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	*Bayswater Power Station*	Odour	Anonymous caller received via the EPA, based in Muswellbrook. 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. Air emissions monitoring data was checked on and around the dates and times reported. No exceedances of NOx or SO_2 were recorded from stack emissions or ambient air quality monitoring. No abnormal operating conditions were reported to occur at the time.
February							
2026-02	Received by EPA 21/02/2026 8:00am	Via EPA	Anonymous	Bayswater Power Station	*Bayswater Power Station*	Odour	Anonymous caller via the EPA, based in Muswellbrook. Sooty odour in air coming from Bayswater Power Station between 00:30 and 2:00am (assumed to relate to 21/02/2026). Air emissions monitoring data was reviewed for the period. NOx and SO_2 levels from stack emissions were within limits. NSW Government air quality monitoring sites indicated low ambient air quality levels for NOx and SO_2. Wind was predominantly westerly and there were no abnormal operating conditions.
March							
Nil							
April							

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2026-03	Received by EPA 2/04/2026 8:00am	Via EPA	Anonymous	Bayswater Power Station	*Bayswater Power Station*	Odour	Anonymous caller via the EPA. Reported 'sulphur dioxide silty pollution' coming from Bayswater Power Station, first noticed approximately 2:30am 2/04/2026. Air emissions monitoring data was reviewed for the period. NOx, SO_2 and PM10 levels from stack emissions were within limits. NSW Government air quality monitoring sites indicated low ambient air quality levels.
2026-04	Received by EPA 4/05/2026	Via EPA	Anonymous	Bayswater Power Station	*Bayswater Power Station*	Odour	Anonymous caller via the EPA, based in Muswellbrook. 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. Air emissions monitoring data was reviewed for the period. NOx, SO_2 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.
May							
Nil							
June							
Nil							
July							

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2026-05	Received 9/07/2026 4:30pm	Phone	001	Bayswater Power Station	*Bayswater Power Station*	Odour	Call received from resident based in Muswellbrook. Reported health concerns from Bayswater emissions, particularly sulphur dioxide, and reported burning in throat, chest and a sooty smell late at night. Particularly referred to the following periods: 1:30am 1/6/2026, 1030pm 2/6/2026, 1am 10/6/2026, 2am 11/6/2026, 11pm 25/6/2026, 3:30am 1/7/2026, 12:30am 7/07/2026, 12:00am 8/07/2026 and 1:30-2:00am 9/07/2026. Also raised concern that increased emissions occur during the night. Air emissions monitoring data was reviewed for the period. NOx, SO_2 and PM10 levels from stack emissions were within limits. There were no abnormal operating conditions. Caller was contacted to discuss the strict emission controls in place and to provide monitoring data for periods of concern.
2026-06	Received 27/07/2026 6:14am	Phone	Anonymous	Bayswater Power Station	*Bayswater Power Station*	Traffic	Caller reported that they were nearly run off the road by a vehicle exiting the highway towards Bayswater Power Station. Caller did not wish to discuss the matter further and requested their information be passed on to assist in identifying the driver. Caller was informed that safety matters are taken seriously at Bayswater, and was encouraged to contact again if they are able to obtain any additional information. The complaint was raised with Bayswater leadership team.
2026-07	Received 15/07/2026	Email	Anonymous	Liddell Transition	*SSD 24937520*		A community member reported that their mobile phone number had been incorrectly entered into a site visitor management notification system, resulting in the receipt of multiple contractor and visitor sign-in/sign-out SMS notifications intended for another recipient. The complainant requested removal of their number from the notification distribution list. Investigation identified a data entry error where an incorrect phone number had been assigned within the system. The contact details were corrected, and the notification issue was resolved. The complainant was advised that the matter had been rectified and that no further notifications should be received.
August							
Nil							

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September

Nil

October

Nil