

AGL Macquarie Complaints Register 2024



Complaint ID	Time and Date	Mode of Complaint	Complainant ID	Site	Relevant Consent	Nature of Complaint	Description and Action Taken
January							
Nil							
February							
Nil							
March							
Nil							
April							
Nil							
May							
Nil							
June							
Nil							
July							
001	22 July 2024. Time not provided.	Via EPA	Anonymous	Ravensworth South	DA 86/51 (partial)	Air quality	<p>Anonymous complaint received on the EPA Environment Line relating to dust blowing from the direction of Void 5 during a period of elevated wind speeds.</p> <p>AGL inspected the area and did not identify any AGL operational activities that could be ceased to prevent dust emission.</p>

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The below information was received from the EPA:

Caller reports that on 7/7/24 between 2am and 4:30am and on 26/7/24 at 12:30am they were affected at home by a strong sooty, acrid odour and burning throat sensation. Incident occurring with a South-Easterly breeze. Caller attributes the air pollution to AGL Macquarie power station. The caller is adamant that the odour is not from 'spon. com.' at a mine (stating that is a different smell).

002	Received 15:18 31 July 2024	Via EPA	Anonymous	Bayswater Power Station	Bayswater Power Station	Odour
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Bayswater Power Station was not conducting any activities during these times that were outside of normal operation of the site. Routine emissions testing has not identified any recent exceedances or issues.

Weather monitoring data for these periods is as follows:

- 7/7/24 – wind speed was below 1m/s. Wind direction is unreliable at this low wind speed.
- 26/7/24 – wind speed was 1.9-2.5m/s, wind direction was 300° -330° (NW to NNW). This is not consistent with the wind direction reported in the complaint.

August

Nil

September

Nil

October

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003	Received 08:00 14/10/2024	Via EPA	Anonymous	Bayswater Power Station	Bayswater Power Station	Odour
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The below information was received from the EPA:

Ongoing issue with soot being blown up the chimneys by the use of fans at Bayswater Power Station. Currently occurring at 01:30am and woke caller up and caller has burning throat due to sulfur dioxide. Odour can be smelt with windows and doors closed. Issue is worse when the south easterly or breeze is blowing. Caller advised issue also occurred on Friday 04/10/24 around 00:00am and 05:00am; Sunday 06/10/24 around midnight and Monday 07/10/24 between 01:00-02:00 in morning and also at 04:30am; Wednesday 09/10/24 at 02:30am and Sunday 13/10/24 at 01:00am. Previous reports made to EPA. Caller advised serious health implications and vital organs are being affected due to issue. Caller advised has tried to put a face mask on but did not seem to help.

Bayswater Power Station was not conducting any activities during these times that were outside of normal operation of the site. Routine emissions testing has not identified any recent exceedances or issues. Bayswater Unit 2 was out of service for this time period, limiting emissions to the remaining 3 units. Ambient air monitoring point data showed no exceedances of the 1 hour NEPM limits at any location. No unusual trends were noted. Wind direction recorded at Bayswater varied compared to the reported wind directions.