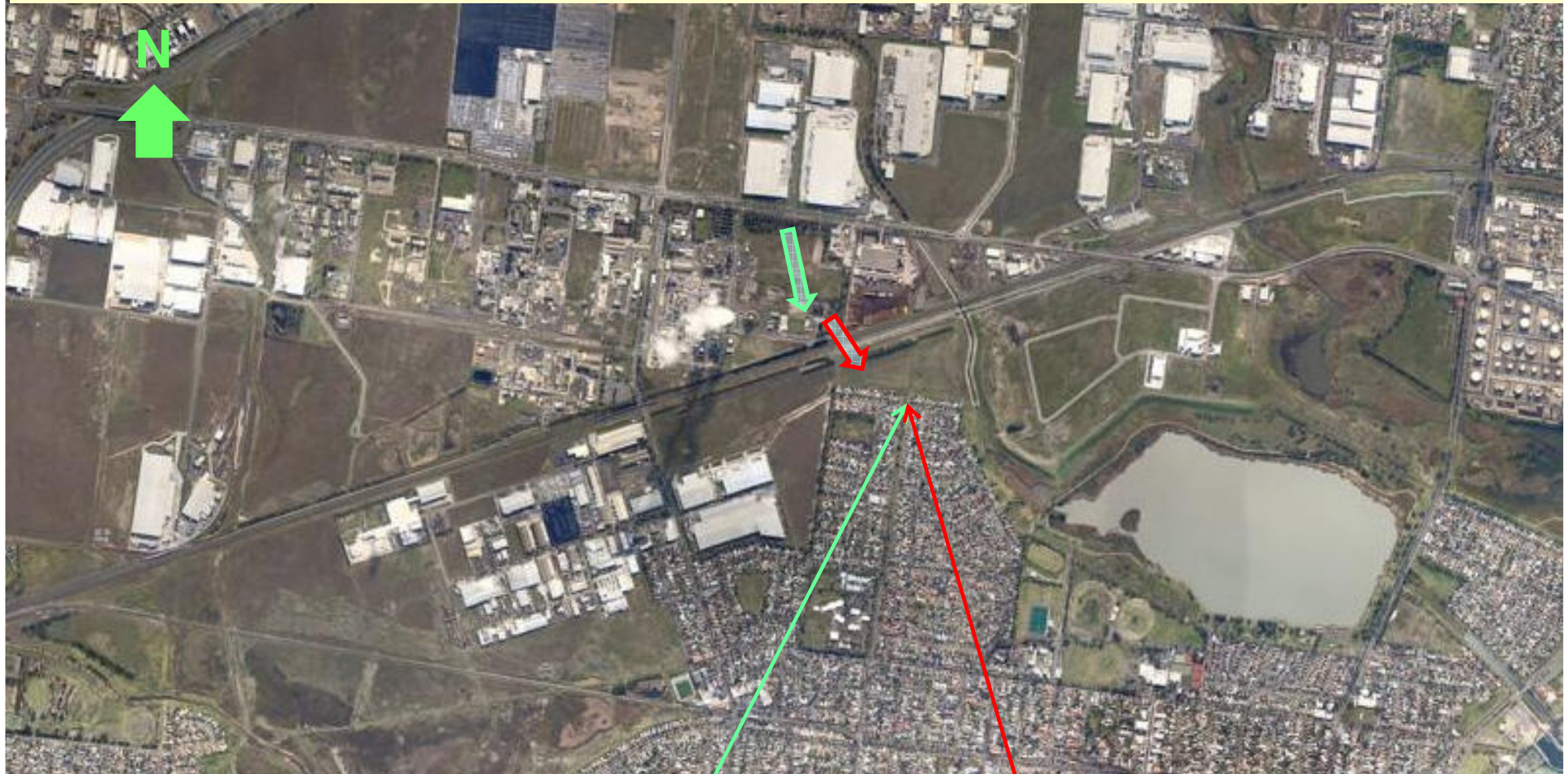


# EAL

# May 2018



**(695) Petroleum Odour 5/5/2018 08:39 am**

**Charles Rd Wind NNW 9 Knots**

Wind consistent with possible Olefins ETP odour. No odour detected upon investigation at callers location. No elevated odours identified at Olefins ETP boundary. Olefins ETP was operating normally and the storm pond was empty.

**Source Unknown, Plausible Complex.**

**(696) Petroleum Odour 5/5/2018 18:07 pm**

**Charles Rd Wind NW 5-7 Knots**

Wind consistent with possible Olefins ETP odour. No odour detected upon investigation at callers location. No elevated odours identified at Olefins ETP boundary. Olefins ETP was operating normally and the storm pond was empty.

**Source Unknown, Plausible Complex.**



# EAL

# May 2018



**(699) Flare Noise 29/5/2018 22:00**  
**Charles Rd Wind WNW 3-6 Knots**  
Plant start up over 24 hours with flaring.  
Flare controls adjusted to minimise noise levels  
**Source Inside Complex. Qenos Olefins**

**(698) Flare Noise / Light Complaint 29/5/2018; 22:00**  
**Brook Dve, Wind WNW 3-6 Knots**  
Plant start up over 24 hours with flaring.  
Flare controls adjusted to minimise noise levels.  
**Source Inside Complex. Qenos Olefins**

**(697) Flare Noise Complaint 27/5/2018; 2 pm**  
**Green Crt, Wind NNE 10-13 Knots**  
Flaring following SCAL-1 unit trip.  
Elevated flare noise between 1 pm to 3 pm.  
Flare controls adjusted to minimise noise levels.  
**Source Inside Complex. Qenos Olefins**



# EAL

# June 2018



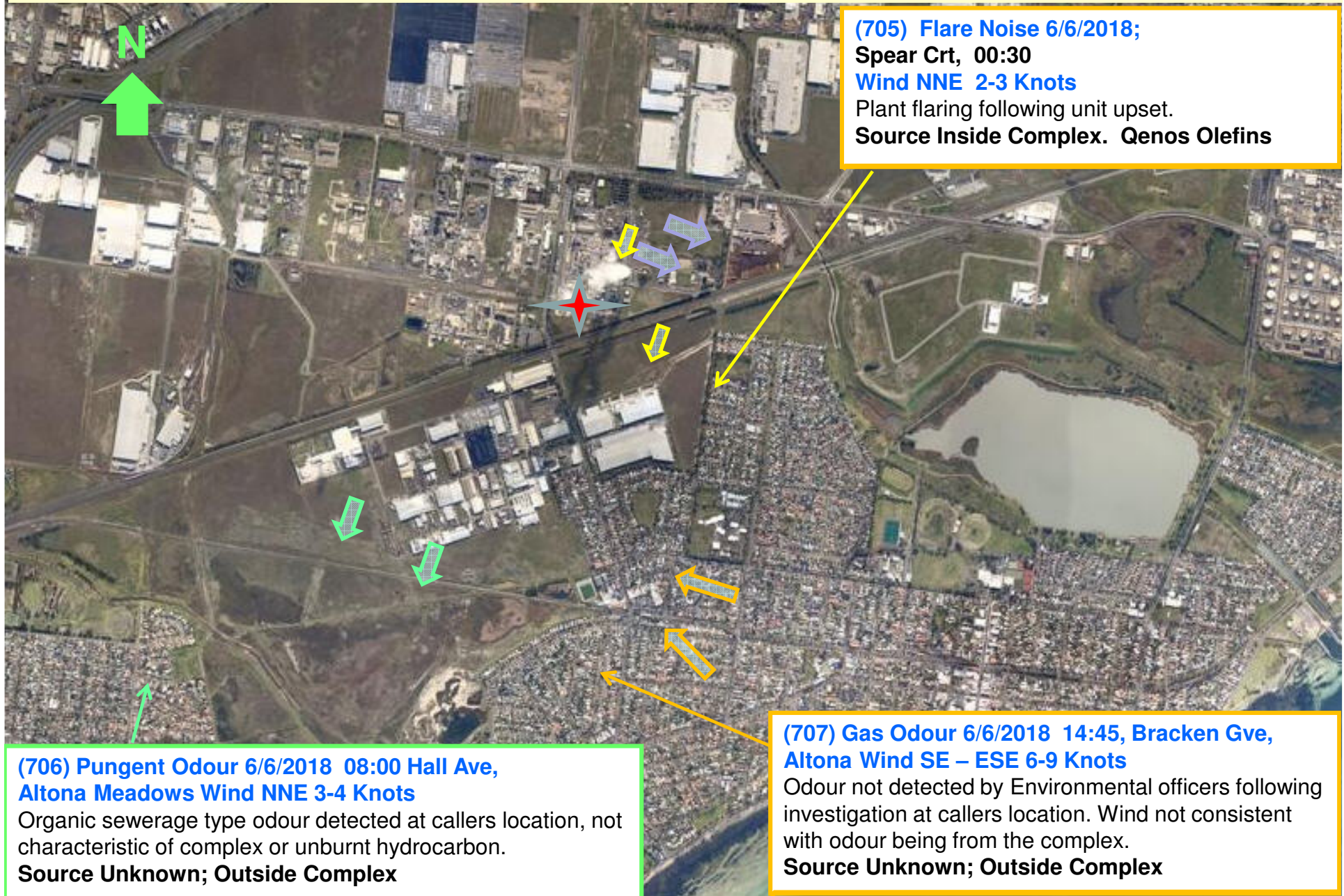
4 Flare Noise Complaints 1/6/2018;  
(701) Charles Rd, 21:55  
(702) Brook Dve, 22:45  
(703) Green Crt, 23:00  
(704) Grieve Pde, 23:10  
Wind SSW 9-15 Knots (BOM)  
Plant flaring due to off-spec incident.  
Source Inside Complex. Qenos Olefins

(700) Low Frequency Noise 1/6/2018 04:10 am Galvin St  
Wind calm to light SE to NNE  
Not associated with flaring. Olefins noise meters not indicating increased noise emissions. All complex plants steady.  
Source Unknown; Unlikely Complex



# EAL

# June 2018



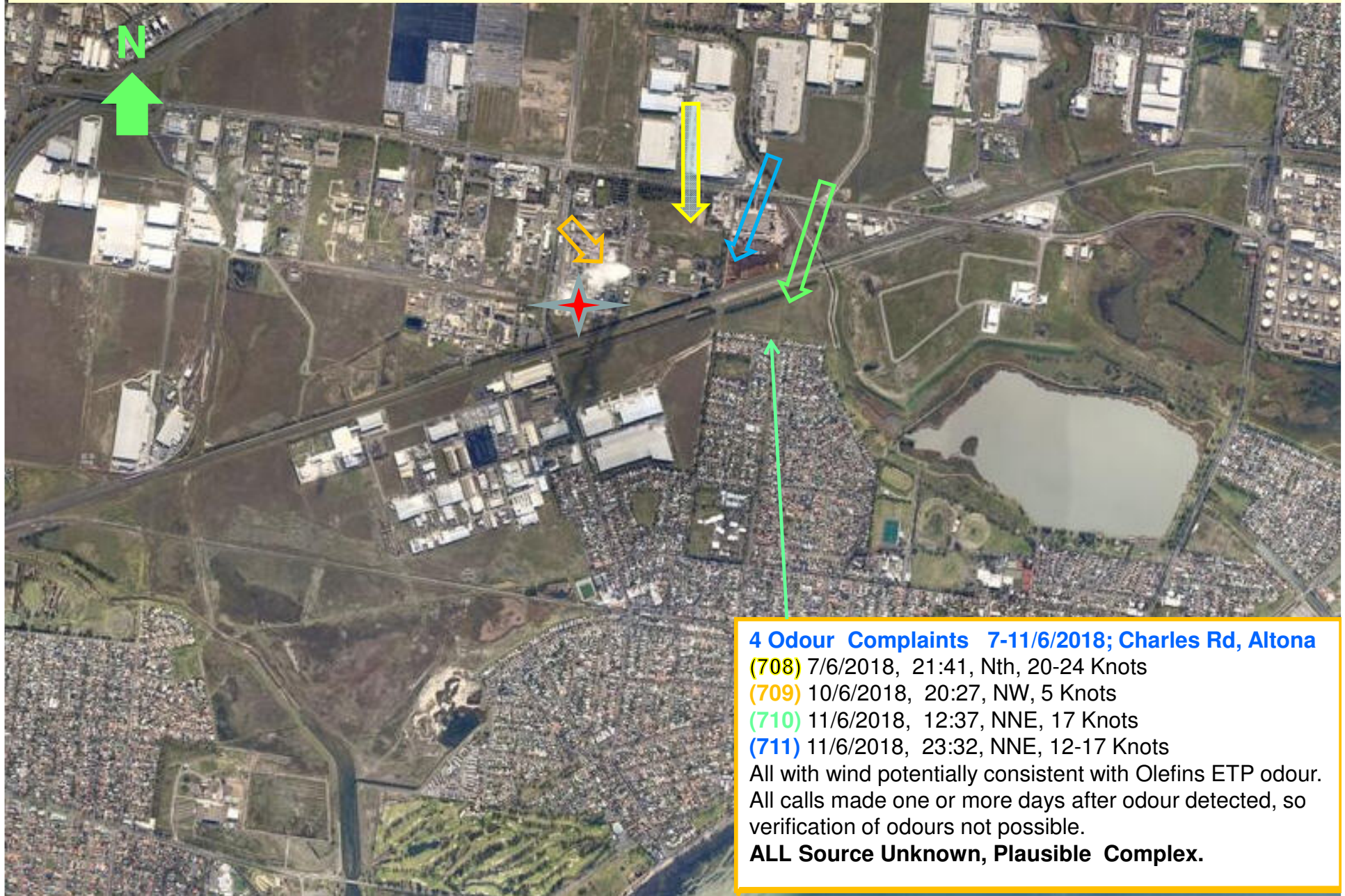
**(705) Flare Noise 6/6/2018;**  
**Spear Crt, 00:30**  
**Wind NNE 2-3 Knots**  
Plant flaring following unit upset.  
**Source Inside Complex. Qenos Olefins**

**(706) Pungent Odour 6/6/2018 08:00 Hall Ave,**  
**Altona Meadows Wind NNE 3-4 Knots**  
Organic sewerage type odour detected at callers location, not characteristic of complex or unburnt hydrocarbon.  
**Source Unknown; Outside Complex**

**(707) Gas Odour 6/6/2018 14:45, Bracken Gve,**  
**Altona Wind SE – ESE 6-9 Knots**  
Odour not detected by Environmental officers following investigation at callers location. Wind not consistent with odour being from the complex.  
**Source Unknown; Outside Complex**



# EAL June 2018

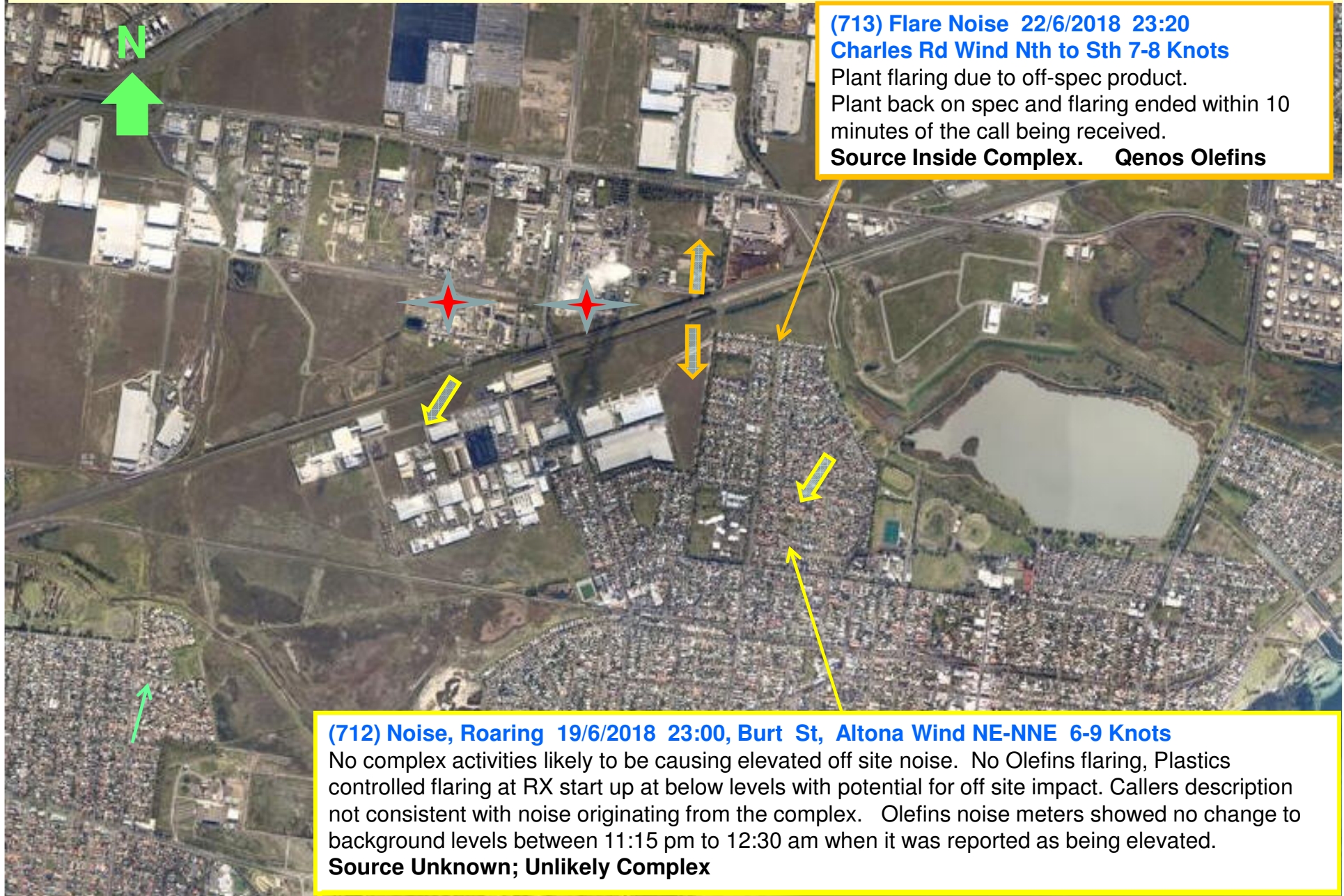


**4 Odour Complaints 7-11/6/2018; Charles Rd, Altona**  
**(708)** 7/6/2018, 21:41, Nth, 20-24 Knots  
**(709)** 10/6/2018, 20:27, NW, 5 Knots  
**(710)** 11/6/2018, 12:37, NNE, 17 Knots  
**(711)** 11/6/2018, 23:32, NNE, 12-17 Knots  
All with wind potentially consistent with Olefins ETP odour.  
All calls made one or more days after odour detected, so verification of odours not possible.  
**ALL Source Unknown, Plausible Complex.**



# EAL

# June 2018



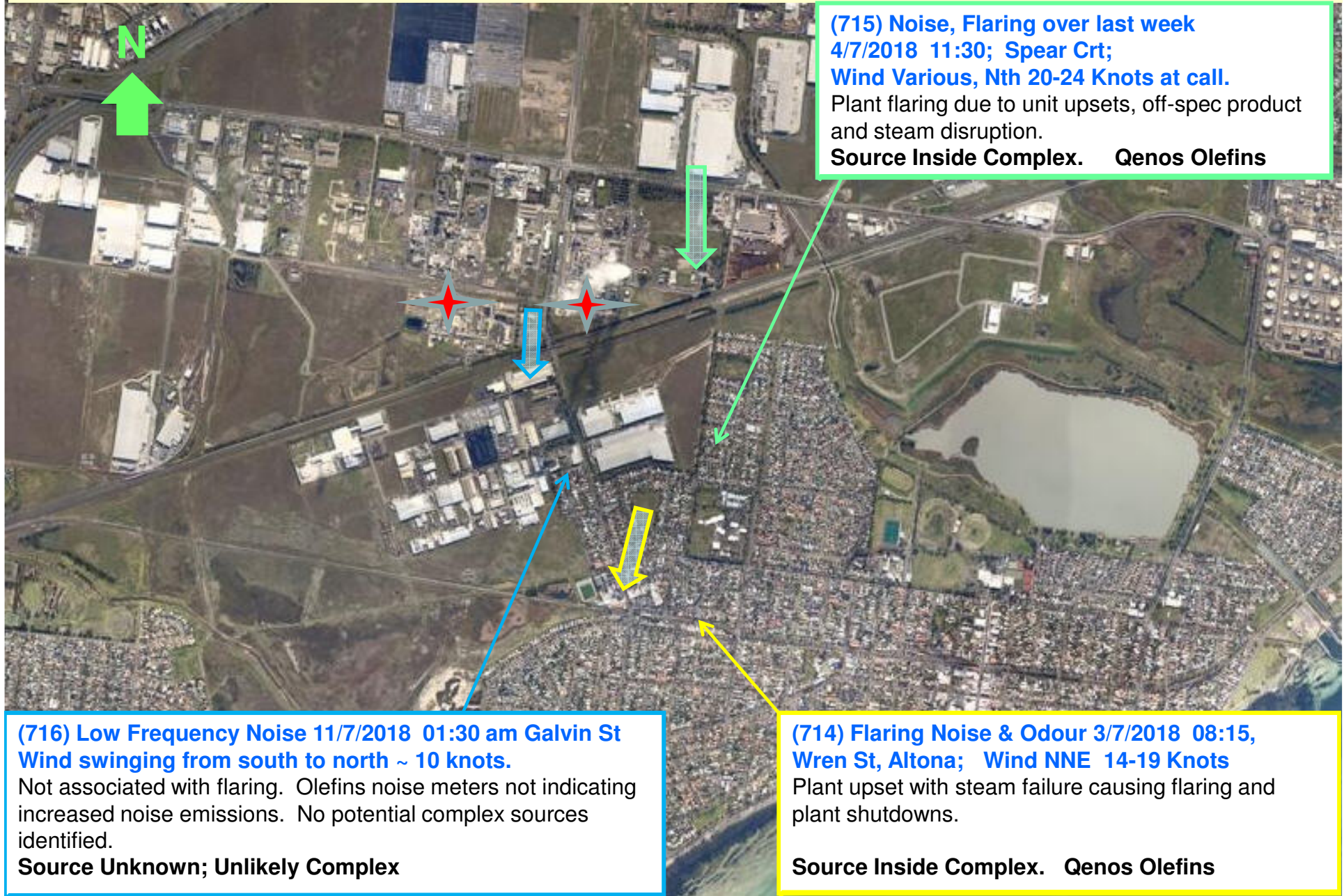
**(713) Flare Noise 22/6/2018 23:20**  
**Charles Rd Wind Nth to Sth 7-8 Knots**  
Plant flaring due to off-spec product.  
Plant back on spec and flaring ended within 10 minutes of the call being received.  
**Source Inside Complex. Qenos Olefins**

**(712) Noise, Roaring 19/6/2018 23:00, Burt St, Altona Wind NE-NNE 6-9 Knots**  
No complex activities likely to be causing elevated off site noise. No Olefins flaring, Plastics controlled flaring at RX start up at below levels with potential for off site impact. Callers description not consistent with noise originating from the complex. Olefins noise meters showed no change to background levels between 11:15 pm to 12:30 am when it was reported as being elevated.  
**Source Unknown; Unlikely Complex**



# EAL

# July 2018



**(715) Noise, Flaring over last week  
4/7/2018 11:30; Spear Crt;  
Wind Various, Nth 20-24 Knots at call.  
Plant flaring due to unit upsets, off-spec product  
and steam disruption.  
Source Inside Complex. Qenos Olefins**

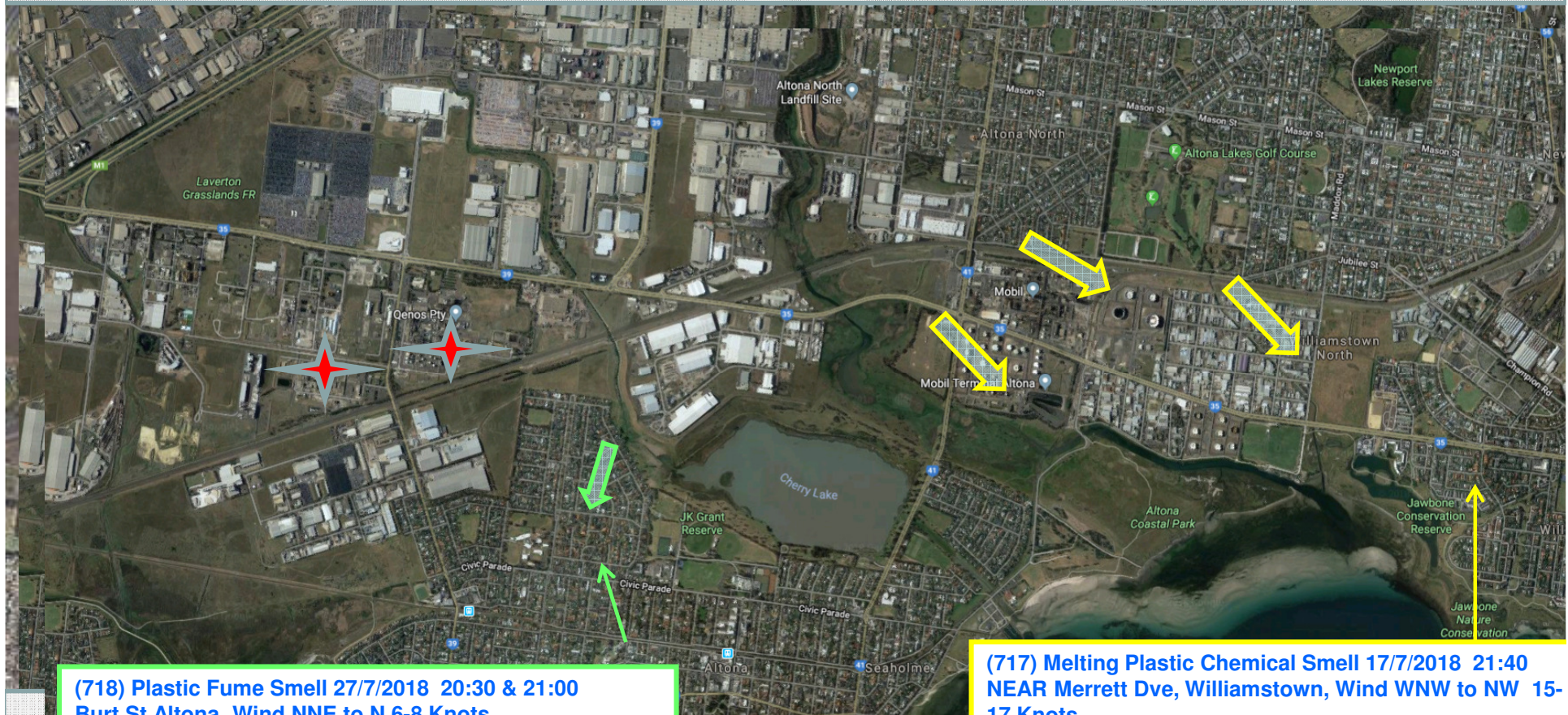
**(716) Low Frequency Noise 11/7/2018 01:30 am Galvin St  
Wind swinging from south to north ~ 10 knots.  
Not associated with flaring. Olefins noise meters not indicating  
increased noise emissions. No potential complex sources  
identified.  
Source Unknown; Unlikely Complex**

**(714) Flaring Noise & Odour 3/7/2018 08:15,  
Wren St, Altona; Wind NNE 14-19 Knots  
Plant upset with steam failure causing flaring and  
plant shutdowns.  
Source Inside Complex. Qenos Olefins**



# EAL

# July 2018



**(718) Plastic Fume Smell 27/7/2018 20:30 & 21:00  
Burt St Altona, Wind NNE to N 6-8 Knots**

No odour detected with on site investigation. Wind not consistent with odour originating from the complex. Odour character not consistent with offsite emissions from complex companies.

**Source Unknown; Unlikely Complex**

**(717) Melting Plastic Chemical Smell 17/7/2018 21:40  
NEAR Merrett Dve, Williamstown, Wind WNW to NW 15-17 Knots**

No odour detected with on site investigation. Caller location at least 6 km east of complex. Wind not consistent with odour originating from the complex. Odour character not consistent with offsite emissions from complex companies.

**Source Outside Complex**



EAL

August 2018



**(719) Flare Noise Up & Down**  
**10/8/2018 15:05 Green Crt;**  
**Wind NNE 18-20 Knots**  
Plant flaring due to plant start up.  
**Source Inside Complex. Qenos Olefins**

**(720) Flare Noise Over Several Weeks**  
**10/8/2018 19:45, Cobham St, Altona;**  
**Wind Variable**  
Plant flaring due to unit start ups, off-spec product  
and steam disruption.  
**Source Inside Complex. Qenos Olefins**



# EAL

## Community Environmental Complaints 12-Months to August 2018

