

Month	ID	Date of Occurrence	Time of Occurrence	Person receiving complaint	Complaint format	Category	Summary of complaint	Investigation findings	Corrective/Preventative Actions	Wind direction & speed	HVLC	LVHC	Clean Condensate COD (mg/l)	Main Stack 1 TRS (mg/Nm3)	Main Stack 2 TRS (mg/Nm3)	Responsible Person
Oct-23																
	27877	2/11/2023	9:20	MATTHEW O'DONOVAN	Phone Call	Air Emission	On the 2/11/23 a call was received by the EPA, the caller reported a huge plume of smoke coming out of the Visy Pulp and Paper facility 436 Gadara Road Tumut NSW 2720. The caller reported that the entire valley is covered by	The shear pin broke on Recovery Boiler B Electrostatic Precipitator No. 2 Rotary Feeder. This resulted in an Opacity exceedance and the plume from Main Stack 2 was visible from the highway.	Operations and maintenance teams were quick to respond and were able to have the shear pin fixed and electrostatic precipitator back online shortly after the equipment failure.							OLIVIER, JACO
Nov-23	27655	12/11/2023	20:30	FRANCISCO BARROS	Phone Call	Odour	Complainant called control room and reported a foul Visy smell was detected most of the day, it peaked around 20:30.	It was identified that the black liquor extraction temperature from the Digester was slightly elevated, which can increase venting in the Evaporation plant, however this source of odour is usually localised.	The black liquor cooler was cleaned to bring the temperature back into the target range.	WNW, 12.6km/h	OK	OK	457	1.07	0.51	BHAGWAT, UDAY
	27905	22/11/2023	9:05	MATTHEW O'DONOVAN	Phone Call	Odour	Received a call from the complainant, stating that they went outside and noticed a faint mill odour.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	S, 6.12km/h	OK	OK	511	0.67	0.40	OLIVIER, JACO
	28084	29/11/2023	19:44	JAMES EADE	Phone Call	Odour	Complainant called after stepping outside of his residence and noticed a strong smell.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	ESE, 9km/h	OK	OK	502	0.80	0.59	BHAGWAT, UDAY
Dec-23	28559	14/12/2023	17:40	ANDRE LE ROUX	Phone Call	Odour	Complainant called in to report a Visy smell at 17:40.	Slightly elevated COD levels due to a methanol plant disturbance due to a pump failure which may have caused localised odour from the cooling towers.	Methanol plant pump was fixed and the area has ongoing monitoring to ensure the odour was resolved.	W, 21.6km/h	OK	OK	533	1.05	0.79	BHAGWAT, UDAY
	28805	27/12/2023	9:00	MATTHEW O'DONOVAN	Phone Call	Odour	The EPA received a call for an odour complaint alleging "a strong incinerated sulphur smell" with a visible blue smoke haze in the valley originating from Visy.	Morning of 27/12/2023 there was a minor red oil contamination in the steam stripper leading to some odour coming from the clean condensate. This issue may have caused some of the odour emissions in the Evaporation plant and surrounding areas.	Once disturbance was resolved the condensate make up was able to return to target limits.	WNW, 8.28km/h	OK	OK	464	1.04	0.72	BHAGWAT, UDAY
	28806	27/12/2023	9:20	MATTHEW O'DONOVAN	Email	Odour	Received an email at 9:57 on the 28 December from a neighbour located on the eastern side of the mill. "There has been a strong odour coming from the mill yesterday and again this morning. Yesterday smells like burning oil mixed	Morning of 27/12/2023 there was a minor red oil contamination in the steam stripper leading to some odour coming from the clean condensate. This issue may have caused some of the odour emissions in the Evaporation plant and surrounding areas.	Once disturbance was resolved the condensate make up was able to return to target limits.	WNW, 9km/h	OK	OK	464	1.02	0.80	BHAGWAT, UDAY
	28807	28/12/2023	9:00	MATTHEW O'DONOVAN	Phone Call	Odour	The EPA received a second call from the same complainant as yesterday regarding odour. (first noticed at 9am and continuing until 11am).	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	SW, 1.8km/h	OK	OK	444	1.03	0.78	BHAGWAT, UDAY

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Jan-24	28802	1/01/2024	23:00	ERNEST LOTTER	Phone Call	Odour	Complainant of Yaven Creek Road called in 01/01/2024 at about 11pm. They reported a strong smell that started about 10 min ago.	Recovery Boiler B vent gas scrubber circulation pump tripped and scrubbed was bypassed for 4 minutes. This is the most likely cause of the reported odour.	Further investigation is to be done to avoid this happening in the future.	E, 12km/h	OK	OK	366	1.06	0.81	BHAGWAT, UDAY
	28976	6/01/2024	21:30	JAMES EADE	Phone Call	Odour	Complainant said when they opened their window a bad Visy odour could be smelt, this was the same as two days prior.	White liquor Sulphidity was found to be increasing on a long trend. On 6th January Sulphidity (online analyser) reported 27% , while this is still within the range it is on the higher side of the range. This could be a cause of the reported odour.	Salt cake makeup was reduced to bring the Sulphidity percentage down.	E, 6km/h	OK	OK	439	1.04	0.79	BHAGWAT, UDAY
	29150	12/01/2024	1:10	ERNEST LOTTER	Phone Call	Odour	Complainant called in at 01h10 complaining of a bad Visy smell.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	ENE, 7km/h	OK	OK	387	0.00	0.84	BHAGWAT, UDAY
	29410	23/01/2024	0:54	DARREN JAYNOY	Phone Call	Odour	Complainant phoned about an odour.	Recovery Boiler A tripped on afternoon of 23/01/2024 due to an electrical fault. As a result a number of systems were diverted to the atmosphere and the Power Boiler causing an unusual amount of odour. This is a rare occurrence due to the electrical equipment failure.	Electricians on site will undertake a root cause analysis to avoid this kind of failure in the future.	ENE, 26km/h	OK	OK	407	0.00	0.96	BHAGWAT, UDAY
	29433	23/01/2024	22:30	DARREN JAYNOY	Phone Call	Odour	Complainant phoned about a odour coming from Visy. Recovery Boiler A tripped at 17:00 no power to DCS.	Recovery Boiler A tripped on afternoon of 23/01/2024 due to an electrical fault. As a result a number of systems were diverted to the atmosphere and the Power Boiler causing an unusual amount of odour. This is a rare occurrence due to the electrical equipment failure.	Electricians on site will undertake a root cause analysis to avoid this kind of failure in the future.	N, 1km/h	OK	OK	400	0.00	0.87	BHAGWAT, UDAY
Feb-24	29833	7/02/2024	23:15	JIMMEL SANTOS	Phone Call	Odour	COMPLAINANT CALLED 23:15 COMPLAINING ABOUT A STINKY SMELL IN THEIR RESIDENCE.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	ENE, 24km/h	OK	OK	399	0.00	0.81	OLIVIER, JOHAN
	30121	19/02/2024	20:40	DARREN JAYNOY	Phone Call	Odour	COMPLAINANT CALLED TO COMPLAIN SMELL COMING TROUGH AIR CONDITIONER VENTS INTO THE HOUSE	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to a slight increase in SO2.	Ongoing monitoring.	E, 17km/h	OK	OK	451	0.00	0.87	BHAGWAT, UDAY
	30120	19/02/2024	21:04	DARREN JAYNOY	Phone Call	Odour	COMPLAINANT CALLED TO COMPLAIN OF BAD ODOUR AT HIS RESIDENCE	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to a slight increase in SO2.	Ongoing monitoring.	E, 13km/h	OK	OK	451	0.00	0.86	OLIVIER, JOHAN
	30123	20/02/2024	3:15	CRAIG BALDWIN	Phone Call	Odour	COMPLAINANT CALLED 03:15 SAYING NOTED THE ODOUR AT 1:30 AM AND STILL AT 03:15 AM	The SO2 on Main Stack A was slightly elevated due to the SOG gasses needing to be diverted to the Power Boiler. This is the most likely cause of the reported odour.	Ongoing monitoring.	ENE, 13km/h	OK	OK	451	0.00	0.83	OLIVIER, JOHAN
	30195	22/02/2024	1:00	JAMES EADE	Phone Call	Odour	Complainant called 0100 and reported very bad odour around Yaven creek / Adelong.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	E, 7km/h	OK	OK	689	0.00	0.87	OLIVIER, JOHAN
Mar-24	30496	4/03/2024	23:08	PAUL CALONNE	Phone Call	Odour	Reported a strong odour in the surrounding area for the last 15 min.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	ENE, 31km/h	OK	OK	413	0.00	0.84	BHAGWAT, UDAY
	30794	15/03/2024	23:12	JIMMEL SANTOS	Phone Call	Odour	Complainant called in at 22h46 on the 15/03/2024 and complaint of bad odour "Stinky smell from about 22h30 at her place.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	E, 23km/h	OK	OK	452	0.00	0.84	BHAGWAT, UDAY
	30796	17/03/2024	4:40	REKASH RAJKOOMAR	Phone Call	Odour	Complainant called at 04h40 and reported a bad smell at her residence as she woke up.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	ENE, 4km/h	OK	OK	372	0.00	0.70	BHAGWAT, UDAY

31117	25/03/	1:00	MATTHEW O'DONOVAN	Text Message	Odour	Received a text message from the complainant at 10:00 stating, "We have had really bad smell that started during the night and is still around now".	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Ongoing monitoring.	SSE, 2km/h	OK	OK	479	0.00	0.80	BHAGWAT, UDAY
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Apr-24	31787	30/04/2024	19:00	WERNER CHARLES VAN ZYL	Phone Call	Odour	Complainant from Adelong phoned to report a very bad odour, not sure what it was.	All systems were checked and there was no disturbance or unsteady conditions. Unable to pinpoint the exact source of the odour. Possibly due to poor emission dispersion from the stacks.	Further investigation is to be done to avoid this happening in the future.	ENE, 9.36km/h	OK	OK	426	0.00	0.86	BHAGWAT, UDAY
May-24	31879	3/05/2024	20:45	KENN ALFORNON	Phone Call	Odour	Complainant from Adelong phoned to report a strong odour coming from the Mill.	Odour checks were completed, and the potential source identified was due to an upset in the Evaporator Plant. The Evaporator sump temperature was higher due to draining of the VCE Feed Tank, which was ongoing at the time as Operations were working to improve the secondary condensate conductivity and COD.	Operations had to plan a water wash of the Evaporators on the 13 May.	ENE, 14.76km/h	OK	OK	423	0.00	0.80	BHAGWAT, UDAY
	32003	9/05/2024	23:40	PAUL CALONNE	Phone Call	Odour	Complainant rang control room at 23h40 and complained about a strong odour - they could not identify the smell	Odour checks were completed, and the potential source identified was due to an upset in the Evaporator Plant. The Evaporator sump temperature was higher due to draining of the VCE Feed Tank, which was ongoing at the time as Operations were working to improve the secondary condensate conductivity and COD.	Operations had to plan a water wash of the Evaporators on the 13 May.	NNE, 18.72km/h	OK	OK	685	0.00	0.78	BHAGWAT, UDAY
Jun-24	33141	25/06/2024	22:30	MATTHEW O'DONOVAN	Email	Noise	Received and email from a resident at 22:58 stating, "Any reason it's ridiculously loud tonight?? I've never noticed it this loud"..	Followed-up with the Pulp Mill Manager and there were no reasons identified that would have caused increased or abnormal noise for a short period. Followed-up with the Paper Machine Manager and the fan speeds were not adjusted during the shift, to result in any changes in noise from that area of the mill. Checked the site weather station. The wind direction around this time was recorded as SE, so any noise generated from the mill should have travelled in the opposite direction, as the resident is located in a SE direction from the Mill site.	Ongoing monitoring.	SE, 6.84km/h	OK	OK	431	0.25	0.69	O'DONOVAN, MATTHEW