

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
Jul-22	18232	8/07/2022	10:00	MATTHEW O'DONOVAN	Text Message	Odour	Complainant sent a text message at 11:47 on the 8 July 2022 stating, "Just to advise the odour problem has returned today. Still persisting. Noticed about 10.00am"	Odour checklists completed. No clear caused identified.	Ongoing monitoring.	NW, 18.22 km/h	OK	OK	484	1.08	1.07	BHAGWAT, UDAY
Aug-22																
Sep-22	19122	2/09/2022	14:05	MATTHEW O'DONOVAN	Email	Odour	Complainant sent an email at 14:19 on the 2 September 2022, stating "For the record 2.05pm strong odour from Visy at Richmond Street Tumut".	The mill was starting up earlier in the day, due to issues on the Digester. NCG and SOG were diverted to the Power Boiler during this time.	The mill was starting up earlier in the day, due to issues on the Digester. NCG and SOG were diverted to the Power Boiler during this time	WNW, 11.12 km/h	OK	OK	381	1.56	0.63	OLIVIER, IOHAN

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Oct-22	19942	23/10/2022	20:30	CRAIG BALDWIN	Phone Call	Odour	Complainant from Adelong phoned about a strong "digester" odour.	The mill was still in the start-up phase following the annual major shutdown. Paper Machine 9 was the last item to come online on the 23 October following an electrical drives upgrade. The mill was still settling out water and liquor inventories, to allow for full production and running at steady state conditions.	Ongoing monitoring.	E, 24.41 km/h	OK	OK	408	0.72	0.28	OLIVIER , JOHAN
Nov-22	20442	19/11/2022	18:00	MATTHEW O'DONOVAN	Email	Odour	Complainant sent an email to report odours deriving from the Tumut Visy Mill. "I live at Yaven Creek (23 kilometres south from the Snowy Mountains Highway turn) and have never smelt an odour at home prior to this evening. I am very aware of the distinct smell that can emit from the plant so when I smelt it this evening, I have no doubt where it has come from. It is Saturday 19th November 2022 from 6pm onwards and our prevailing winds are coming presently are from the Northeast direction of which the mill is that direction from our place. As mentioned, this is the first time I have detected the smell here but obviously not the first time we have had prevailing winds from that direction".	There is currently some localised wastewater odour at the mill due to process and cleaning water from the MSD and this is being processed back through the mill as quickly as possible. This odour is very unlikely to be detected at far distances from the site.  Occasionally there is potential for odour from the Main Stacks and Recovery Boiler B vent gas. The most likely cause of the odour is poor atmospheric dispersion of the odour emissions from these sources.	Ongoing monitoring.	E, 12.28 km/h	OK	OK	584	0.73	0.78	OLIVIER , JOHAN
	20444	19/11/2022	19:17	MATTHEW O'DONOVAN	Email	Odour	Received an email from the complainant stating, "I've had several reports of intense odour coming in the southwest direction in the last few days, hoping you can analyse the cause and rectify it".	There is currently some localised wastewater odour at the mill due to process and cleaning water from the MSD and this is being processed back through the mill as quickly as possible. This odour is very unlikely to be detected at far distances from the site.  Occasionally there is potential for odour from the Main Stacks and Recovery Boiler B vent gas. The most likely cause of the odour is poor atmospheric dispersion of the odour emissions from these sources.	Ongoing monitoring.	ESE, 5.44 km/h	OK	OK	584	0.99	0.89	OLIVIER , JOHAN
	20541	27/11/2022	16:30	FRANCISCO BARROS	Phone Call	Odour	KAYNIS CALLED AT 16:30 TO COMPLAIN ABOUT AN ROTTEN EGG ODOUR AT RESIDENCE NEAR TUMUT PUBLIC SCHOOL, THAT HAPPENED FOR 1.5 HOURS AND HAPPENED LAST FRIDAY TOO.  DURING THE TIME OF THE COMPLAIN THE MILL WAS RUNNING IN STABLE CONDITIONS WITH NO UP SETS ON EMISSION SYSTEMS	The most likely cause was the Recovery Boiler B Dissolving Tank vent gas, due to reduced efficiency of the scrubber heat exchanger. Operations are planning to complete an acid wash of the heat exchanger.	Operations are planning to complete an acid wash of the heat exchanger.	W, 13.75 km/h	OK	OK	555	0.77	0.85	OLIVIER , JOHAN
	20577	30/11/2022	8:28	MATTHEW O'DONOVAN	Email	Odour	Received an email at 08:28 stating, "I've just had a call from an Ellerslie resident to say they have a very bad odour going their way from Visy direction just now".	The most likely cause was the Recovery Boiler B Dissolving Tank vent gas, due to reduced efficiency of the scrubber heat exchanger.	Operations are planning to complete an acid wash of the heat exchanger.	ENE, 9.32 km/h	OK	OK	480	0.84	0.90	OLIVIER , JOHAN
Dec-22	20782	9/12/2022	23:47	JAMES EADE	Phone Call	Odour	Complainant called and notified he detected a bad odour outside after the wind change direction at his residence.	There were ongoing activities in the effluent plant and suspect it is the main contributor of the odour. We are cleaning the sludge out of Cooling Pond B and we are processing the 6ML and 3ML dams and making good progress. The 6ML is down to 32% and the 3ML is 50%.	The Cooling Pond cleaning is due to finish on 16 Dec.	ENE, 11.52 km/h	OK	OK	476	0.90	0.58	OLIVIER , JOHAN

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Jan-23	21109	1/01/2023	9:00	ANDREW TAYLOR	Phone Call	Odour	Complainant called at 09h00 to let us know that he was just starting to smell something and his not sure if it was a 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.	SSE, 7.27 km/h	OK	OK	462	1.44	1.01	BHAGWAT, UDAY
	21532	28/01/2023	3:52	SHIKAR BHOWANIBHIK	Phone Call	Odour	Complainant called to report an odour at their property. All area checks were completed, no system upsets found.	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, 10 km/h	OK	OK	450	0.79	0.82	OLIVIER, JOHAN
Feb-23	22122	3/02/2023	12:00	MATTHEW O'DONOVAN	Email	Odour	Complainant reported a strong Visy odour for about 1 to 2 hours from lunchtime.	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.	WNW, 19.44 km/h	OK	OK	375	0.60	0.76	OLIVIER, JOHAN
Mar-23	22726	24/03/2023	23:40	CHRISTIAAN CALONNE	Phone Call	Odour	Complainant rang control room and reported a putrid smell that continued from yesterday.	Operations on shift investigated and completed all odour checks and nothing abnormal was identified and there were no plant upsets. The odour may have been due to poor emission dispersion due to the atmospheric conditions at the time.	Ongoing monitoring.	NNE, 29.52 km/h	OK	OK	404	0.31	0.85	OLIVIER, JOHAN
	22729	26/03/2023	0:00	CHRISTIAAN CALONNE	Phone Call	Odour	Complainant called control room at 00:00 on the 26/03/2023 and reported a toxic putrid smell from Visy.	Operations on shift investigated and completed all odour checks and nothing abnormal was identified and there were no plant upsets. The odour may have been due to poor emission dispersion due to the atmospheric conditions at the time.	Ongoing monitoring.	E, 6.84 km/h	OK	OK	434	0.01	0.72	OLIVIER, JOHAN

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Apr-23	23146	1/04/2023	11:16	CHRISTIAAN CALONNE/MATTHEW O'DONOVAN	Phone Call	Odour	Complainant called Matt to report Visy odour in Tumut, which had been persistent all morning. Matt contacted Paul Calonne to check if there were any issues in Mill as he received an odour complaint from community member in Tumut.	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.	W, 7.2km/h	OK	OK	445	0.71	0.79	OLIVIER, JOHAN
	23152	2/04/2023	11:34	CHRISTIAAN CALONNE	Phone Call	Odour	Complainant rang control room and said he can smell the usual smell but not very strong.	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, 10.8km/h	OK	OK	574	0.02	0.90	OLIVIER, JOHAN
May-23																
Jun-23	24459	6/06/2023	11:53	CHRISTIAAN CALONNE	Phone Call	Odour	Resident rang control room to report a faint odour similar to that of the Evaps plant. Duration has only been around 45 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.	NE, 4.7km/h	OK	OK	463	0.06	0.42	BHAGWAT, UDAY
	24626	11/06/2023	14:15	RAVIKUMAR VARATHARAJAN	Phone Call	Odour	Complainant could smell a strong sulfur smell for the last couple of hours prior to call to control room.	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.	NNE, 6km/h	OK	OK	778	0.12	0.58	BHAGWAT, UDAY