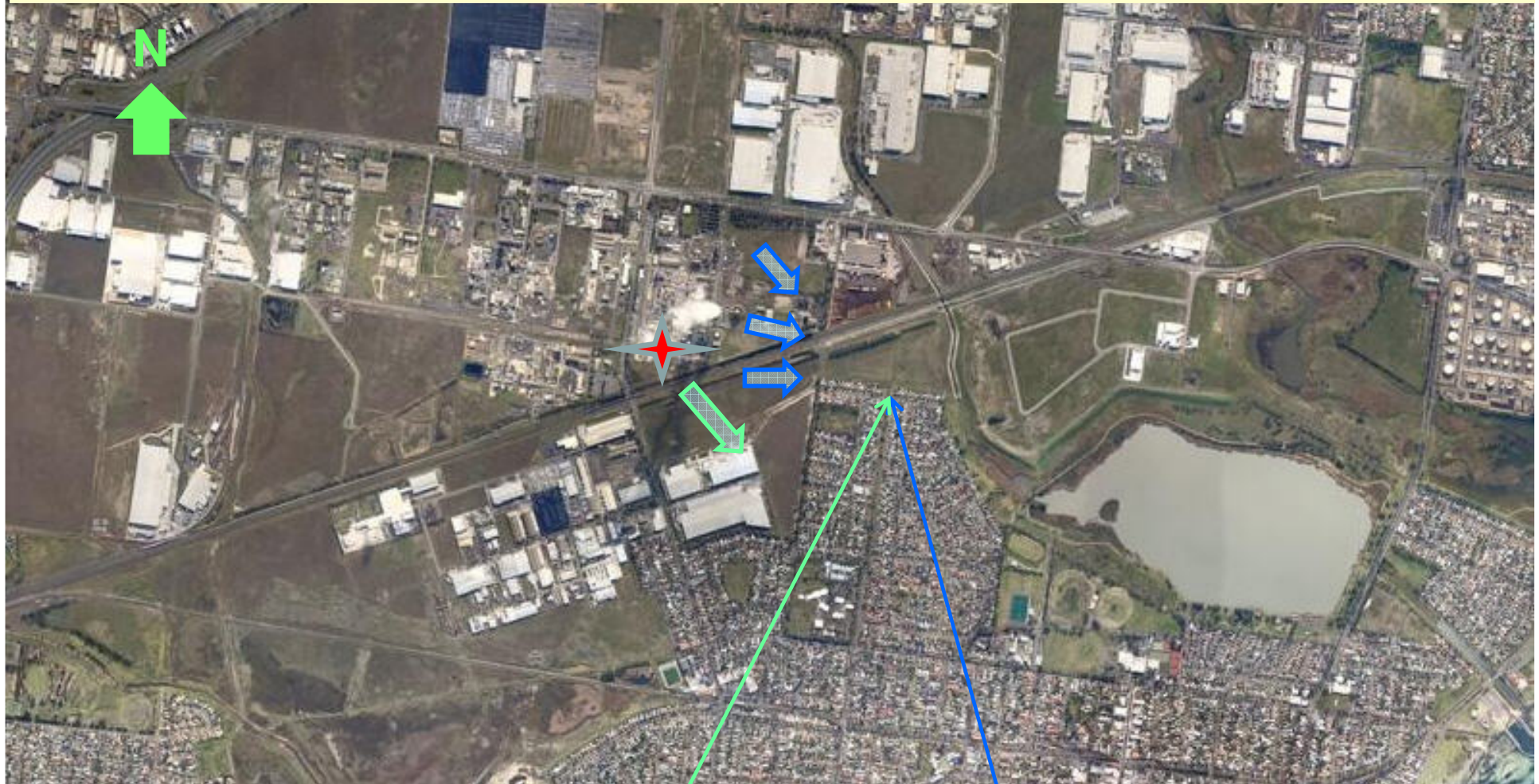


# EAL

# Feb 2018



**(686) Flare Noise 13/22/2018 23:40 pm Charles Rd Rd:**  
**Wind NNW 8-10 Knots**  
Olefins compressor C353 tripped with product to flare.  
Flaring time 30 minutes.

**Source Inside Complex. Qenos Olefins**

**(685) Chemical Odour 13/2/2018 06:00 am Charles Rd**  
**Winds light mainly WNW / NW / West**  
Call received at 09:45 so investigation not possible with short term odour. Caller reported the odour was not consistent with the Olefins ETP.

**Source Unknown, Plausible Complex.**

# EAL

# Feb 2018



(687) Sewerage Odour 24/2/2018 3:45 pm Civic Pde  
Wind S to SSW 16-19 Knots  
Moderate S/SSW winds since 10:30am till the time of the call indicates odours are not from the complex.  
**Source Outside Complex**

# EAL

# April 2018

**(688) Petro Chemical Odour 9/4/2018 22:30 pm  
Charles Rd Winds NW 4 Knots**

Investigation identified a tannery or foam burning odour not consistent with an ETP or complex odour character. Same odour detected along Kororoit Creek Rd NW and upwind of the complex. No SP or ETP issues.  
**Source Unknown, Unlikely Complex.**



**(689) Burnt Petrol Odour 10/4/2018 21:05 pm Charles Rd Wind NW 7-10 Knots**

Wind consistent with possible ETP odour. No odour detected upon investigation at complainants location. No elevated odours identified at Olefins ETP boundary.  
**Source Unknown, Plausible Complex.**

# EAL

# April 2018

**(690) Petrol Chemical Odour in Maidstone St**  
**12/4/2018 13:37 pm Charles Rd Winds SE 4-7 Knots**  
No odour detected in investigation along Maidstone St by both shift operator and Environmental Officer immediately following call. Wind from SE at time of call is not consistent with being of complex origin..  
**Source Unknown, Outside Complex.**



**(691) Burnt Petrol Odour 10/4/2018 21:05 pm Charles Rd**  
**Wind NW 7-10 Knots**  
Investigation showed slight ETP at SE corner of site, wind consistent with possible ETP odour. Caller clarified the odour was different to the ETP odour character.  
**Source Unknown, Plausible Complex.**

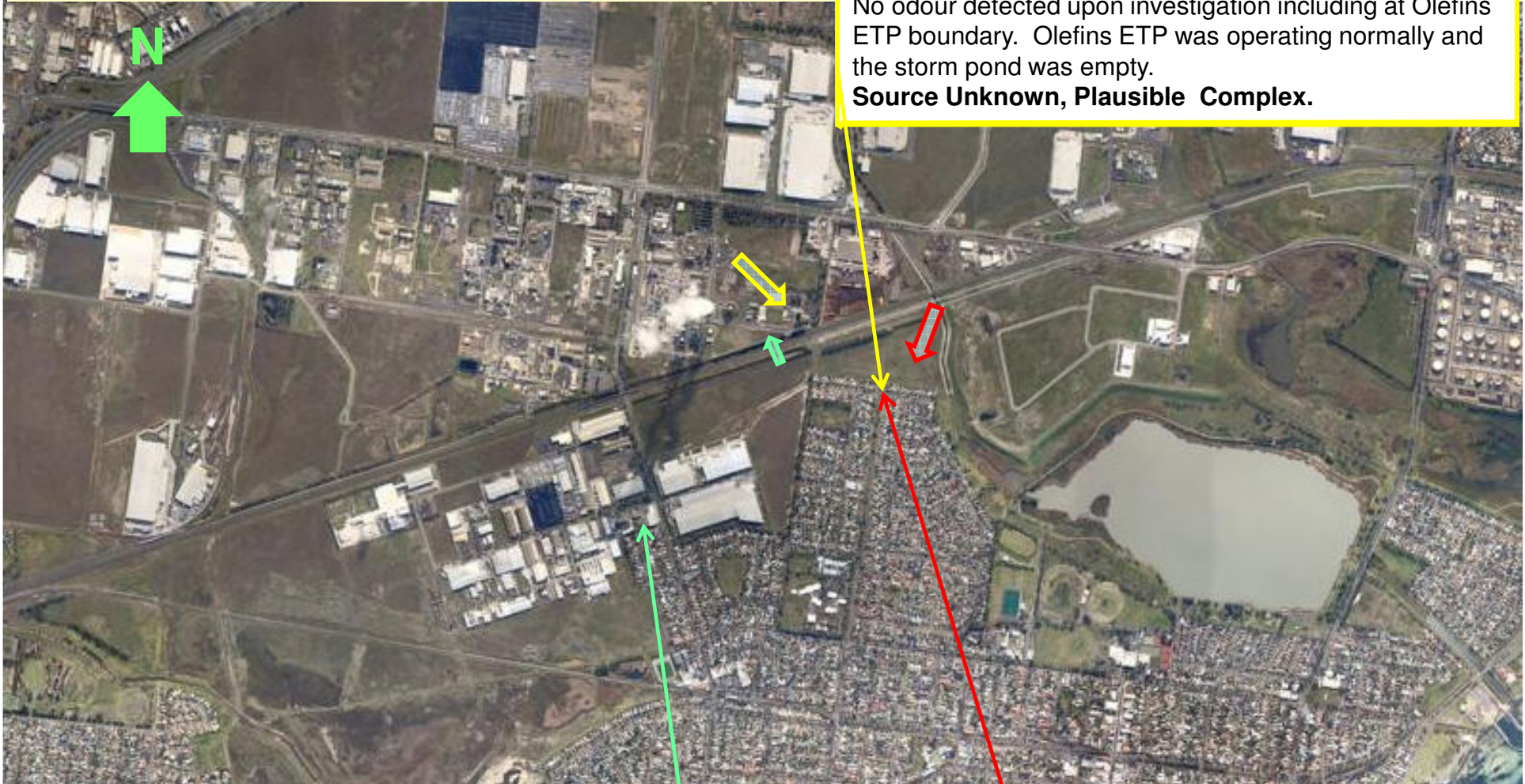
# EAL

# April 2018

**(692) Petrol Chemical Odour 22/4/2018 22:15 pm**  
**Charles Rd Winds NW 4 Knots**

Wind consistent with possible Qenos Olefins ETP odour. No odour detected upon investigation including at Olefins ETP boundary. Olefins ETP was operating normally and the storm pond was empty.

**Source Unknown, Plausible Complex.**



**(693) Low Frequency Noise 25/4/2018 02:35 am**  
**Galvin St Wind Calm**

No reported noise detected upon investigation at callers location. Qenos Plastics plant shut down. Olefins noise meters showed no change in intensity or tone at the reported time.

**Source Unknown, Unlikely Complex.**

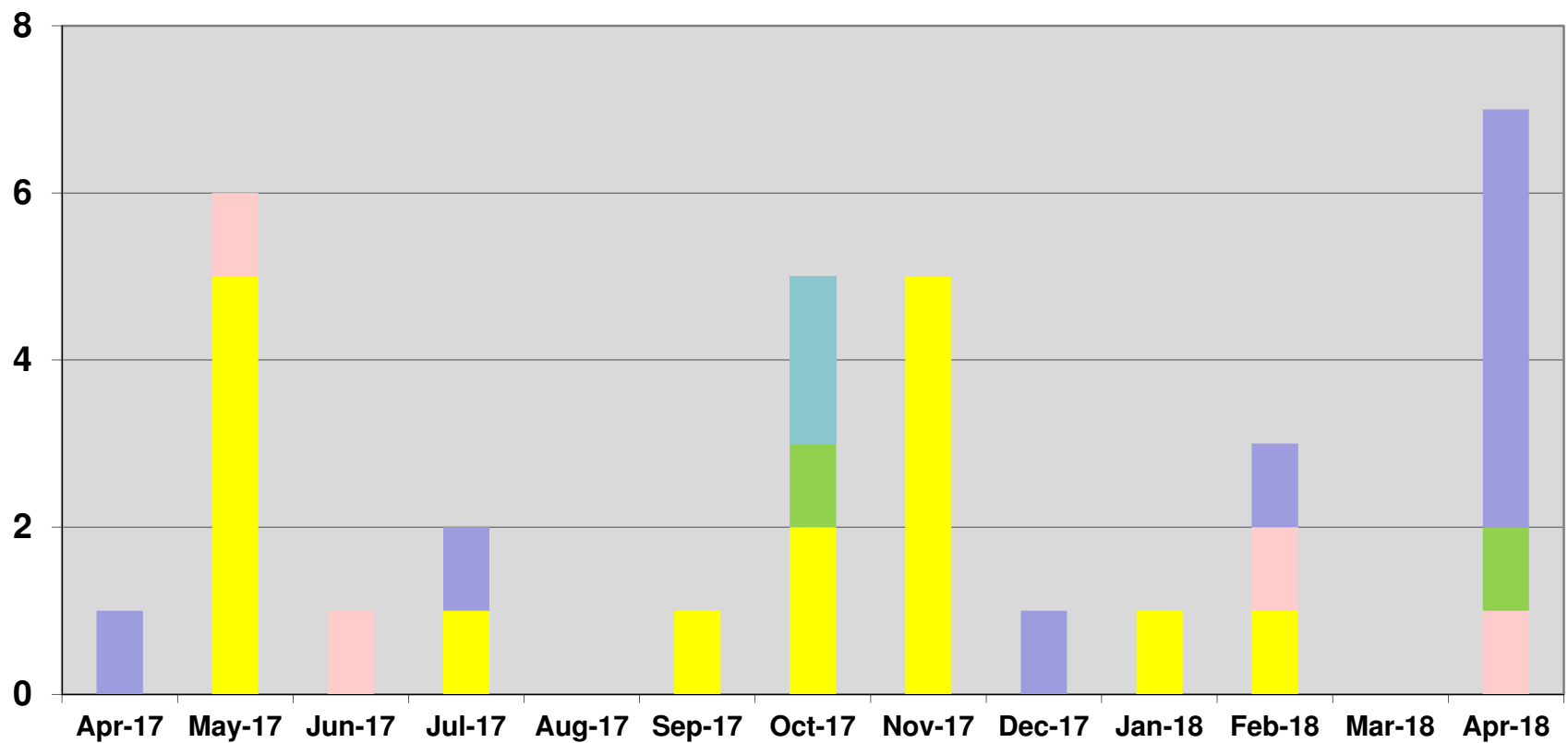
**(694) Potent Odour 25/4/2018 20:55 pm**  
**Charles Rd Wind N-NNE 3-5 Knots**

Wind conditions do not rule out the possibility of an Olefins ETP odour. Slight odour detected upon investigation at ETP boundary. Olefins ETP was operating normally and the storm pond was empty.

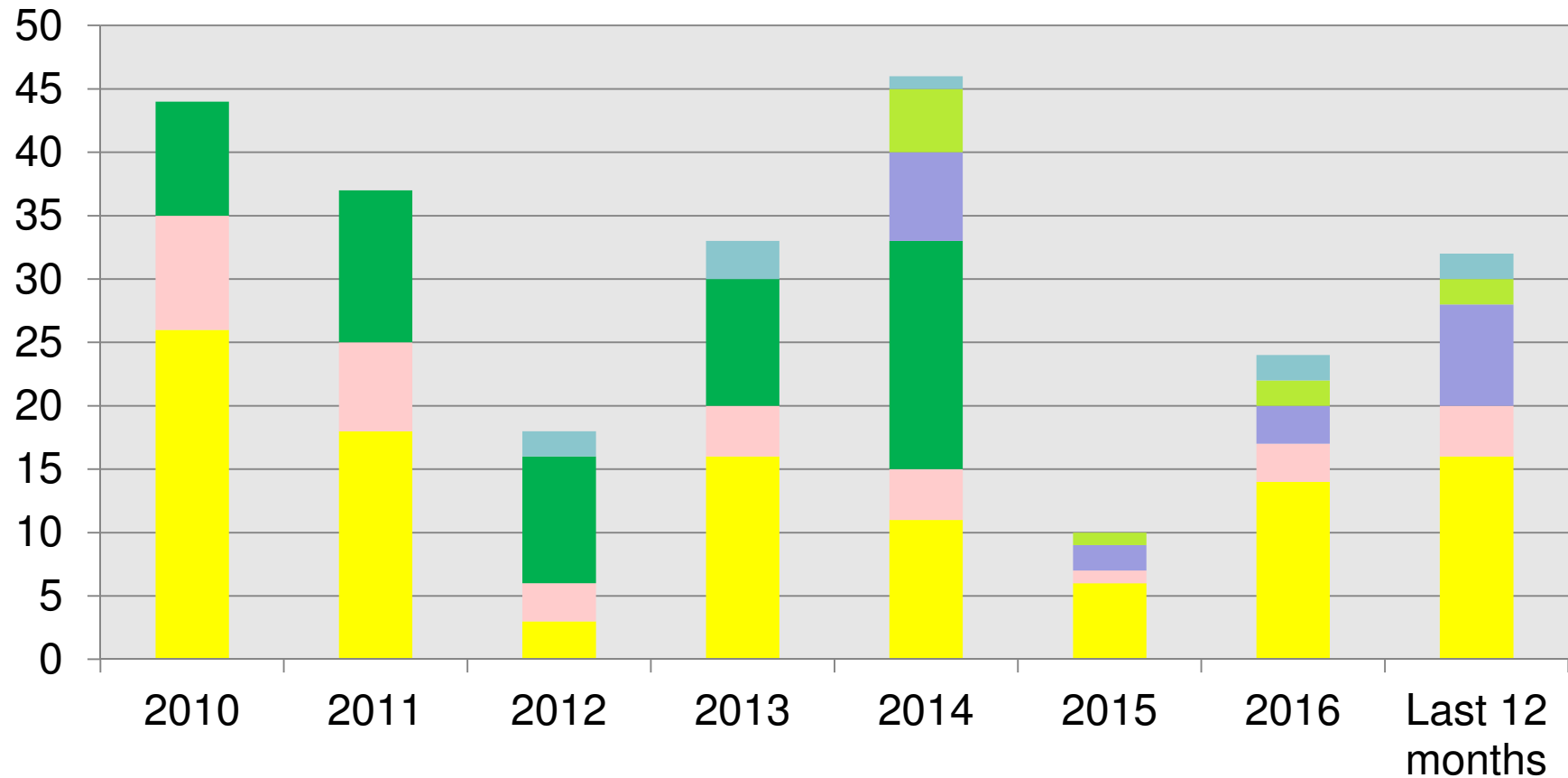
**Source Unknown, Plausible Complex.**



# Community Environmental Complaints 12-Months to April 2018



# Annual Complaint trend



Enquiry

Unknown plausible complex

Outside Complex

Unknown Unlikely Complex

Unknown

Inside Complex