

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							
2026-01	Received by EPA 23/01/2026 10:42am	Via EPA	Anonymous	Bayswater Power Station	<i>Bayswater Power Station</i>	Odour	<p>Anonymous caller received via the EPA, based in Muswellbrook.</p> <p>Sooty odour coming from Bayswater Power Station. Caller had a burning sensation in the throat. Odour first detected on 06/01/26 at 01:30 then 07/01/26 at 02:00, 17/01/26 at 00:00 - 02:00, 21/01/26 at 01:00 and 23/01/26 at 01:00. Caller is still experiencing burning sensation since the last incident on 23/01/26.</p> <p>Air emissions monitoring data was checked on and around the dates and times reported. No exceedances of NOx or SO₂ were recorded from stack emissions or ambient air quality monitoring. No abnormal operating conditions were reported to occur at the time.</p>
February							
2026-02	Received by EPA 21/02/2026 8:00am	Via EPA	Anonymous	Bayswater Power Station	<i>Baywater Power Station</i>	Odour	<p>Anonymous caller via the EPA, based in Muswellbrook.</p> <p>Sooty odour in air coming from Bayswater Power Station between 00:30 and 2:00am (assumed to relate to 21/02/2026).</p> <p>Air emissions monitoring data was reviewed for the period. NOx and SO₂ levels from stack emissions were within limits. NSW Government air quality monitoring sites indicated low ambient air quality levels for Nox and SO₂. Wind was predominantly westerly and there were no abnormal operating conditions.</p>