

# AGL Macquarie Complaints Register 2025



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							
2025_01	26/05/2025 / 7.40am	Phone Call	MSC	LPS	SSD 24937520	Enquiry - waste	<p>A member of the general public phoned Muswellbrook Shire Council (MSC) to advise them that a piece of waste material had left a skip bin, which was being transported on a Principal Contractor (PC) truck, to the MSC Waste Depot. MSC then called the PC Project Manager to inform him of the phone call.</p> <p>The driver was called by the Project Manager at which time the truck was stopped, and the load was inspected, additional safeguards were then installed. The truck was then returned to site. The Site QSE assessed the road for signs of waste but no waste or damage was identified. A Safety Alert was communicated by the Principal Contractor to workers on site and to the PC State Manager.</p>
June							
Nil							
July							
Nil							

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## August

2025_02	Received by EPA 30/08/2025 8:00am	Via EPA	Anonymous	Bayswater Power Station	<i>Bayswater Power Station</i>	Odour	<p>The EPA notified Bayswater Power Station of an anonymous complaint from a member of the public located in Muswellbrook LGA. The complaint described a “sooty type of smell causing burning to the throat”, noting that it could be caused by sulfur dioxide. <i>The complaint also stated Bayswater was “pumping out soot from smoke stacks during the night using fans”.</i> The smell was noted to occur around 1:30am on 29 August and on the morning of 30 August.</p> <p>Routine emissions monitoring has not identified any recent exceedances or issues. Winds during the period were recorded to be consistently W to NW, with Bayswater being downwind of the recorded location of the complaint.</p>
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## September

Nil

## October

Nil

## November

2025_03	Received by EPA 17/11/2025 8:00am	Via EPA	Anonymous	Bayswater Power Station	<i>Bayswater Power Station</i>	Odour	<p>The EPA notified Bayswater Power Station on 28/11/2025 of an anonymous complaint they received 17/11/2025 from a member of the public located in Aberdeen. The complaint described a “sulphur dioxide” odour “when the air is drifting in a south easterly direction.”</p> <p>Routine emissions monitoring has not identified any recent exceedances or issues. Winds during the period were recorded to be consistently from a westerly direction, with Bayswater being generally downwind of the recorded location of the complaint.</p>
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## December

Nil