

Woodlawn Bioreactor Complaints Register

Date	Time	EPL	Method	Type	Response	Location	Description	Response/action taken to resolve the complaint
31/03/2022	Not Specified	20476	EPA Environmental Line	Odour	Letter	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	20476	EPA Environmental Line	Odour	Letter	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.
30/03/2022	8:00:00 am	20476	EPA Environmental Line	Odour	Letter	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.
28/03/2022	9:30:00 am	20476	EPA Environmental Line	Odour	Letter	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	9:30:00 am	20476	EPA Environmental Line	Odour	Letter	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.

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28/03/2022	6:30:00 am	20476	EPA Environmental Line	Odour	Letter	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.
31/03/2022	9:00:00 am	20476	EPA Environmental Line	Odour	Letter	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.
29/03/2022	8:44:00 am	11436	EPA Environmental Line	Odour	Letter	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	11436	EPA Environmental Line	Odour	Letter	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.
23/03/2022	5:00:00 pm	11436	EPA Environmental Line	Odour	Letter	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.

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22/03/2022	10:54:00 am	11436	Community Feedback Line	Odour	Letter	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.
22/03/2022	9:10:00 am	11436	EPA Environmental Line	Odour	Letter	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	20476	EPA Environmental Line	Odour	Letter	Willow Glen Road, Lower Boro	The EPA received a report to Environment Line from a resident of Willow Glen Road, Lower Boro who was affected by offensive odour at their property. 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	11436	EPA Environmental Line	Odour	Letter	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	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	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.
18/03/2022	8:30:00 am	11436	EPA Environmental Line	Odour	Letter	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.

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18/03/2022	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	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	11436	EPA Environmental Line	Odour	Letter	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	11436	EPA Environmental Line	Odour	Letter	Braiwood Road, Tarago	The EPA received a report to Environment Line from a resident of Braiwood 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	20476	EPA Environmental Line	Odour	Letter	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	20476	EPA Environmental Line	Odour	Letter	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	11436	EPA Environmental Line	Odour	Letter	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	20476	EPA Environmental Line	Odour	Letter	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.

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06/03/2022	3:00:00 pm	11436	EPA Environmental Line	Odour	Letter	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.
06/03/2022	6:30:00 am	11436	EPA Environmental Line	Odour	Letter	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.
06/03/2022	10:27:00 am	11436	EPA Environmental Line	Odour	Letter	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.
05/03/2022	3:00:00 am	11436	EPA Environmental Line	Odour	Letter	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.	
04/03/2022		11436	EPA Environmental Line	Odour	Letter	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	11436	EPA Environmental Line	Odour	Letter	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	11436	E-mail	Road Traffic	Letter	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	11436	EPA Environmental Line	Odour	Letter	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	11436	E-mail	Odour	Letter	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	11436	Community Feedback Line	Odour	Letter	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.

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18/02/2022	6:58:00 am	11436	EPA Environmental Line	Odour	Letter	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.