

## Cleanaway Pty Ltd Erskine Park Transfer Station (TFS)

Complaints Register (2019-2024)									
Doc #	Person(s) Involved	Status	Date Occurred	Brief Description	Classification (Outcomes)	Branch	SBU	Details	Vehicle Details - Registration Number
Regulatory Activity #001095	NSW EPA	Closed - No further action was required. <u>Potential for odour to be related to EPTFS operational activities.</u>	29/09/2023	Odour Complaint from MOP (Member of Public) via NSW EPA	Regulator Interaction	Erskine Park Transfer Station [BSG0081]	Solids NSW [SBU0008]	Odour complaint via email from NSW EPA at 4:33pm on 29.09.2023. "EPA received an odour complaint from Cockatoo Road, Erskine Park alleging that rotting garbage type odours were present around 12:30-4:30PM on 29 September 2023. Data from the Bureau of Meteorology Horsley Park site indicates that wind at the time was from the SSW which may correlate with operations at the Cleanaway premises at 85-87 Quarry Road, Erskine Park (EPL 20986)."	
Regulatory Activity #001003	NSW EPA	Closed - No further action was required. <u>Complaint unrelated to TFS operations.</u>	26/07/2023	Odour Complaint from MOP (Member of Public) via NSW EPA	Regulator Interaction	Erskine Park Transfer Station [BSG0081]	Solids NSW [SBU0008]	Odour complaint via email from NSW EPA at 12:10pm on 26.07.2023. "EPA received an odour complaint from Zeya Close ST CLAIR NSW 2759 alleging that rubbish/waste type odours were present around 4-4:30pm on 25 July 2023. Data from the Bureau of Meteorology Horsley Park site indicates that wind at the time was from the SE which may correlate with operations at the Cleanaway premises at 85-87 Quarry Road, Erskine Park (EPL 20986)."	
Regulatory Activity #000626	NSW EPA	Closed - No further action was required. <u>Complaint unrelated to TFS operations.</u>	21/10/2022	Odour Complaint from MOP (Member of Public) via NSW EPA	Regulator Interaction	Erskine Park Transfer Station [BSG0081]	Solids NSW [SBU0008]	Odour complaint via email from NSW EPA at 7:25am on 21.10.2022. "The EPA has received an odour complaint from residents in the Kemps Creek area (Calabrio Place and Bakers Lane) during the morning of Tuesday 18 October 2022. They are claiming there was a strong rotten garbage odour. They are suggesting that the odour could be coming from Elizabeth Drive Landfill, but I suspect it could be from Erskine Park Transfer Station given the location of the complaints."	
Regulatory Activity #000386	NSW EPA	Closed - No further action was required. <u>Potential for odour to be related to EPTFS operational activities.</u>	01/04/2022	Odour Complaint from MOP (Member of Public) via NSW EPA	Regulator Interaction	Erskine Park Transfer Station [BSG0081]	Solids NSW [SBU0008]	Odour complaint via email from NSW EPA at 8am 31.03.2022 "We've had a community report come in from 8am yesterday morning of hydrogen sulfide (rotten egg gas) odours from the Erskine Park Transfer Station, as follows: "I would like to report a rotten egg odour I believe is coming from Cleanaway Erskine Park. I have been reporting a smell that I can notice from my home in Minchinbury which has been identified as Bingo but today when I arrived to work on Old Walgrove Road close to Erskine Park, the smell opposite the Cleanaway waste facility was a strong rotten egg smell. The wind direction is south west and it is currently sunny, partly cloudy. If you could please investigate if there is a smell emanating from this facility that would be greatly appreciated."	
Regulatory Activity #1286772	NSW EPA	Closed - No further action was required. <u>Complaint unrelated to TFS operations.</u>	13/09/2021	Odour Complaint from MOP (Member of Public) via NSW EPA	Environment, Complaint	Erskine Park Transfer Station [BSG0081]	Solids NSW [SBU0008]	Email from EPA received 22.09.2021 by ENVBP. "Extreme chemical odour in the area from unknown source impacting resident in St Claire. The odour was noticed outside 13/9/21 at 2:21pm to 3:35pm. The odour is a sickly chemical smell, caller rated the strength as extreme - caller has to cover mouth and nose and feels nauseous. The chemical odour usually happens at night times. This is the worst it's been."	
Regulatory Activity #1286391	NSW EPA	Closed - No further action was required. <u>Potential for odour to be related to EPTFS operational activities.</u>	27/08/2021	Odour Complaint from MOP (Member of Public) via NSW EPA	Environment, Complaint	Erskine Park Transfer Station [BSG0081]	Solids NSW [SBU0008]	Orhan Cambaz (Snr Env. BP) received a call from Nick Vlasof Operations Officer from the EPA on Friday 3rd Sept. "giving him a heads up about a local resident from Corio Drive St Clair complaining about an odour they smelt between 27th - 30th August 2021 that smelt like nappies/rotten egg". Nick said that their systems were down and he would forward an email with further details. Email from Nick received 7th Sept. requesting information. Could you please provide the following information by COB Friday 10 September 2021. 1. Were there any activities occurring at either site that could have generated the alleged odour? 2. Was there been any recent gas monitoring conducted at the landfill and was their any real time monitoring being carried out at the transfer station during the above dates? 3. Was air being discharged out of the stacks during the time frames mentioned above? If no, at what time were the fans switched off? 4. Was the wet scrubber pollution control system being used on 27 - 30 August 2021? If not why? 5. Was all the air from the receipt hall being put through the wet scrubber on 27 - 30 August 2021? If not why?	