

13 November 2023

File Ref: OIAPR-1274023063-24077

By Email: [REDACTED]

Tēnā koe [REDACTED]

Request for information 2023-261

I refer to your request for information dated 17 October 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 17 October 2023. You have requested the following:

"I would like to request a copy of complaint records relating to air discharges (including odour or dust) from Southern Landfill or Carey's Gully for the period 28 February 2023 to 17 October 2023. This should include complaints logged through GWRC's pollution hotline number and transferred directly by Wellington City Council. If possible, the record should include complainant address (or street) details and whether the odour complaint was verified by GWRC staff. For previous records requested, the search terms "Southern", "Brooklyn" and "Carey's Gully" were used".

Greater Wellington's response follows:

As agreed by the Greater Wellington this information is being released to you exactly as requested. The full details of the notifications are included as **Attachment 1 - Formal Notification Records**.

These notifications have been listed from newest (17 October 2023) to oldest (28 February 2023) and have been searched using prompt words, "Southern, Brooklyn, Wellington City Council/ WCC & Carey's Gully".

A total of 40 individual notifications were recorded for odour discharges within the Southern Landfill and Carey's Gully area and had been recorded for the period 28 February 2023 – 17 October 2023. Where practicable odour notifications were physically investigated by Greater Wellington. However, no odour was detected by the Greater Wellington staff during these inspections.

Some odour notifications logged by Wellington City Council were assessed by Wellington Water's independent contractors, Veolia. Odour was detected during some of these assessments. Their reports have been supplied Attachments 2-7.

- **Attachment 2** – 09/08/2023 – Carey's Gully
- **Attachment 3** – 07/08/2023 – Carey's Gully
- **Attachment 4** – 26/06/2023 – Carey's Gully
- **Attachment 5** – 21/06/2023 – Carey's Gully
- **Attachment 6** – 19/06/2023 – Carey's Gully
- **Attachment 7** – 15/06/2023 – Carey's Gully

Personal names, specific addresses and contact information have been withheld in these attachments under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (the Act) in order to protect the privacy of natural persons, including that of deceased natural persons.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold certain aspects of the requested information. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding parts of the document under the grounds identified above.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku i i noa, nā



Lian Butcher
Kaiwhakahaere Matua, Taiao | Group Manager, Environment

Information to Redact:

- Complainant Names
- Complainant Contact information

From: Info at WCC <info.atWCC@wcc.govt.nz>

Sent: Wednesday, 9 August 2023 10:13 am

To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>; Brooke Tatana

<Brooke.Tatana@wellingtonwater.co.nz>; Craig Shuttleworth

<Craig.Shuttleworth@wellingtonwater.co.nz>; darren.hoskins@wcc.govt.nz; [REDACTED]

<[REDACTED]@veolia.com>; info@gw.govt.nz; Joemar Cacnio

<Joemar.Cacnio@wellingtonwater.co.nz>; [REDACTED]@veolia.com; [REDACTED]

[REDACTED]@veolia.com>

Subject: New ticket - Fixit Request [#SR-764218]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health
Category : External Customer Services
Quantity : 1
Service : Report a bad smell
What type of smell?: Landfill
Description : Smell of tip. Light sweet smell of refuse. Light winds.
Skip notifications? : Yes
Location :.
Incident address :.

■ TYNE STREET, Island Bay

Customer details:

[REDACTED]
[REDACTED]

Questions related to this ticket can be directly to the Wellington City Council Customer Service Team or Public Health Team on 04 499 4444.

Ngā mihi,

Customer Services, Wellington City Council

From: [REDACTED]@veolia.com
Sent: Tuesday, 8 August 2023 9:32 am
To: Darren Hoskins <Darren.Hoskins@wcc.govt.nz>; Stefan Borowy <Stefan.Borowy@wcc.govt.nz>; [REDACTED]@veolia.com; Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>; [REDACTED]@veolia.com; Craig Shuttleworth <Craig.Shuttleworth@wellingtonwater.co.nz>; Brooke Tatana <Brooke.Tatana@wellingtonwater.co.nz>; [REDACTED]
WWTPmanager <WWTPmanager@wellingtonwater.co.nz>
Subject: Careys Gully - Odour complaint notification

Caution: This is an external email. Please take care when clicking links or opening attachments.

Good morning,

Apologies for the late notification. An odour complaint was received on 6 August 2023 as follows:

Location: [REDACTED] Tyne street, Island Bay

Date: 6/08/2023 00:34

Wind: N (44 kmh) - MetService

Temp: 11 C

Description:

Smell of tip - slightly sweet refuse smell, again minimal wind, attached image of current weather conditions.

Location

[REDACTED] Tyne St,
Island Bay

Incident address

: [REDACTED] Tyne St,
Island Bay

Plant conditions: No issues were reported over the weekend at Carey's Gully SDP. The plant was shut, and storage tanks levels were at 40% and 0% respectively. H2S levels within the building were below 20 ppm. An odour assessment was done yesterday (07/08/2023) which found no odour within the SDP boundaries. Please see the form attached.

Any questions please let me know.

Regards,

[REDACTED]

--
[REDACTED]
Safety, Risk & Compliance Officer
Veolia Australia and New Zealand

[REDACTED]
[REDACTED] [@veolia.com](mailto:[REDACTED]@veolia.com)

From: Info at WCC <info.atWCC@wcc.govt.nz>

Sent: Sunday, 6 August 2023 12:34 am

To: Blair Johnson <Blair.Johnson@wellingtonwater.co.nz>; Brooke Tatana

<Brooke.Tatana@wellingtonwater.co.nz>; Craig Shuttleworth

<Craig.Shuttleworth@wellingtonwater.co.nz>; darren.hoskins@wcc.govt.nz; [REDACTED]

<[\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com)>; info@gw.govt.nz; Joemar Cacnio

<Joemar.Cacnio@wellingtonwater.co.nz>; [\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com); [REDACTED]

<[\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com)>

Subject: New ticket - Fixit Request [#SR-762460]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health

Category : External Customer Services

Quantity : 1

Service : Report a bad smell

What type of smell? : Landfill

Description : Smell of tip - slightly sweet refuse smell, again minimal wind, attached image of current weather conditions.

Location : [REDACTED] Tyne St, Island Bay

Incident address : [REDACTED] Tyne St, Island Bay

Sent: Sunday, July 9, 2023 8:35 AM

To: Andressa Lage <Andressa.Lage@wellingtonwater.co.nz>; darren.hoskins@wcc.govt.nz; [REDACTED]@veolia.com; info@gw.govt.nz; Joemar Cacnio <Joemar.Cacnio@wellingtonwater.co.nz>; [REDACTED]@veolia.com; Leon Chen <Leon.Chen@wellingtonwater.co.nz>; [REDACTED]@veolia.com

Subject: New ticket - Fixit Request [#SR-736565]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health
Category : External Customer Services
Quantity : 1
Service : Report a bad smell
What type of smell? : Landfill
Description : gassy acrid smell from the landfill
please assess
Skip notifications? : Yes
Location : na
Incident address : na

■ Valley Street, Wellington 6023, New Zealand

Customer details:

[REDACTED]

Questions related to this ticket can be directly to the Wellington City Council Customer Service Team or Public Health Team on 04 499 4444.

Ngā mihi,

Customer Services, Wellington City Council

From: Wellington City Council Support

[<customerservice@wellingtoncitycouncil.freshservice.com>](mailto:customerservice@wellingtoncitycouncil.freshservice.com)

Sent: Saturday, July 8, 2023 8:19 AM

To: Andressa Lage <Andressa.Lage@wellingtonwater.co.nz>; darren.hoskins@wcc.govt.nz;

[REDACTED]@veolia.com>; info@gw.govt.nz; Joemar Cacnio

<Joemar.Cacnio@wellingtonwater.co.nz>; [REDACTED]@veolia.com; Leon Chen

<Leon.Chen@wellingtonwater.co.nz>; [REDACTED]@veolia.com>

Subject: New ticket - Fixit Request [#SR-736283]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health
Category : External Customer Services
Quantity : 1
Service : Report a bad smell
What type of smell?: Landfill
Description : sweet gas smell from the landfill
Skip notifications? : Yes
Location :.
Incident address :.

■ Valley St ■ Valley St, Island Bay, Wellington

Customer details:

[REDACTED]

Questions related to this ticket can be directly to the Wellington City Council Customer Service Team or Public Health Team on 04 499 4444.

Ngā mihi,

Customer Services, Wellington City Council

Ozone Contact Centre

Transaction: 24827 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 08 Jul 2023 @ 12:26pm by Kate Ruffell [Kate.Ruffell@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24827, received 08 Jul 2023 at 12:26pm has been assigned to you. Please take appropriate action immediately.

Notifier: [REDACTED]
Source Par [REDACTED]

TA: Wellington City Council

Details: -----Original Message----- From:

customerservice@wellingtoncitycouncil.freshservice.com Sent: Saturday, 8

July 2023 8:19:22 am To: andressa.lage@wellingtonwater.co.nz;

darren.hoskins@wcc.govt.nz; [REDACTED]@veolia.com; info@gw.govt.nz;

joemar.cacnio@wellingtonwater.co.nz; [REDACTED]@veolia.com;

leon.chen@wellingtonwater.co.nz; [REDACTED]@veolia.com Subject: New ticket

- Fixit Request [#SR-736283] Kia ora, A new ticket has been raised for a customer by Wellington City Council. Report a bad smell -Landfill sweet gas smell from the landfill Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] VALLEY STREET

ISLAND BAY

WELLINGTON

Phone: cel [REDACTED]

Temp ph [REDACTED]

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

From: Wellington City Council Support

[<customerservice@wellingtoncitycouncil.freshservice.com>](mailto:customerservice@wellingtoncitycouncil.freshservice.com)

Sent: Saturday, July 8, 2023 8:19 AM

To: Andressa Lage <Andressa.Lage@wellingtonwater.co.nz>; darren.hoskins@wcc.govt.nz;

[REDACTED]@veolia.com>; info@gw.govt.nz; Joemar Cacnio

<Joemar.Cacnio@wellingtonwater.co.nz>; [REDACTED]@veolia.com; Leon Chen

<Leon.Chen@wellingtonwater.co.nz>; [REDACTED]@veolia.com>

Subject: New ticket - Fixit Request [#SR-736283]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health
Category : External Customer Services
Quantity : 1
Service : Report a bad smell
What type of smell? : Landfill
Description : odour from tip (presumably) 4 x in last week.
this has been a problem for many years on calm days, concerns over the seemingly increasing evenings this is noticable.
Skip notifications? : Yes

■ Domanski Crescent, Ōwhiro Bay, Wellington 6023, New Zealand

Customer details:

■

Questions related to this ticket can be directly to the Wellington City Council Customer Service Team or Public Health Team on 04 499 4444.

Ngā mihi,

Customer Services, Wellington City Council

Ozone Contact Centre

Transaction: 24765 [[View Transaction >>](#) [Click here to view your CC Transaction](#)]

Created: 26 Jun 2023 @ 02:00pm by Sarah Newman [Sarah.Newman@gw.govt.nz]

Type/Subtype: Env Protection Incident / Env Protection Incident all types

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24765, received 26 Jun 2023 at 02:00pm has been assigned to you. Please take the action immediately.

Notifier: ■

Source Par

TA: Wellington City Council

Details: From: WCC Sent: Sunday, 25 June 2023 9:43:47 pm To:

andressa.lage@wellingtonwater.co.nz; darren.hoskins@wcc.govt.nz;
[REDACTED]@veolia.com; info@gw.govt.nz;

joemar.cacnio@wellingtonwater.co.nz; [REDACTED]@veolia.com;

leon.chen@wellingtonwater.co.nz; [REDACTED]@veolia.com Landfill odour from tip (presumably) 4 x in last week. this has been a problem for many years on calm days, concerns over the seemingly increasing evenings this is noticable. [REDACTED] Domanski Crescent, Owhiro Bay, Wellington 6023, New Zealand Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A> Contact details:

Address:

Phone: day [REDACTED]

Temp ph [REDACTED]

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

From: Wellington City Council Support

[<customerservice@wellingtoncitycouncil.freshservice.com>](mailto:customerservice@wellingtoncitycouncil.freshservice.com)

Sent: Tuesday, June 20, 2023 3:45 PM

To: Andressa Lage <Andressa.Lage@wellingtonwater.co.nz>; darren.hoskins@wcc.govt.nz;

[REDACTED]@veolia.com>; info@gw.govt.nz; Joemar Cacnio

<Joemar.Cacnio@wellingtonwater.co.nz>; [REDACTED]@veolia.com; Leon Chen

<Leon.Chen@wellingtonwater.co.nz>; [REDACTED]@veolia.com>

Subject: New ticket - Web Form Ticket [#SR-714145]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health

Category : External Customer Services

Quantity : 1

Service : Report a bad smell

What type of smell? : Landfill

Description : Bad smells have been blowing from the Landfill for a couple of weeks. It is particularly bad today

Location : NA

Incident address : NA

████ Owhiro Bay Parade, Owhiro Bay, Wellington 6023

Customer details:

████████████████████
████████████████████
████████████████████

Questions related to this ticket can be directly to the Wellington City Council Customer Service Team or Public Health Team on 04 499 4444.

Ngā mihi,

Customer Services, Wellington City Council

Ozone Contact Centre

Transaction: 24735 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 19 Jun 2023 @ 11:15am by Kaiya Howarth [Kaiya.Howarth@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24735, received 19 Jun 2023 at 11:15am has been assigned to you. Please take the action immediately.

Notifier: ██████████
Source Par ██████████

TA: Wellington City Council

Details: Feedback form fwd'd through by WCC: Caller rang to report a 'putrid' smell coming from the southern landfill right now; please investigate and see what can be done. Location: █████ LANDFILL ROAD, Owhiro Bay Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: █████ LANDFILL ROAD
OWHIRO BAY
WELLINGTON
Phone: cel ██████████
Temp phone: ██████████
Email:

This message was automatically generated by the Ozone Contact Centre

From: Wellington City Council Support
<customerservice@wellingtoncitycouncil.freshservice.com>
Sent: Monday, June 19, 2023 9:03 AM

To: Andressa Lage <Andressa.Lage@wellingtonwater.co.nz>; darren.hoskins@wcc.govt.nz;
[REDACTED]@veolia.com>; info@gw.govt.nz; Joemar Cacnio
<Joemar.Cacnio@wellingtonwater.co.nz>; [REDACTED]@veolia.com; Leon Chen
<Leon.Chen@wellingtonwater.co.nz>; [REDACTED]@veolia.com>
Subject: New ticket - Public Health: 40 LANDFILL ROAD, Owhiro Bay [#SR-713145]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health
Category : External Customer Services
Quantity : 1
Service : Report a bad smell
What type of : Landfill
smell?
Description : Caller rang to report a 'putrid' smell coming from the southern landfill right
now; please investigate and see what can be done.
Location : -41.33106471367938,174.74947283657596
Incident : [REDACTED] LANDFILL ROAD, Owhiro Bay
address

Customer details:

[REDACTED]
[REDACTED]

Questions related to this ticket can be directly to the Wellington City Council Customer Service Team or Public Health Team on 04 499 4444.

Ngā mihi,

Customer Services, Wellington City Council

Ozone Contact Centre

Transaction: 24711 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 15 Jun 2023 @ 01:25pm by Kate Ruffell [Kate.Ruffell@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24711, received 15 Jun 2023 at 01:25pm has been assigned to you. Please take action immediately.

Notifier: [REDACTED]
Source Par [REDACTED]

TA: Wellington City Council

Details: -----Original Message----- From:

customerservice@wellingtoncitycouncil.freshservice.com Sent: Wednesday, 14 June 2023 5:58:01 pm To: [and \[REDACTED\]@wellingtonwater.co.nz](mailto:and[REDACTED]@wellingtonwater.co.nz); darren.hoskins@wcc.govt.nz; [\[REDACTED\]@info@gw.govt.nz](mailto:[REDACTED]@info@gw.govt.nz); joemar.cacnio@wellingtonwater.co.nz; [\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com); leon.chen@wellingtonwater.co.nz; [\[REDACTED\]@com](mailto:[REDACTED]@com) Subject: New ticket

- Fixit Request [#SR-711101] Bad [REDACTED] ing from landfill - at 9am and 4:50pm Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] MORNINGTON ROAD
BROOKLYN

WELLINGTON

Phone: cel [REDACTED]

Temp ph [REDACTED]

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24688 [[View Transaction](#) >> [Click here to view your CC Transaction](#)]

Created: 10 Jun 2023 @ 07:28am by Kate Ruffell [Kate.Ruffell@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24688, received 10 Jun 2023 at 07:28am has been assigned to you. Please take action immediately.

Notifier: [REDACTED]
Source Par [REDACTED]

TA: Wellington City Council

Details: -----Original Message----- From:

customerservice@wellingtoncitycouncil.freshservice.com Sent: Friday, 9 June 2023 11:28:40 pm To: [and\[REDACTED\]@ingtonwater.co.nz](mailto:and[REDACTED]@ingtonwater.co.nz); darren.hoskins@wcc.govt.nz; [\[REDACTED\]@info@gw.govt.nz](mailto:[REDACTED]@info@gw.govt.nz); joemar.cacnio@wellingtonwater.co.nz; [\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com); [\[REDACTED\]@com](mailto:[REDACTED]@com) Subject: New ticket

- Fixit Request [#SR-708543] :Bad [REDACTED] ing from landfill Address: [REDACTED] Mornington Rd Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-

Type? A>
Contact details:
Address: [REDACTED] MORNINGTON ROAD
BROOKLYN
WELLINGTON
Phone: cel [REDACTED]
Temp phone:
Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

From: Wellington City Council Support
<customerservice@wellingtoncitycouncil.freshservice.com>
Sent: Friday, June 9, 2023 11:29 PM
To: Andressa Lage <Andressa.Lage@wellingtonwater.co.nz>; darren.hoskins@wcc.govt.nz;
[REDACTED]@veolia.com>; info@gw.govt.nz; Joemar Cacnio
<Joemar.Cacnio@wellingtonwater.co.nz>; [REDACTED]@veolia.com; Leon Chen
<Leon.Chen@wellingtonwater.co.nz>; [REDACTED]@veolia.com>
Subject: New ticket - Fixit Request [#SR-708543]

Caution: This is an external email. Please take care when clicking links or opening attachments.

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health
Category : External Customer Services
Quantity : 1
Service : Report a bad smell
What type of smell? : Landfill
Description : Bad smell coming from landfill
Address: [REDACTED] Mornington Rd

[REDACTED] Mornington Rd, [REDACTED] Mornington Rd, Brooklyn, Wellington

Customer details:

[REDACTED]

Questions related to this ticket can be directly to the Wellington City Council Customer Service Team or Public Health Team on 04 499 4444.

Ngā mihi,

Customer Services, Wellington City Council

Ozone Contact Centre

Transaction: 24624 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 27 May 2023 @ 03:38pm by ALEM [Maria.Ale@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24624, received 27 May 2023 at 03:38pm has been assigned to you. Please take the action immediately.

Notifier: [REDACTED]

Source Party:

TA: Wellington City Council

Details: GW call 3.35pm Location: Southern Landfill odour Today it is 4 or 5/6 especially outside. Smells mixture gas/rubbish. Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environment 1 Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] MITCHELL STREET

BROOKLYN

WELLINGTON

Phone: cel [REDACTED]

Temp phone:

Email:

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction 24571 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 19 May 2023 @ 02:27pm by Kate Ruffell [Kate.Ruffell@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24571, received 19 May 2023 at 02:27pm has been assigned to you. Please take action immediately.

Notifier: [REDACTED]

Source Party:

TA: Wellington City Council

Details: -----Original Message----- From: customerservice@wellingtoncitycouncil.freshservice.com Sent: Friday, 19 May 2023 10:08:12 am To: address@wellingtonwater.co.nz; darren.hoskins@wcc.govt.nz; [REDACTED] info@gw.govt.nz; joemar.cacnio@wellingtonwater.co.nz; [REDACTED] [\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com); leon.chen@wellingtonwater.co.nz; [REDACTED] [\[REDACTED\].com](mailto:[REDACTED].com) Subject: New ticket - Fixit Request [#SR-684320] Kia [REDACTED] ticket has been raised for a customer by Wellington City Council. Report a bad smell Bad smell from southern landfill Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>
Contact details:
Address: [REDACTED] MORNINGTON ROAD
BROOKLYN [REDACTED]
WELLINGTON [REDACTED]
Phone: cel [REDACTED]
Temp ph [REDACTED]
Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24576 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 19 May 2023 @ 08:50pm by Sarah Hutson [Sarah.Hutson@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24576, received 19 May 2023 at 08:50pm has been assigned to you. Please take action immediately.

Notifier: [REDACTED]

Source Par [REDACTED]

TA: Wellington City Council

Details: A new ticket has been raised for a customer by Wellington City Council. Ticket details: Item Name : Public Health Category : External Customer Services Quantity : 1 Service : Report a bad smell What type of smell? : Landfill Description : Strong smell of tip all day. Still weather with minimal breeze. There's been a very overpowering smell of refuse from morning to evening. This occurs every time there is no wind and I'm beginning to wonder what health risks it imposes on my young family.

Afterhours reminder: You must phone through urgent tickets to the on-call health officer : Yes Location : [REDACTED] Tyne Street, Island Bay Incident address : [REDACTED] Tyne Street, Island Bay [REDACTED] TYNE STREET, Island Bay Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address:

Phone: day [REDACTED]

Temp phone: [REDACTED]

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24577 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 19 May 2023 @ 09:04pm by Sarah Hutson [Sarah.Hutson@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24577, received 19 May 2023 at 09:04pm has been assigned to you. Please take action immediately.
Notifier: [REDACTED]
Source Party: [REDACTED]
TA: Wellington City Council
Details: A new ticket has been raised for a customer by Wellington City Council. Ticket details: Item Name : Public Health Category : External Customer Services Quantity : 1 Service : Report a bad smell What type of smell? : Landfill Description : Has been getting ;landfill odours and off throughout that day Location : -1.307799 776024,174.76366499195046 Incident address : BAFFIN GROVE, Kings o Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>
Contact details:
Address: [REDACTED]
Phone: cell [REDACTED]
Temp ph [REDACTED]
Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction 24549 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 16 May 2023 @ 05:33pm by ALEM [Maria.Ale@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24549, received 16 May 2023 at 05:33pm has been assigned to you. Please take action immediately.
Notifier: [REDACTED]
Source Party: [REDACTED]
TA: Wellington City Council

Details: Called 5.30pm Possibly the Southern Landfill, customer has come back from a walk and the bad smell has left a bad taste in his mouth. He said 5/6 odour. Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:
Address: [REDACTED] MORNINGTON ROAD
BROOKLYN
WELLINGTON
Phone: cel [REDACTED]
Temp phone:
Email:

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24526 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 12 May 2023 @ 02:45pm by Sarah Hutson [Sarah.Hutson@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24526, received 12 May 2023 at 02:45pm has been assigned to you. Please take appropriate action immediately.

Notifier: [REDACTED]
Source Party: [REDACTED]

TA: Wellington City Council

Details: A new ticket has been raised for a customer by Wellington City Council. Ticket detail : Item Name : Public Health Category : External Customer Services Quantity : 1 Service : Report a bad smell What type of smell? : Landfill Description : Bad smell coming from landfill. Skip notifications? : Yes Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:
Address: [REDACTED] MORNINGTON ROAD
BROOKLYN
WELLINGTON
Phone: cel [REDACTED]
Temp phone:
Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24453 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 03 May 2023 @ 08:15pm by ALEM [Maria.Ale@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24453, received 03 May 2023 at 08:15pm has been assigned to you. Please take the action immediately.

Notifier: [REDACTED]

Source Par

TA: Wellington City Council

Details: WCC email rcvd 2 May 23 @1.37am [#SR-663749] Service: Report a bad smell What type of smell? :Waste water treatment plant Description: Over the past few weeks there has frequently been a strong sewage smell in the Eastern/Southern Suburbs, including Houghton & Lyall Bays, Rongotai, Kilbirnie & Miramar. Whilst a frequent occurrence in the Eastern Suburbs, especially in a light southerly wind, more recently it has been noticeable when there has been no wind or even a light northerly Today it is especially strong (a light southerly blowing) and this evening we have had to shut the house windows to keep the odour out. I would be grateful if you would have this matter investigated urgently and keep me informed of progress. Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] HOBART STREET

MIRAMAR

WELLINGTON

Phone: cel [REDACTED]

Temp ph

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24448 [[View Transaction >>](#) [Click here to view your CC Transaction](#)]

Created: 03 May 2023 @ 03:05pm by Syntael Raihania-White [syntael.raihania-white@gw.govt.nz]

Type/Subtype: Env Protection Incident / Env Protection Incident all types

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24448, received 03 May 2023 at 03:05pm has been assigned to you. Please take the action immediately.

Notifier: [REDACTED]

Source Par

TA: Wellington City Council

Details: The smell from the Wellington Sewer at Moa point is repulsive and has been for the last few Southerlies. I think you should have a serious word with them it is not on to be subjected to this smell and we have visitors from out of town and that's all they notice. Location of incident: [REDACTED] Nuku Street, Strathmore Park, Wellington 6022 Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] TAFT STREET

BROOKLYN
WELLINGTON
Phone: day [REDACTED]
Temp ph [REDACTED]
Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24441 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 02 May 2023 @ 07:23am by KAURB [Bhavleen.Kaur@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24441, received 02 May 2023 at 07:23am has been assigned to you. Please action immediately.
Notifier: [REDACTED]
Source Part: [REDACTED]
TA: Wellington City Council
Details: *This report came through from WCC. Smell of sewage from Southern Landfill for the last few consecutive days, very strong smell Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>
Contact details:
Address:
Phone: cel [REDACTED]
Temp ph [REDACTED]
Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

From: Wellington City Council support <customerservice@wellingtoncitycouncil.freshservice.com>
Sent: Monday, 1 May 2023 3:54 pm
To: andressa.lage@wellingtonwater.co.nz; Darren Hoskins <Darren.Hoskins@wcc.govt.nz>; [REDACTED] <[\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com)>; info@gw.govt.nz; joemar.cacnio@wellingtonwater.co.nz; [REDACTED] <[\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com)>; leon.chen@wellingtonwater.co.nz; [REDACTED] <[\[REDACTED\]@veolia.com](mailto:[REDACTED]@veolia.com)>
Subject: New ticket - Web Form Ticket [#SR-662390]

Kia ora,

A new ticket has been raised for a customer by Wellington City Council.

Ticket details:

Item Name : Public Health

Category : External Customer Services
Quantity : 1
Service : Report a bad smell
What type of smell? : Landfill
Description : Smell of sewage from Southern Landfill for the last few consecutive days, very strong smell
Location : NA
Incident address : NA

██████████ Baffin Grove, Kingston, Wellington 6021

Customer details:

██████████
██████████

Questions related to this ticket can be directly to the Wellington City Council Customer Service Team or Public Health Team on 04 499 4444.

Ngā mihi,

Customer Services, Wellington City Council

Ozone Contact Centre

Transaction: 24426 [[View Transaction >>](#) [Click here to view your CC Transaction](#)]
Created: 30 Apr 2023 @ 07:42pm by ALEM [Maria.Ale@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24426, received 30 Apr 2023 at 07:42pm has been assigned to you. Please take the action immediately.

Notifier: ██████████
Source Par

TA: Wellington City Council

Details: UPDATE 30 April 23 @5.45pm (SR-659573) What type of smell?:Landfill Description:Extreme smell from landfill today and getting worse over course of the day. Location:██████████ Hawkins Hill Road, Brooklyn ----- WCC email rcvd 30 april 23 @5.44pm SR-659574

What type of smell?:Landfill Description:Excessive odour emanating from southern landfill all day. Location:██████████ Hawkins Hill Road, Brooklyn

Contact details:

Address:

Phone: day ██████████

Temp phone: ██████████

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24425 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 30 Apr 2023 @ 07:41pm by ALEM [Maria.Ale@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24425, received 30 Apr 2023 at 07:41pm has been assigned to you. Please take action immediately.

Notifier: [REDACTED]

Source Party:

TA: Wellington City Council

Details: WCC email rcvd 30 April 23 @5.23pm (SR-659603) What type of smell?: Landfill
Description: Bad smell from landfill
Q> What is the Sink?
A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] MORNINGTON ROAD

BROOKLYN

WELLINGTON

Phone: cell [REDACTED]

Temp ph

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24426 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 30 Apr 2023 @ 07:42pm by ALEM [Maria.Ale@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24426, received 30 Apr 2023 at 07:42pm has been assigned to you. Please take the action immediately.

Notifier: [REDACTED]

Source Party:

TA: Wellington City Council

Details: UPDATE 30 April 23 @5.45pm (SR-659573) What type of smell?: Landfill
Description: Extreme smell from landfill today and getting worse over course of the day. Location: [REDACTED] Hawkins Hill Road, Brooklyn
----- WCC email rcvd 30 april 23 @5.44pm SR-659574

What type of smell?: Landfill Description: Excessive odour emanating from

southern landfill all day. Location: [REDACTED] Hawkins Hill Road, Brooklyn
Contact details:
Address:
Phone: day [REDACTED]
Temp ph [REDACTED]
Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24398 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 27 Apr 2023 @ 06:16pm by Sarah Hutson [Sarah.Hutson@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24398, received 27 Apr 2023 at 06:17pm has been assigned to you. Please take the action immediately.
Notifier: [REDACTED]
Source Part: [REDACTED]
TA: Wellington City Council
Details: `Waste smell is coming from Brooklyn tip. Customer can smell it from their home in Vogel town from about 5pm Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-type? A>
Contact details:
Address:
Phone: day [REDACTED]
Temp phone: [REDACTED]
Email:

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24319 [View Transaction >> [Click here to view your CC Transaction](#)]
Created: 16 Apr 2023 @ 06:15pm by ALEM [Maria.Ale@gw.govt.nz]
Type Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24319, received 16 Apr 2023 at 06:15pm has been assigned to you. Please take the action immediately.
Notifier: [REDACTED]
Source Part: [REDACTED]
TA: Wellington City Council
Details: Ph call @4.00pm Southern Landfill 10/10 odour tonight. Customer said odour seeping into their home even with the windows shut. Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type

of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] MITCHELL STREET

BROOKLYN

WELLINGTON

Phone: cel [REDACTED]

Temp phone:

Email:

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24318 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 16 Apr 2023 @ 06:04pm by ALEM [Maria.Ale@gw.govt.nz]

Type/Subtype: Env Protection Incident / Env Protection Incident all types

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24318, received 16 Apr 2023 at 06:04pm has been assigned to you. Please take action immediately.

Notifier: [REDACTED]

Source Party:

TA: Wellington City Council

Details: Ph call @5.57pm Southern Landfill 8/10 tonight is getting stronger as the night continues, odour coming into the house even while shutting the doors and windows. Please investigate what is happening. This odour has never been this bad in the 8yrs they have lived in Brooklyn. Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] KAREPA STREET

BROOKLYN

WELLINGTON

Phone: cel [REDACTED]

Temp phone:

Email:

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24319 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 16 Apr 2023 @ 06:15pm by ALEM [Maria.Ale@gw.govt.nz]

Type/Subtype: Env Protection Incident / Env Protection Incident all types

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24319, received 16 Apr 2023 at 06:15pm has been assigned to you. Please take the action immediately.

Notifier: [REDACTED]

Source Party: [REDACTED]

TA: Wellington City Council

Details: Ph call @4.00pm Southern Landfill 10/10 odour tonight. Customer said odour seeping into their home even with the windows shut. Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] MITCHELL STREET

BROOKLYN

WELLINGTON

Phone: cel [REDACTED]

Temp phone: [REDACTED]

Email:

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24318 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 16 Apr 2023 @ 06:04pm by ALEM [Miria.A@gw.govt.nz]

Type/Subtype: Env Protection Incident / Env Protection Incident all types

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24318, received 16 Apr 2023 at 06:04pm has been assigned to you. Please take action immediately.

Notifier: [REDACTED]

Source Party: [REDACTED]

TA: Wellington City Council

Details: Ph call @5.57pm Southern Landfill 8/10 tonight is getting stronger as the night continues, odour coming into the house even while shutting the doors and windows. Please investigate what is happening. This odour has never been this bad in the 8yrs they have lived in Brooklyn. Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] KAREPA STREET

BROOKLYN

WELLINGTON

Phone: cel [REDACTED]

Temp phone: [REDACTED]

Email:

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24317 [View Transaction >> [Click here to view your CC](#)]

[Transaction](#)]

Created: 16 Apr 2023 @ 05:44pm by ALEM [Maria.Ale@gw.govt.nz]

Type/Subtype: Env Protection Incident / Env Protection Incident all types

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24317, received 16 Apr 2023 at 05:44pm has been assigned to you. Please take action immediately.

Notifier: [REDACTED]

Source Party: [REDACTED]

TA: Wellington City Council

Details: Ph call on 5.30pm Southern landfill odour tonight is 8/10. Has gotten stronger since the sun has gone down. Customer said if she didnt close the doors and windows the odour would come in. Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: [REDACTED] MANA STREET

BROOKLYN

WELLINGTON

Phone: cel [REDACTED]

Temp phone: [REDACTED]

Email:

This message was automatically generated by the Ozone Contact Centre

From: [REDACTED]

Sent: Tuesday, 11 April 2023 10:19 pm

To: Environmental.Protection@gw.govt.nz; Deputy Mayor Laurie Foon <Laurie.Foon@wcc.govt.nz>

Subject: T and T Landfills Limited

Hi Cari Kuske,

Over the long weekend we had dust entering our property from the T&T landfill, as usual.

Mitchell Street has many young Tamariki who are being exposed to dust that causes respiratory and cardiovascular issues

Does GW have any investigation updates on the way? The last was published in 2020.

Talks of extension beyond 2026 - will this be publicly notified?

+ 15Kg of silt removed from gutters



Thanks

Ozone Contact Centre

Transaction 2421 [View Transaction >> [Click here to view your CC Transaction](#)

Created: 25 Mar 2023 @ 10:16am by Kate Ruffell [Kate.Ruffell@gw.govt.nz]

Type / Subtype: Env Protection Incident / Env Protection Incident all types

Priority: 1 HOUR

Action EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24211, received 25 Mar 2023 at 10:16am has been assigned to you. Please take the action immediately.

Notifier: [REDACTED]

Source Par

TA: Wellington City Council

Details: -----Original Message----- From:

customerservice@wellingtoncitycouncil.freshservice.com Sent: Friday, 24

March 2023 9:26:58 am To: an@wellingtonwater.co.nz;
darren.hoskins@wcc.govt.nz; [REDACTED]; info@gw.govt.nz;
joemar.cacnio@wellingtonwater.co.nz; [REDACTED]; info@veolia.com;
leon.chen@wellingtonwater.co.nz; [REDACTED]; info@veolia.com Subject: New ticket
- Fixit Request [#SR-623373] A new ticket has been raised for a customer by
Wellington City Council. Very strong sewerage smell at Owhiro Bay School.
[REDACTED] HAPPY VALLEY ROAD, Owhiro Bay Q> What is the Sink? A> Q> What is the
Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is
the Environmental Effect? A> Q> What are the Investigation Findings? A> Q>
What is the Sub-Type? A>
Contact details:
Address:
Phone: cel [REDACTED]
Temp phone: [REDACTED]
Email: [REDACTED]

Ozone Contact Centre

Transaction: 24138 [[View Transaction >> Click here to view your CC Transaction](#)]
Created: 15 Mar 2023 @ 12:22pm by Sarah Newman [Sarah.Newman@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24138, received 15 Mar 2023 at 12:22pm has been assigned to you. Please take action immediately.

Notifier: [REDACTED]

Source Par

TA: Wellington City Council

Details: WCC forwarded this: Sent: Tuesday, 14 March 2023 9:27:54 pm

Subject: New ticket - Web Form Ticket [#SR-616423] Kia ora, A new ticket has been raised for a customer by Wellington City Council. Ticket details: Report a bad smell What type of smell?:Landfill Description:The air absolutely reeks of methane from the dump tonight. It stinks all the way out on the coast as well. Is the methane trapping at the dump being turned off at night? It's been still all day with no odour at all. Location: [REDACTED] Happy Valley Road, Owhiro Bay, Wellington, 6023, NZL Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address: C/O [REDACTED]

[REDACTED] DERWENT STREET

OWHIRO BAY

WELLINGTON

Phone: cel [REDACTED]

Temp phone: [REDACTED]

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

Ozone Contact Centre

Transaction: 24003 [[View Transaction >> Click here to view your CC Transaction](#)]

Created: 23 Feb 2023 @ 01:41pm by Sarah Newman [Sarah.Newman@gw.govt.nz]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24003, received 23 Feb 2023 at 01:41pm has been assigned to you. Please schedule the action immediately.

Notifier: [REDACTED].

Source Par [REDACTED]

TA: Wellington City Council

Details: -----Original Message----- From: th618939@gmail.com Sent: Tuesday, 21 February 2023 2:08:51 pm To: "Info" ; notifications@gw.govt.nz; info@wcc.govt.nz CC: brooklynresidentswellington@gmail.com Subject: T&T Landfill dust Hello, The T&T Landfill operation is filling the valley with dust that's entering surrounding properties again. The heavy earth moving trucks and diggers are creating huge dust clouds. Insufficient dust controls in place and they now have additional earthworks happening even closer to our properties with zero control happening in that area. You can taste the dust in the air and any clothing on washing lines has dust in it by the end of the day. <https://goo.gl/maps/qMMKBi2RctPeZaaJ6> Tom Q> What is the Sink? A> Q> What is the Affected Site? A> Q> What is the Activity Type of the Source? A> Q> What is the Environmental Effect? A> Q> What are the Investigation Findings? A> Q> What is the Sub-Type? A>

Contact details:

Address

Phone: [REDACTED]

Temp ph [REDACTED]

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

ODOUR MEASUREMENT RECORD

Site being monitored: SDP Assessors Name: [REDACTED] Date: 9/08/23

Reason for Investigation: Odour Complain Location of Assessment: SDP
 Initial Impressions: No smell Initial Character:
 Time of the Initial Impression: 10:00am Initial general hedonic tone:
 Initial odour intensity: Plume width (if known):

Odour samples every ten seconds. The time between the ten seconds is disregarded (Interval method) Breathe normally rather than sniffing. Use the Scale of intensity as a guide.

Start time:

Scale of Intensity		Mins	Intensity	Character/notes	Mins	Intensity	Character/notes	Mins	Intensity	Character/notes
6	Extremely strong	1st	0		1st	0		1st	0	
5	Very strong	10	0		10	0		10	0	
4	Strong	20	0		20	0		20	0	
3	Distinct	30	0		30	0		30	0	
2	Weak	40	0		40	0		40	0	
1	Very weak	50	0		50	0		50	0	
0	No odour	2nd	0		2nd	0		2nd	0	
		10	0		10	0		10	0	
		20	0		20	0		20	0	
		30	0		30	0		30	0	
		40	0		40	0		40	0	
		50	0		50	0		50	0	
		3rd	0		3rd	0		3rd	0	
		10	0		10	0		10	0	
		20	0		20	0		20	0	
		30	0		30	0		30	0	
		40	0		40	0		40	0	
		50	0		50	0		50	0	

Weather Data
 Use the Land Beaufort Wind Scale and Measuring Cloud cover as a guide

Wind Direction: N
 Wind Velocity: 14 km/hr
 Cloud Cover: 0
 Temperature: 11°C

Land Beaufort Wind Scale

B No	Description	How to Recognise
0	Calm	Smoke rises straight up
1	Light Air	Smoke Drifts
2	Light Breeze	Wind felt on face; leaves rustle
3	Gentle Breeze	Flags flap; twigs move all the time
4	Moderate Breeze	Papers blow; small branches move
5	Fresh Breeze	Small trees sway
6	Strong Breeze	Large branches move; wind whistles
7	Near Gale	Whole trees sway

Measuring cloud cover
 During the day the sun is always shining, so the amount of sunshine reaching the ground depends on the amount and duration of any cloud cover. The amount of cloud cover is usually given in units called oktas. Each okta represents one eighth of the sky covered by cloud.

Okta No	Description
0	Clear Sky
1	Sunny
2	Mostly sunny
3	
4	Half the sky is covered in cloud
5	
6	Mostly cloudy
7	Considerable cloudiness
8	Overcast
9	Fog/mist

Based on your assessment on this occasion, which of the following applies

I did not detect any odour

I did detect odour and consider it would not be objectionable at any location for any duration or frequency

I did detect odour and consider it would be objectionable, if it became continuous

I did detect odour and consider it would be objectionable if it occurred on a regular or frequent basis

I did detect odour and consider it to be objectionable even in periods of short duration

FINAL CHECKLIST (assessment of Offsite Odour)

Is it considered odour may be from offsite source Yes (provide details below) No

Notes of offsite odour: The was a waste spill on the road to the landfill

The plant was switched off during the complain

ODOUR MEASUREMENT RECORD

Site being monitored: Carey's SDP Assessors Name: [REDACTED] Date: 7/8/23

Reason for investigation: Odour Complaint Location of Assessment: Carey's Gully SDP
 Initial impressions: No odour Initial Character: ---
 Time of the initial impression: 10:30 Initial general hedonic tone: ---
 Initial odour intensity: --- Plume width (if known): ---

Odour samples every ten seconds. The time between the ten seconds is disregarded (interval method). Breathe normally rather than sniffing. Use the Scale of intensity as a guide.

Start time: 10:40 Skip Bay Biofilter Black Boxes

Scale of Intensity		Mins	Intensity	Character/notes	Mins	Intensity	Character/notes	Mins	Intensity	Character/notes
6	Extremely strong	1st	0	0	1st	0	0	1st	0	0
5	Very strong		10	0		10	0		10	0
4	Strong		20	0		20	0		20	0
3	Distinct		30	0		30	0		30	0
2	Weak		40	0		40	0		40	0
1	Very weak		50	0		50	0		50	0
0	No odour	2nd	0	0	2nd	0	0	2nd	0	0
			10	0		10	0		10	0
			20	0		20	0		20	0
			30	0		30	0		30	0
			40	0		40	0		40	0
			50	0		50	0		50	0
		3rd	0	0	3rd	0	0	3rd	0	0
			10	0		10	0		10	0
			20	0		20	0		20	0
			30	0		30	0		30	0
			40	0		40	0		40	0
			50	0		50	0		50	0

Weather Data Use the Land Beaufort Wind Scale and Measuring Cloud cover as a guide Wind Direction: <u>N</u> Wind Velocity: <u>44</u> Cloud Cover: <u>4</u> Temperature: <u>11°C</u>	Land Beaufort Wind Scale <table border="1"> <thead> <tr> <th>B No</th> <th>Description</th> <th>How to Recognise</th> </tr> </thead> <tbody> <tr><td>0</td><td>Calm</td><td>Smoke rises straight up</td></tr> <tr><td>1</td><td>Light Air</td><td>Smoke Drifts</td></tr> <tr><td>2</td><td>Light Breeze</td><td>Wind felt on face; leaves rustle</td></tr> <tr><td>3</td><td>Gentle Breeze</td><td>Papers blow; twigs move all the time</td></tr> <tr><td>4</td><td>Moderate Breeze</td><td>Papers blow; small branches move</td></tr> <tr><td>5</td><td>Fresh Breeze</td><td>Small trees sway</td></tr> <tr><td>6</td><td>Strong Breeze</td><td>Large branches move; wind whistles</td></tr> <tr><td>7</td><td>Near Gale</td><td>Whole trees sway</td></tr> </tbody> </table>	B No	Description	How to Recognise	0	Calm	Smoke rises straight up	1	Light Air	Smoke Drifts	2	Light Breeze	Wind felt on face; leaves rustle	3	Gentle Breeze	Papers blow; twigs move all the time	4	Moderate Breeze	Papers blow; small branches move	5	Fresh Breeze	Small trees sway	6	Strong Breeze	Large branches move; wind whistles	7	Near Gale	Whole trees sway	Measuring cloud cover During the day the sun is always shining, so the amount of sunshine reaching the ground depends on the amount and duration of any cloud cover. The amount of cloud cover is usually given in units called oktas. Each okta represents one eighth of the sky covered by cloud. <table border="1"> <thead> <tr> <th>Okta No</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>0</td><td>Clear Sky</td></tr> <tr><td>1</td><td>Sunny</td></tr> <tr><td>2</td><td>Mostly sunny</td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td>Half the sky is covered in cloud</td></tr> <tr><td>5</td><td></td></tr> <tr><td>6</td><td>Mostly cloudy</td></tr> <tr><td>7</td><td>Considerable cloudiness</td></tr> <tr><td>8</td><td>Overcast</td></tr> <tr><td>9</td><td>Fog/mist</td></tr> </tbody> </table>	Okta No	Description	0	Clear Sky	1	Sunny	2	Mostly sunny	3		4	Half the sky is covered in cloud	5		6	Mostly cloudy	7	Considerable cloudiness	8	Overcast	9	Fog/mist
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Based on your assessment on this occasion, which of the following applies

I did not detect any odour

I did detect odour and consider it would not be objectionable at any location for any duration or frequency

I did detect odour and consider it would be objectionable, if it became continuous

I did detect odour and consider it would be objectionable if it occurred on a regular or frequent basis

I did detect odour and consider it to be objectionable even in periods of short duration

FINAL CHECKLIST (assessment of Offsite Odour)

Is it considered odour may be from offsite source	Yes (provide details below)	Notes of offsite odour:
	No	

ODOUR MEASUREMENT RECORD

Site being monitored: SDP Assessors Name: [REDACTED] Date: 26/06/23

Reason for Investigation: odour complaint Location of Assessment: SDP

Initial Impressions: _____ Initial Character: _____

Time of the initial impression: _____ Initial general hedonic tone: _____

Initial odour intensity: _____ Plume width (if known): _____

Odour samples every ten seconds. The time between the ten seconds is disregarded (interval method). Breathe normally rather than sniffing. Use the Scale of intensity as a guide.

Start time: 9:00am

Scale of Intensity	Black Area			Plant External			Self Area 5		
	Mins	Intensity	Character/notes	Mins	Intensity	Character/notes	Mins	Intensity	Character/notes
6 Extremely strong	1st	0	0	0	0	0	0	0	0
		10	0		0		0		0
		20	1		0		0		0
		30	1		0		0		0
		40	1		0		0		0
	2nd	0	0		0	6		0	
		10	1		0	0		0	
		20	1		0	0		0	
		30	1		0	0		0	
		40	1		0	0		0	
	3rd	0	0		0	1		0	
		10	1		0	1		0	
		20	1		0	1		0	
		30	1		0	1		0	
		40	1		0	1		0	

Weather Data
Use the Land Beaufort Wind Scale and Measuring Cloud cover as a guide

Wind Direction: _____

Wind Velocity: _____

Cloud Cover: _____

Temperature: _____

Land Beaufort Wind Scale

B No	Description	How to Recognise
0	Caln	Smoke rises straight up
1	Light Air	Smoke Drifts
2	Light Breeze	Wind felt on face; leaves rustle
3	Gentle Breeze	Flags flap; twigs move all the time
4	Moderate Breeze	Papers blow; small branches move
5	Fresh Breeze	Small trees sway
6	Strong Breeze	Large branches move; wind whistles
7	Near Gale	Whole trees sway

Measuring cloud cover
During the day the sun is always shining, so the amount of sunshine reaching the ground depends on the amount and duration of any cloud cover. The amount of cloud cover is usually given in units called oktas. Each okta represents one eighth of the sky covered by cloud.

Oktas No	Description
0	Clear Sky
1	Sunny
2	Mostly sunny
3	
4	Half the sky is covered in cloud
5	
6	Mostly cloudy
7	Considerable cloudiness
8	Overcast
9	Fog/mist

Based on your assessment on this occasion, which of the following applies

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FINAL CHECKLIST (assessment of Offsite Odour)

Is it considered odour may be from offsite source

Yes Yes (provide details below) No

Noises of offsite odour: _____

* SR-714145
* SR-714134



ODOUR MEASUREMENT RECORD

Site being monitored: Coveys' Gulch Assessors Name: _____ Date: 20-6-23

Reason for Investigation: Complaint X Location of Assessment: Extend plant & Boundary
 Initial Impressions: Smells outside of plant Initial Character: Soil, Landfill
 Time of the Initial Impression: 3.46 Initial general hedonic tone: _____
 Initial odour Intensity: 4 Plume width (if known): _____

Odour samples every ten seconds. The time between the ten seconds is disregarded (interval method). Breathe normally rather than sniffing. Use the Scale of intensity as a guide.

Start time: 3.46 Black Boxes + Conkrats Soil filter Boundary.

Scale of Intensity	Mins	Intensity	Character/notes	Mins	Intensity	Character/notes	Mins	Intensity	Character/notes						
										0	10	20	30	40	50
6+ Extremely strong 6 Very strong 4+ Strong 3 Distinct 2 Weak 1 Very weak 0 No odour	1st	0	4	Compost Smell	1st	0	3	Digging out	1st	0	4	Pissing out side			
		10	4	Landfill		10	3	Soil of Boundary		10	4	at Boundary			
		20	4			20	3	Compost Smell		20	4	Compost/Landfill			
		30	3			30	3			30	3				
		40	3			40	3			40	3				
	50	4		50	3		50	3							
	2nd	0	4		2nd	0	2		2nd	0	2				
		10	4			10	2			10	3				
		20	3			20	3			20	3				
		30	3			30	3			30	4				
		40	3			40	3			40	3				
		50	3			50	3			50	3				
		3rd	0	3			3rd	0		2	H2S at filter level.	3rd	0	2	
			10	3				10		2			10	2	
			20	3				20		2			20	3	
30			4			30		3			30		4		
40	3			40	3			40	3						
50	3		50	3		50	2								

Weather Data Use the Land Beaufort Wind Scale and Measuring Cloud cover as a guide Wind Direction: <u>Southly</u> Wind Velocity: <u>2</u> Cloud Cover: <u>2</u> Temperature: <u>11</u>	Land Beaufort Wind Scale <table border="1"> <thead> <tr> <th>B No</th> <th>Description</th> <th>How to Recognise</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Calm</td> <td>Smoke rises straight up</td> </tr> <tr> <td>1</td> <td>Light Air</td> <td>Smoke Drifts</td> </tr> <tr> <td>2</td> <td>Light Breeze</td> <td>Wind felt on face; leaves rustle</td> </tr> <tr> <td>3</td> <td>Gentle Breeze</td> <td>Flags flap, twigs move all the time</td> </tr> <tr> <td>4</td> <td>Moderate Breeze</td> <td>Papers blow, small branches move</td> </tr> <tr> <td>5</td> <td>Fresh Breeze</td> <td>Small trees sway</td> </tr> <tr> <td>6</td> <td>Strong Breeze</td> <td>Large branches move, wind whistles</td> </tr> <tr> <td>7</td> <td>Near Gale</td> <td>Whole trees sway</td> </tr> </tbody> </table>	B No	Description	How to Recognise	0	Calm	Smoke rises straight up	1	Light Air	Smoke Drifts	2	Light Breeze	Wind felt on face; leaves rustle	3	Gentle Breeze	Flags flap, twigs move all the time	4	Moderate Breeze	Papers blow, small branches move	5	Fresh Breeze	Small trees sway	6	Strong Breeze	Large branches move, wind whistles	7	Near Gale	Whole trees sway	Measuring cloud cover During the day the sun is always shining, so the amount of sunshine reaching the ground depends on the amount and duration of any cloud cover. The amount of cloud cover is usually given in units called oktas. Each okta represents one eighth of the sky covered by cloud. <table border="1"> <thead> <tr> <th>Okta No</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Clear Sky</td> </tr> <tr> <td>1</td> <td>Sunny</td> </tr> <tr> <td>2</td> <td>Mostly sunny</td> </tr> <tr> <td>3</td> <td></td> </tr> <tr> <td>4</td> <td>Half the sky is covered in cloud</td> </tr> <tr> <td>5</td> <td></td> </tr> <tr> <td>6</td> <td>Mostly cloudy</td> </tr> <tr> <td>7</td> <td>Considerable cloudiness</td> </tr> <tr> <td>8</td> <td>Overcast</td> </tr> <tr> <td>9</td> <td>Fog/mist</td> </tr> </tbody> </table>	Okta No	Description	0	Clear Sky	1	Sunny	2	Mostly sunny	3		4	Half the sky is covered in cloud	5		6	Mostly cloudy	7	Considerable cloudiness	8	Overcast	9	Fog/mist
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I did detect odour and consider it to be objectionable even in periods of short duration Digging outside of Boundary, Landfill Smell

FINAL CHECKLIST (assessment of Offsite Odour)

Is it considered odour may be from offsite source Yes (provide details below) No

Notes of offsite odour: There was digging outside of the Boundary, from which we are expecting a strong odour.

Site being monitored: Carey's SDP Assessors Name: [REDACTED] Date: 15/6/23

Reason for investigation: Odour Complaint. Location of Assessment: Carey's SDP
 Initial impressions: sludge odour Initial Character: H.S.
 Time of the Initial Impression: 10:00 Initial general hedonic tone:
 Initial odour Intensity: 3 Plume width (if known):

Odour samples every ten seconds. The time between the ten seconds is disregarded (interval method). Breathe normally rather than sniffing. Use the Scale of intensity as a guide.

Start time: 10:08 Black boxes. 300 filter Skip Bay area.

Scale of Intensity	Mins	Intensity	Character/notes	Mins	Intensity	Character/notes	Mins	Intensity	Character/notes			
										Scale of Intensity		
6 Extremely strong	1st	0	3	Compost	1st	0	1	Sludge	1st	0	1	Landfill
5 Very strong		10	3	"		10	1	"		10	2	Compost.
4 Strong		20	3	"		20	2	"		20	2	"
3 Distinct		30	3	"		30	2	"		30	2	"
2 Weak		40	3	"		40	1	"		40	1	"
1 Very weak		50	3	"		50	1	"		50	1	"
0 No odour	2nd	0	2	"	2nd	0	0	"	2nd	0	1	"
		10	2	"		10	0	"		10	1	"
		20	3	Landfill		20	1	Landfill		20	2	"
		30	2	"		30	2	Compost		30	2	"
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	3rd	0	2	"	3rd	0	2	"	3rd	0	1	"
		10	2	"		10	1	"		10	1	"
		20	2	Sludge		20	2	"		20	1	"
		30	2	H.S.		30	2	"		30	2	"
		40	2	"		40	2	"		40	2	"
		50	2	"		50	2	"		50	2	"

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FINAL CHECKLIST (assessment of Offsite Odour)

Is it considered odour may be from offsite source Yes (provide details below) Notes of offsite odour: Landfill / Compost odour.

No