

AGL Macquarie Complaints Register 2026



| 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>Bayswater 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> |
| March | | | | | | | |
| Nil | | | | | | | |
| April | | | | | | | |

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| 2026-03 | Received by EPA 2/04/2026 8:00am | Via EPA | Anonymous | Bayswater Power Station | <i>Bayswater Power Station</i> | Odour | <p>Anonymous caller via the EPA.</p> <p>Reported 'sulphur dioxide silty pollution' coming from Bayswater Power Station, first noticed approximately 2:30am 2/04/2026.</p> <p>Air emissions monitoring data was reviewed for the period. NOx, SO₂ and PM10 levels from stack emissions were within limits. NSW Government air quality monitoring sites indicated low ambient air quality levels.</p> |
| 2026-04 | Received by EPA 4/05/2026 | Via EPA | Anonymous | Bayswater Power Station | <i>Bayswater Power Station</i> | Odour | <p>Anonymous caller via the EPA, based in Muswellbrook.</p> <p>Reported smoke blowing from the smokestacks at Bayswater Power Station causing burning in throat and chest between 01:30 and 3:00am 24/04/2026.</p> <p>Air emissions monitoring data was reviewed for the period. NOx, SO₂ and PM10 levels from stack emissions were within limits. NSW Government air quality monitoring sites indicated ambient air quality below criteria. there were no abnormal operating conditions.</p> |
