

Can you provide details of complaints that are received directly by the EPA and via the licensee to the Committee in a scheduled way?

Please see Attachment A.

With respect to those [complaints] that have come in via the provisions in the licence, how many of those have there been?

Please see Attachment A.

With respect to the level of specificity that they have to provide you via the licence provision, what do they have to tell you as part of this licence condition?

The licence provision is the same for each of the WestConnex licences and is as follows:

Daily Complaints Reports

- a) The licensee must submit, by 2:00 pm each business day, a report to the EPA that provides details of all complaints received in relation to construction activities regulated by the licence on the telephone complaints line required by Condition M6.1. The licensee is not required to submit a report on a Saturday, Sunday or public holiday until not later than 2:00 pm on the following weekday that is not a public holiday. The licensee is not required to submit a report for any daily reporting period during which no complaints were received.
- b) The report must:
 - (i) be submitted to the email address nominated from time to time by the EPA;
 - (ii) include a unique identifier number for each complaint;
 - (iii) the details required by condition M6.2;
 - (iv) include the date and time, as reported by the complainant, of the event the subject of the complaint;
 - (v) include an outline of the work or activity the subject of the complaint; and
 - (vi) include the complaints received between 12.00 pm on that day and 12.00pm on the previous business day.

The record must include details of the following:

- a) the date and time of the complaint;
- b) the method by which the complaint was made;
- c) any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect;
- d) the nature of the complaint;
- e) the action taken by the licensee in relation to the complaint, including any follow-up contact with the complainant; and
- f) if no action was taken by the licensee, the reasons why no action was taken.

For each of those licences, are you able to provide on notice the detail of what you have just described for the WestConnex umbrella project?

Please see Attachment A.

When did the EPA first become aware of the foul odours coming from the Alexandria landfill site?

On 20 March 2017, when a report was made to the EPA's Environment Line.

Can you provide the Committee with the categories of the complaints [received by the EPA] and the number of complaints in each of the categories?

Please see Attachment A.

What are the quantities of complaints on noise are, for example, in percentages or numbers [received by the EPA under the provisions of the licence]?

Please see Attachment A.

Did you do any assessment of that site [Rozelle Interchange] with regards to free-floating fuels and contamination?

The EPA reviewed the Environmental Impact Statement for the WestConnex M4-M5 Link Project (Stage 3), including the information regarding contamination at the Rozelle Interchange site.

In relation to complaints received by the EPA, would you be able to take on notice the number of complaints from individuals? Say, for example, you have 800 complaints and 750 of them come from one person and 50 come from others, if you could look at the number of complaints from individuals as opposed to the total quantum of complaints and provide that?

Please see Attachment A.