/2021 | 1:24:00 pm | Community Feedback Line | Odour | Carneys Road, Currawang | Veolia received a call to its Community Feedback Line from a resident of Currawang reporting that there was an odour detected on their property that was noticed the day prior (21/09) after the rain had cleared, and again today 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. |
| 22/09/2021 | 12:00:00 pm | EPA Environmental Line | Odour | Lucky Pass Road, Currawang | The EPA has received a call to its Environment Line from a resident of Tarago complaining about an odour. No further details were 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. |
| 21/09/2021 | 6:21:00 pm | EPA Environmental Line | Odour | Tarago | The EPA has received a call to its Environment Line from residents in the Tarago area who are complaining about an odour. This caller has 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. |
| 15/09/2021 | 8:47:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents of Tarago reporting an odour described 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. |
| 14/09/2021 | 3:44:00 am | EPA Environmental Line | Odour | Tarago | The EPA received calls to its Environment Line from residents of Tarago reporting an odour described 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. |
| 12/09/2021 | 12:00:00 pm | EPA Environmental Line | Odour | Mulwaree Street, Tarago | The EPA received a call to its Environment Line from a resident of Mulwaree Street, Tarago who reported a strong rotten garbage odour at their property. They reported that issue is ongoing, occurring every 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. |
| 08/09/2021 | 7:05:00 am | EPA Environmental Line | Odour | Tarago | The EPA received a call to its Environment Line from a resident of Tarago complaining about an odour. They 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. |
| 06/09/2021 | 10:00:00 pm | EPA Environmental Line | Odour | Tarago | The EPA received a call to its Environment Line from a resident of Tarago complaining about an odour. They 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. |
| 06/09/2021 | 5:30:00 pm | E-mail | Odour | Lake Bathurst | The complaint reported an offensive odour was smelled at Connen Hill, Lake Bathurst for the most of the day and particularly worse at 5.30pm. | 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. |
| 01/09/2021 | 11:00:00 am | EPA Environmental Line | Odour | 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. |
| 01/09/2021 | 8:00:00 am | EPA Environmental Line | Odour | 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. |
| 31/08/2021 | 7:00:00 pm | EPA Environmental Line | Odour | 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. |
| 31/08/2021 | 9:40:00 am | EPA Environmental Line | Odour | 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. |

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| 29/08/2021 | 9:30:00 pm | EPA Environmental Line | Odour | 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 | Community Feedback Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 10:25:00 am | EPA Environmental Line | Odour | 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 | 10:15:00 am | Community Feedback Line | Odour | 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. |
| 18/08/2021 | 9:55:00 am | EPA Environmental Line | Odour | 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 | Community Feedback Line | Odour | 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 noticed 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. |
| 18/08/2021 | 7:32:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 17/08/2021 | 5:19:00 pm | Community Feedback Line | Odour | 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 | EPA Environmental Line | Odour | 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. |

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| 13/08/2021 | 2:45:00 pm | Community Feedback Line | Road Traffic | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 4:30:00 pm | EPA Environmental Line | Odour | 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 | 12:00:00 pm | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | Phone (Direct) | Odour | 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 pm | EPA Environmental Line | Odour | Leahys Lane, Tarago | On 3 Sep 2021, the EPA reported that the complainant was affected by an offensive odour that they alleged was coming from the Woodlawn Bioreactor on 1st Aug 2021. It was described as smelling like burning rubber, metallic and rotten garbage. | Given the time that has elapsed since the report was made, and noting that another incident had already been investigated on the same date, no follow up or further action can be taken by Veolia at this point. |
| 01/08/2021 | 8:30:00 am | EPA Environmental Line | Odour | 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. |
| 01/08/2021 | 8:30:00 am | E-mail | Odour | 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 | 9:48:00 pm | EPA Environmental Line | Odour | 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 | 8:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |

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| 29/07/2021 | 8:40:00 am | Community Feedback Line | Odour | 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 | EPA Environmental Line | Odour | 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 | E-mail | Odour | 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 | Community Feedback Line | Odour | 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 | 9:55:00 am | EPA Environmental Line | Odour | 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 | Community Feedback Line | Odour | 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. |
| 22/07/2021 | 9:00:00 am | EPA Environmental Line | Odour | 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 | 9:00:00 am | E-mail | Odour | 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 | EPA Environmental Line | Odour | 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 | 6:15:00 am | E-mail | Road Traffic | 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 | E-mail | Road Traffic | 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. |
| 21/07/2021 | 6:30:00 am | EPA Environmental Line | Odour | 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. |
| 21/07/2021 | 6:15:00 am | E-mail | Road Traffic | 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. |

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| 21/07/2021 | 6:15:00 am | E-mail | Road Traffic | 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. |
| 20/07/2021 | 6:47:00 pm | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 pm | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 14/07/2021 | 4:00:00 am | EPA Environmental Line | Odour | 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 | 8:00:00 pm | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 8:21:00 pm | EPA Environmental Line | Odour | 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 | 12:36:00 pm | EPA Environmental Line | Odour | 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. |
| 12/07/2021 | 10:00:00 am | EPA Environmental Line | Odour | 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. |

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| 12/07/2021 | 9:30:00 am | EPA Environmental Line | Odour | 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 | 5:30:00 am | EPA Environmental Line | Odour | 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. |
| 11/07/2021 | 8:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 7:43:00 am | EPA Environmental Line | Odour | 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. |
| 07/07/2021 | 5:30:00 am | EPA Environmental Line | Odour | 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. |
| 05/07/2021 | 6:09:00 pm | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 6:00:00 pm | EPA Environmental Line | Odour | 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 | 7:15:00 am | EPA Environmental Line | Odour | 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 | 11:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |

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| 01/07/2021 | 10:22:00 am | Community Feedback Line | Odour | 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 | EPA Environmental Line | Odour | Taylor's 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 | 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 | Community Feedback Line | Odour | 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 | 1:46:00 pm | EPA Environmental Line | Odour | 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. |
| 23/06/2021 | 8:35:00 am | EPA Environmental Line | Odour | 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. |
| 22/06/2021 | 7:00:00 am | Community Feedback Line | Odour | Taylor's 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 | 8:30:00 am | EPA Environmental Line | Odour | 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. |
| 21/06/2021 | 8:00:00 am | EPA Environmental Line | Odour | 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. |
| 20/06/2021 | 1:00:00 pm | EPA Environmental Line | Odour | 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 | 1:00:00 pm | EPA Environmental Line | Odour | 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 | 9:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 9:00:00 am | EPA Environmental Line | Odour | 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. | |

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| 18/06/2021 | 8:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 8:45:00 am | EPA Environmental Line | Odour | 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 | 7:15:00 am | EPA Environmental Line | Odour | 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 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 6:45:00 am | EPA Environmental Line | Odour | 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 | 5:50:00 am | EPA Environmental Line | Odour | 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. |
| 15/06/2021 | 8:50:00 am | Community Feedback Line | Odour | 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. |
| 15/06/2021 | 8:30:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 6:30:00 am | EPA Environmental Line | Odour | 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. |
| 14/06/2021 | 10:30:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |

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| 11/06/2021 | 9:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 11/06/2021 | 8:30:00 am | EPA Environmental Line | Odour | 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. |
| 09/06/2021 | 9:11:00 am | Community Feedback Line | Odour | 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. |
| 09/06/2021 | 8:15:00 am | EPA Environmental Line | Odour | 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. |
| 08/06/2021 | 6:15:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 11:00:00 pm | EPA Environmental Line | Odour | 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 | 10:00:00 pm | EPA Environmental Line | Odour | 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 | 5:00:00 pm | E-mail | Odour | 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 | 3:00:00 pm | EPA Environmental Line | Odour | 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. |

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| 03/06/2021 | 6:00:00 am | Community Feedback Line | Odour | 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 | 8:30:00 am | EPA Environmental Line | Odour | 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. |
| 02/06/2021 | 6:36:00 am | EPA Environmental Line | Odour | 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 | 6:30:00 am | EPA Environmental Line | Odour | 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 | 7:55:00 pm | EPA Environmental Line | Odour | 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 | 12:00:00 pm | EPA Environmental Line | Odour | 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 | 11:00:00 am | EPA Environmental Line | Odour | 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 | 10:30:00 am | EPA Environmental Line | Odour | 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 | 10:00:00 am | EPA Environmental Line | Odour | 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 | 9:00:00 am | EPA Environmental Line | Odour | 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 | 5:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |

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| 27/05/2021 | 7:10:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 23/05/2021 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 7:15:00 am | EPA Environmental Line | Odour | 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 | 7:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 6:00:00 am | EPA Environmental Line | Odour | 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. |
| 21/05/2021 | 3:52:00 am | Community Feedback Line | Odour | Taylor's 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 | 8:10:00 am | EPA Environmental Line | Odour | 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. |

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| 20/05/2021 | 7:00:00 am | EPA Environmental Line | Odour | 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. |
| 20/05/2021 | 5:00:00 am | E-mail | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 19/05/2021 | 2:00:00 am | E-mail | Odour | 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. |
| 18/05/2021 | 7:00:00 pm | EPA Environmental Line | Odour | 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 | 10:30:00 am | Community Feedback Line | Odour | 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 | 9:40:00 am | EPA Environmental Line | Odour | 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 | Community Feedback Line | Odour | 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. |
| 18/05/2021 | 9:00:00 am | Community Feedback Line | Odour | 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. |
| 18/05/2021 | 8:45:00 am | EPA Environmental Line | Odour | 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 | 8:15:00 am | EPA Environmental Line | Odour | 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 | 7:10:00 am | EPA Environmental Line | Odour | 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. |

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| 18/05/2021 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 6:30:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 17/05/2021 | 4:30:00 pm | EPA Environmental Line | Odour | 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 | E-mail | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 14/05/2021 | 11:20:00 pm | EPA Environmental Line | Odour | 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 | 8:45:00 am | EPA Environmental Line | Odour | 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 | 8:30:00 am | EPA Environmental Line | Odour | 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 | 7:34:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 6:30:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |

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| 13/05/2021 | 6:00:00 am | EPA Environmental Line | Odour | 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 | 4:30:00 am | EPA Environmental Line | Odour | 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. |
| 12/05/2021 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 6:00:00 am | EPA Environmental Line | Odour | 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 | 3:00:00 am | EPA Environmental Line | Odour | 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 gothome 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 | 7:00:00 pm | EPA Environmental Line | Odour | 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 | 10:00:00 am | Phone (Direct) | Odour | 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 | 10:00:00 am | EPA Environmental Line | Odour | 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 | 9:00:00 am | EPA Environmental Line | Odour | 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 | 7:36:00 am | EPA Environmental Line | Odour | 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 | 7:12:00 am | EPA Environmental Line | Odour | 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. |

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| 11/05/2021 | 7:00:00 am | EPA Environmental Line | Odour | 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 | 5:50:00 am | EPA Environmental Line | Odour | 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. |
| 10/05/2021 | 4:55:00 pm | EPA Environmental Line | Odour | 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 | 7:10:00 am | EPA Environmental Line | Odour | 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. |
| 10/05/2021 | 6:12:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 6:00:00 am | EPA Environmental Line | Odour | 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 | 5:40:00 am | Phone (Direct) | Odour | 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. |
| 09/05/2021 | 6:00:00 pm | Community Feedback Line | Odour | 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. |

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| 09/05/2021 | 9:44:00 am | Community Feedback Line | Odour | 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 | 9:30:00 am | EPA Environmental Line | Odour | 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 | 9:10:00 am | EPA Environmental Line | Odour | 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 | 9:00:00 am | EPA Environmental Line | Odour | 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 | 8:30:00 am | EPA Environmental Line | Odour | 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 | 8:00:00 am | EPA Environmental Line | Odour | 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 | 7:38:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 9:50:00 pm | Community Feedback Line | Odour | 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. |

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| 08/05/2021 | 5:00:00 pm | EPA Environmental Line | Odour | 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 | 3:30:00 pm | EPA Environmental Line | Odour | 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 | 12:38:00 pm | EPA Environmental Line | Odour | 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 | 9:30:00 am | EPA Environmental Line | Odour | 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 | 9:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | 9:47:00 pm | EPA Environmental Line | Odour | 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 | 8:00:00 pm | EPA Environmental Line | Odour | 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. |

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| 07/05/2021 | 8:00:00 pm | EPA Environmental Line | Odour | 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 | 7:00:00 pm | EPA Environmental Line | Odour | 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 | 6:40:00 pm | Community Feedback Line | Odour | 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. |
| 07/05/2021 | 6:30:00 pm | EPA Environmental Line | Odour | 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 | 6:00:00 pm | EPA Environmental Line | Odour | 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 | 12:15:00 pm | EPA Environmental Line | Odour | 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 | 10:00:00 am | EPA Environmental Line | Odour | 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 | 6:00:00 am | Community Feedback Line | Odour | 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. |
| 06/05/2021 | 2:48:00 pm | EPA Environmental Line | Odour | 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. |

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| 05/05/2021 | 06:00:00 am and 07:00:00 am | Community Feedback Line | Odour | 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 | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 04/05/2021 | Various | EPA Environmental Line | Odour | 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. |
| 04/05/2021 | Not Specified | EPA Environmental Line | Odour | 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. |
| 04/05/2021 | 5:50:00 pm | EPA Environmental Line | Odour | 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. |
| 04/05/2021 | 2:00:00 pm | EPA Environmental Line | Odour | 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. |
| 04/05/2021 | 10:20:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |

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| 03/05/2021 | Not Specified | E-mail | Odour | Marked Tree Road, Gundaroo | The complainant 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. |
| 03/05/2021 | Not Specified | EPA Environmental Line | Odour | 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. |
| 03/05/2021 | 7:00:00 pm | EPA Environmental Line | Odour | 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. |
| 03/05/2021 | 10:28:00 am | EPA Environmental Line | Odour | 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. |
| 03/05/2021 | 9:02:00 am | EPA Environmental Line | Odour | 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. |
| 03/05/2021 | 8:45:00 am | EPA Environmental Line | Odour | 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. |
| 03/05/2021 | 7:30:00 am | EPA Environmental Line | Odour | 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. |
| 03/05/2021 | 6:36:00 am | EPA Environmental Line | Odour | 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. |
| 02/05/2021 | 2:10:00 pm | Community Feedback Line | Odour | 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. |
| 01/05/2021 | 9:23:00 am | EPA Environmental Line | Odour | 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. |

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| 30/04/2021 | Not Specified | EPA Environmental Line | Odour | 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. |
| 29/04/2021 | Not Specified | EPA Environmental Line | Odour | 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. |
| 29/04/2021 | 9:00:00 am | EPA Environmental Line | Odour | 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. |
| 29/04/2021 | 8:30:00 am | Phone (Direct) | Odour | 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. |
| 29/04/2021 | 7:00:00 am | Phone (Direct) | Odour | 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. |
| 29/04/2021 | 7:00:00 am | Community Feedback Line | Odour | 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. |
| 29/04/2021 | 6:30:00 am | Community Feedback Line | Odour | 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. |
| 28/04/2021 | 11:00:00 am | EPA Environmental Line | Odour | 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. |

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| 27/04/2021 | Not Specified | EPA Environmental Line | Odour | 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. |
| 27/04/2021 | 12:00:00 pm | EPA Environmental Line | Odour | 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 | Various | EPA Environmental Line | Odour | 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. |
| 26/04/2021 | Not Specified | EPA Environmental Line | Odour | 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. |
| 26/04/2021 | 12:02:00 pm | Community Feedback Line | Odour | 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. |
| 26/04/2021 | 12:00:00 pm | EPA Environmental Line | Odour | 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. |
| 26/04/2021 | 11:06:00 am | EPA Environmental Line | Odour | 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. |
| 26/04/2021 | 11:00:00 am | EPA Environmental Line | Odour | 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. |
| 26/04/2021 | 10:30:00 am | Community Feedback Line | Odour | 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. |

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| 26/04/2021 | 10:30:00 am | Phone (Direct) | Odour | 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. |
| 26/04/2021 | 10:20:00 am | Community Feedback Line | Odour | 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. |
| 26/04/2021 | 10:00:00 am | EPA Environmental Line | Odour | 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. |
| 26/04/2021 | 9:00:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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. |
| 26/04/2021 | 7:00:00 am | EPA Environmental Line | Odour | 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. |
| 25/04/2021 | 11:00:00 am | EPA Environmental Line | Odour | 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. |
| 25/04/2021 | 10:00:00 am | EPA Environmental Line | Odour | 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 | 1:52:00 am | Community Feedback Line | Odour | 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. |
| 24/04/2021 | 10:00:00 am | EPA Environmental Line | Odour | 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. |

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| 24/04/2021 | 10:00:00 am | EPA Environmental Line | Odour | 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. |
| 24/04/2021 | 10:00:00 am | EPA Environmental Line | Odour | 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. |
| 24/04/2021 | 8:35:00 am | EPA Environmental Line | Odour | 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. |
| 23/04/2021 | Various | EPA Environmental Line | Odour | 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. |
| 22/04/2021 | 10:00:00 pm | EPA Environmental Line | Odour | 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. |
| 22/04/2021 | 8:00:00 am | EPA Environmental Line | Odour | 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. |
| 22/04/2021 | 6:30:00 am | EPA Environmental Line | Odour | 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. |
| 21/04/2021 | 2:27:00 pm | EPA Environmental Line | Odour | 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. |
| 21/04/2021 | 6:00:00 am | EPA Environmental Line | Odour | 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. |
| 20/04/2021 | 8:00:00 am | Phone (Direct) | Odour | Tarago Public School | The complainant advised that a "pungent, gassy" smell appeared to be coming from 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. |

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| 19/04/2021 | 10:57:00 am | Community Feedback Line | Odour | 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. | <p>Site Management explained to the complainant that operational improvements have been identified and are being progressively acted upon.</p> <p>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.</p> |
| 19/04/2021 | 9:50:00 am | EPA Environmental Line | Odour | 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. | <p>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.</p> <p>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.</p> |
| 19/04/2021 | 7:00:00 am | Community Feedback Line | Odour | 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. | <p>Site Management explained to the complainant that operational improvements have been identified and are being progressively acted upon.</p> <p>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.</p> |
| 18/04/2021 | 4:00:00 pm | EPA Environmental Line | Odour | Mulwaree Street, Tarago | The complainant reported that they were being affected by offensive landfill odour at their home. | <p>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.</p> <p>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.</p> |

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| 17/04/2021 | 10:59:00 am | EPA Environmental Line | Odour | 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. |
| 17/04/2021 | 9:23:00 am | Community Feedback Line | Odour | Taylor's 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. |
| 15/04/2021 | 7:00:00 am | EPA Environmental Line | Odour | 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. |
| 15/04/2021 | 6:46:00 am | Phone (Direct) | Odour | 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. |
| 13/04/2021 | 8:00:00 pm | EPA Environmental Line | Odour | 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. |

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| 13/04/2021 | 8:00:00 pm | EPA Environmental Line | Odour | Bungendore Road, Tarago | The complainant 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. |
| 13/04/2021 | 4:30:00 pm | Community Feedback Line | Odour | 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. |
| 12/04/2021 | 9:15:00 am | EPA Environmental Line | Odour | 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. |
| 12/04/2021 | 7:30:00 am | EPA Environmental Line | Odour | 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 | EPA Environmental Line | Odour | 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 | Other | Odour | 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 | EPA Environmental Line | Odour | 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. |

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| 03/04/2021 | 10:16:00 am | E-mail | Odour | 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 | 8:00:00 am | EPA Environmental Line | Odour | Mulwaree Street, Tarago | The complainant reported that there was a "strong smell of methane /garbage" in the air outside their home when they went outside at 7am this morning. They said they regularly smell landfill odours outside their house on cold foggy mornings like today. They said they smell the odour a few times each week and it is usually much worse following heavy rain. | Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site. |
| 31/03/2021 | 7:15:00 am | E-mail | Odour | 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. |
| 31/03/2021 | 6:50:00 am | EPA Environmental Line | Odour | 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. |
| 29/03/2021 | 2:15:00 pm | EPA Environmental Line | Odour | 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. |
| 29/03/2021 | 8:37:00 am | EPA Environmental Line | Odour | Mulwaree Street, Tarago | The complainant reported that they had experienced "a very strong methane smell" at their house from about 8am. They said it was a particularly foggy morning. | Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. No further contact or follow-up can be made due to the anonymity of the complainant. |
| 29/03/2021 | 8:04:00 am | EPA Environmental Line | Odour | 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. |
| 28/03/2021 | 9:34:00 am | EPA Environmental Line | Odour | 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 | Phone (Direct) | Odour | Braidwood Road, Lake Bathurst | The complainant reported that there was a strong smell on his property present at the time of his call. | Based on the complainant's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site. |

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

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| 11/02/2021 | 11:16:00 am | E-mail | Odour | Bungendore Road between Tarago and Mt Fairy Road | The complainant reported noticing a smell of garbage in Tarago that was evident on the Bungendore Road from Tarago to Mt Fairy Road at 7.30am. | Based on the complaint's information, an assessment of meteorological data and operational activity has been completed in order to investigate the potential source or cause of odour. |
| 11/02/2021 | 8:01:00 am | Phone (Direct) | Odour | 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 (8.01 am). | The complainant has been invited to site to familiarise themselves with the site and help identify the odour profile that the complainant is experiencing. Veolia will continue to assess the operation to understand what improvements can be made to the operation and performance of the site. |
| 01/02/2021 | 10:12:00 pm | E-mail | Odour | 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. |
| 17/01/2021 | 9:19:00 am | Community Feedback Line | Odour | 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. |
| 17/01/2021 | 9:12:00 am | EPA Environmental Line | Odour | 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. |
| 15/01/2021 | 4:28:00 pm | EPA Environmental Line | Odour | Taylor's 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. |

Licensee:

**Veolia Environmental Services (Australia) Pty Ltd
Cnr Unwin & Shirley Streets, Rosehill NSW 2142**

Premises:

**Woodlawn Landfill
Collector Road, Tarago NSW 2580**