

20 June 2023

File Ref: OIAPR-1274023063-3206

Tēnā koe [REDACTED]

Request for information 2023-133

I refer to your request for information dated 22 May 2023 which was received by Greater Wellington Regional Council (Greater Wellington) on 22 May 2023. You have requested the following:

“May I have a copy of the content of all odour complaints made in relation to Interwaste's Hazardous Waste Plant located at 12 Broken Hill Road in Porirua, Wellington for the previous 1 (one) year from the date of this request (22/05/23).

May I also be provided with the corresponding transaction numbers, action codes and the content of these action codes that show the councils response.”

Greater Wellington's response follows:

A copy of odour complaints made from 22 May 2022 until 22 May 2023 has been provided as **Attachment One**.

A copy of correspondence showing Greater Wellington's actions in response to odour complaints made over this same time period has been provided as **Attachment Two**.

We have withheld personal identifying information in both Attachments One and Two 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.

This information has been withheld under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 to protect the privacy of natural persons.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold certain aspects of the request information but conclude that the public interest does not outweigh the Greater Wellington's need for withholding this information.

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 iti noa, nā



Lian Butcher

Kaiwhakahaere Matua Taiao – Group Manager Environment
Te Pane Matua Taiao – Greater Wellington Regional Council

Attachments (2)

Interwaste Odour Complaints 22 May 2022 – 22 May 2023

Ozone Contact Centre

Transaction: 22886 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 05 Sep 2022 @ 09:16am by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 22886, received 05 Sep 2022 at 09:16am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: Caller rang at 9:08am to report an offensive smell coming from Interwaste Wellington (12 Broken Hill Road, Kenepuru) he is smelling from his property. Rated 4/6 - smelling of sewage, eggy. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 22953 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 12 Sep 2022 @ 04:05pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 22953, received 12 Sep 2022 at 04:05pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller ringing in to complain about Interwaste, 12 Brokenhill Road, Porirua. Waste-site has been discharging potentially hazardous and dangerous gases into the air. When it rains the contaminated water seeps through the cement in properties. It also has a very strong odour that is released. Apparently whole neighborhood is aware of this company discharging into the air. Customer said this is causing them health issues.
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: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23120 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 12 Oct 2022 @ 05:24pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23120, received 12 Oct 2022 at 05:24pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: GW email rcvd: 7 Oct 2022 @11.35am Re: Message for Air Quality Staff Good Morning I've just been in touch with the Ministry of Health and they have advised me to contact the GWRC, more specifically the Air Quality Team. I'd like to find out information about the Discharge To Air Constant for Interwaste located at 12 Broken Hill Road in Kenepuru and what conditions it contains, if any. I made a complaint recently to worksafe about this location as we were being bombarded with VOCs and was advised that after reviewing the data the council said that everything on site was okay. This baffles me as I've experienced headaches, nausea, sore lungs and throat, pinpoint rashes and itching along with minor cerebral issues such as insomnia (I wake up with headaches now), having trouble focusing and an overall decline in intelligence. I'd like to know; 1. Am I able to get a copy of this Discharge To Air Consent to review? 2. Are there any conditions for this property surrounding the release of Volatile Organic Compounds into the surrounding area? 3. There are over 1000 VOCs, how does the council measure these onsite in order to say that everything is okay? 4. What measurements are being taken on site? What gases are being monitored for? I look forward to your response -----

----- UPDATE: 12 Oct 2022 @4.49pm Another full working day has gone by with zero answers to my questions, zero contact from the Air Quality Team and no response to my follow up emails. Talk about breeding suspicion and distrust. When can I expect a response from the Air Quality Team? Will I ever get a response from the Air Quality Team? Or is the plan to ignore me after telling worksafe that this toxic gasified hazardous waste is safe for me, my neighbours and everybody else in the area to breathe 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:

Phone:

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

PROACTIVE RELEASE

From: [REDACTED]
Sent: Thursday, 13 October 2022 12:33 pm
To: Environmental Protection <Environmental.Protection@gw.govt.nz>
Cc: [REDACTED]
Subject: Re: Re: Message for Air Quality Staff [#5D3C5C]

Thank you for that response.

It states on the Resource Consent "To discharge contaminants to air (Namely odor)"

First there has been far more than just odor being released. Right now my warehouse and office smells of rotten eggs, a smell that is synonymous with low level Hydrogen Sulfide exposure, H₂S is a well known carcinogen and we're currently being forced to breathe it in. They don't pay for our lease therefore they have no right to fill my property up with this. We've been also been breathing in Gasified Hazardous Waste due to poor autoclaving technique and the mishandling of waste. Volatile Organic Compounds that pose potential lifelong damage to our health are also released on a regular basis. Along with styrene and other melted plastics that are known to be estrogenic and disruptive to our hormone system. These chemicals are inescapable as they are thick, heavy and fill the entirety of my property.

We are currently in the process of having the air tested at a laboratory at our own cost to find out the true extent of what we're being forced to breathe in as the Branch Manager has claimed it's safe yet we've been experiencing headaches, nausea, rashes, sore lungs and throat, dry heaving and more. After years of exposure to a whole host of different malodors from this site my intelligence has declined, I struggle to focus for long periods of time and I now suffer from insomnia and wake up with headaches. Something is not right here. I've spoken with other neighbours in the area who have also experienced symptoms after being exposed to these malodors.

Secondly, this is a very broad description, are they allowed to release whatever they please or are they only allowed to release odour that are not cancerous and do not contain Volatile Organic Compounds or chemicals that are hazardous to our health? According to the MOH their operations are not allowed to endanger us, yet it appears they have and continue to do so to this day. The reality is, years of exposure to this will mean we die an early death and we won't know the true extent of the damage done to us until 15 - 20 years have passed and we wind up in hospital with some random cancer or liver \ kidney issues.

According to the RC there has been multiple breaches whilst I've been living next door and now I'm curious as to what action has been taken against them from the GWRC for these breaches, if any action has been taken at all since they appear to have no fear of the council and even invite us to complain to them.

5. The discharges to air shall be from the site biofilter, from the boiler/steam generator, from the periodic opening and closing of the building doors for the movement of trucks, and other minor fugitive emissions from the site.

6. There shall be no discharges to air that are, in the opinion of an enforcement officer of the Wellington Regional Council, noxious, dangerous, offensive or objectionable at or beyond the legal boundary of the property from which the consent holder operates.

7. The consent holder shall ensure that all installed emissions control equipment, namely the biofilter, including all ducting and ventilation equipment, shall be well-maintained and operating correctly in a fully functional state at all times.

Note: 'Minor fugitive emissions' are expected to be minimal contributions to the overall discharges to atmosphere from the facility. These are expected to include emissions from the opening of the building doors, and other general activities which may result in odours being released which are generally out of the control of 'best practicable option' solutions for containing and treating odorous discharges.

9. The consent holder shall ensure that the waste sterilisation units are mechanically ventilated to a biofilter to minimise the emission of odour into air.

-For the first 3 years it smelt horrendous for weeks and sometimes months on end. After kicking up a major storm about it Interwaste apologized to me and said the biofilter hadn't been changed for a year or so, this means everybody in the area was breathing in toxic gasified waste during this time. What action was taken against IW for this or was the GWRC not made aware of this breach whilst it was occurring? This is a breach of section 5, section 6, section 7 and section 9 of their operating conditions.

-The doors would be left open for hours at a time in the past, more recently half hour slots, far more than just the opening for the travel of vehicles to go in and out as stated in the RC. What action was taken against IW for this? I know for a fact that the GWRC knows this has been happening. This is in breach of section 5 of their operating conditions and also section 16. Did they notify the GWRC everytime they decided to leave the door open for extended periods of time?

-I've attached 2 video links below

<https://www.youtube.com/shorts/1T9z9c1cTf0>

https://www.youtube.com/shorts/WTf_Q9JtL9g

Would these be considered minor fugitive emissions? Melted plastic \ styrene and half processed hazardous waste being allowed to offgas in the open air. This was happening almost every day for years on end. Trucks would also drive off steaming away at the top releasing unknown chemicals to the air. What action was taken against IW for this? This is in breach of section 6 of their operating conditions, without a doubt.

You can speak to anybody, not just me, but anybody from the neighbouring properties and they will be more than happy to tell you their experiences of being next door to this location and the effect it's had on them.

19. The consent holder will ensure that each complaint it receives is responded to.

This isn't the case, The branch manager has on multiple occasions ignored our complaints, hidden away inside the building, refusing to engage with us because we're upset and then continuing on to fill up our warehouse with these potentially toxic chemicals. This can be verified by any of my staff who have also been forced to breathe this in. This is a breach of section 19

On a side note I'd like to find out more about Section 11 and their OMP

more specifically "Procedures for dealing with any spills of waste material"

-For years every time it rained or they flooded their concrete pad using my tap (I had to get the tap disabled due to this) contaminated water would enter my warehouse through the walls that smells like puss, chemicals, fecal matter or rotting flesh. Not once have they offered to clean it up or assist and instead we have to clean it up ourselves and we wind up with skin rashes, eye styes and itching. What is the scope of this OMP? Am I able to get a copy? Does it involve them having to clean up this mess or is it purely for their property? Is it okay for them to allow contaminated water to enter our building through the wall and into the ground below. Their concrete pad is in breach of the building code as it is built elevated and hard up against our wall. If this hadn't been built in this manner we wouldn't be cleaning up hazardous liquids

and also "Procedures for responding to any complaints received relating to the discharges to air from the site"

We've complained so many times directly to IW, is the GWRC aware of this? Have our complaints been forwarded to you? What produces need to be followed, are we able to get a copy of this OMP to review?

I look forward to your response

Best Regards



Sorry I forgot to add the attachments. Please find them attached to this email.

(x 10 attached photos)

13 October 2022

-----Original Message-----

From: [REDACTED]
Sent: Friday, 14 October 2022 10:42:04 am
To: "Info" <info@gw.govt.nz>
CC: [REDACTED]
Subject: GWRC Complaint

Good Morning

Before going to the ombudsman and/or the media as this some some sixty minutes type of stuff I'd like to make a formal complaint about the GWRC in regards to

1. The lack of enforcement action that has been taken in regards to International Waste Ltd's Discharge To Air Consent for 12 Broken Hill Road, Kenepuru, Porirua when there have been breaches on a regular basis and continue to be breaches on a regular basis.
2. Allowing Interwaste to continue to discharge malodours beyond their legal boundary and not stopping them. For over 5 years now, putting every-bodies health in the area in jeopardy as they deal with high risk specialized waste.
3. For telling Worksafe that the monitoring data from this site is fine after we were exposed to volatilized infectious waste (as I found out from Te Whatu Ora). I had staff dry heaving, getting headaches and feeling nausea yet the council believes this is perfectly fine. I would call this poisoning. Now it appears from the information I've gathered via OIA it says that no monitoring is going on at this site by either Interwaste or the GWRC.
3. About the environmental officer who came out to visit us, a female, unknown name who told us that nothing can be done about it, and that it's going to get worse because the cruise ships are coming in shortly. Even though this is a clear breach of their Discharge To Air consent.
3. For allowing this to happen for so long and for not taking enough action over the countless smell complaints that had been lodged. Every single one is a breach of their Discharge To Air Consent as I know for a fact that there is simply no way that a human being on this planet would not find this noxious and objectionable unless unless they worked in the sewers yet the inaction of the GWRC has allowed this to continue to happen.
4. For telling people in the neighboring property that Interwaste was there first therefore tough tits about the toxic malodors and to stop complaining. Just so you know this building I'm currently in was here far before interwaste came along and has always been tenanted, using this crazy logic, the shoe is actually on the other foot.
5. For allowing Interwaste to set up a hazardous waste plant next door to tenanted units, full well knowing people live there and will potentially end up with cancer or organ issues in 20 years time due to exposure to volatilized high risk waste.

Interwaste has continually breached their Discharge To Air consent over the years and they couldn't care less about whether we complain to the council or not, in fact they encourage it in an arrogant manner as if they're untouchable and as we've been told multiple times by them "we're a crucial

part of the covid response".

It almost seems as if somebody in the council is a little too friendly with them, maybe even getting a little backroom deal over there which is known as corruption, or it could be as simple as the environmental people in charge of this site can't be arsed dealing with it.

Very little has been done to stop it as just yesterday my office and workshop stunk of low level H₂S exposure, for those who do not know what this smells like it's rotten eggs and sewage gas. This stuff is cancerous and due to the GWRC's inaction me, my staff and everybody else in the area were exposed to it.

According to their Discharge To Air Consent it quite clearly states on condition six that "There shall be no discharges to air that are, in the opinion of an enforcement officer of the Wellington Regional Council, noxious, dangerous, offensive, or objectionable at or beyond the legal boundary of the property from which the consent holder operates"

Every single smell complaint lodged over the years has been in breach of this it really doesn't matter if an enforcement officer is present or not and as you know it takes half an hour for an officer to come out, if they even come out. I'm not sure if you've smelt it before but there is no way that the smell is not offensive or noxious, it smells like burnt plastic (styrene) and ass, fecal matter and sewer gas, rotting flesh, strange sweet toxic chemicals with the least offensive smelling like broken fluorescent tubes or potentially medications being processed. The reality is, if the council was located in the building I'm currently in they would have shut down Interwaste years ago but us lowly peasants have no choice but to have our life expectancy lowered because in order for Interwaste to generate profit.

This doesn't include the countless times we didn't complain because complaining resulted in nothing happening. We would complain multiple times a day and nothing would change.

Condition 5 mentions the Bio Filter, for a long time this biofilter hadn't been changed and the entire area was being blanketed in health threatening volatile organic compounds. The company apologized to me and advised me they hadn't changed it in a very long time but will do so shortly. Another breach of the Discharge to Air.

In-fact I could keep going on, there's been breaches on conditions 5, 7, 8, 9, 12, 16, 19 and almost daily or weekly breaches of 6.

When I die of cancer or organ damage in the future the responsibility is going to sit solely on the GWRC for allowing this company to continue to function even with all these breaches.

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 13 October 2022 4:19:03 pm
To: info@interwaste.co.nz

CC: [REDACTED]; environmental_protection@gw.govt.nz; info@mfe.govt.nz;
info@gw.govt.nz; [REDACTED]; info@porirua.govt.nz; info@mbie.govt.nz;
info@health.govt.nz

Subject: You've been breaching your resource consent for years and put everyone's health at risk.

Good Afternoon Interwaste!

I've got a copy of your Resource Consent right here and you've been breaching multiple conditions (5, 6, 7, 8, 9, 12, 16, and 19) present in your resource consent for years on end.

5, 7, 8, 9. You apologized to us in the past advising us that the bio filter hadn't been changed for a very long time and that's why it smelt so bad outside, we were breathing in unfiltered gasified waste and you were breaching your RC.

6. You've knowingly been releasing noxious, offensive, and potentially cancer causing and organ damaging emissions beyond the legal boundary of your of the property. This has been going on for years now and every single time you've been breaching your RC. In fact this morning my office smelt of rotten eggs, a sure sign of low level H₂S exposure from your plant and once again another breach of your RC.

12. You allowed your workforce to dump half processed waste onto the concrete pad, in effect exposing everybody in the area to dangerous VOCs, chemicals and more. You allowed this to occur for years on end on almost a daily basis until I caught it on camera. Another breach of your RC and guess what, it's still well within the 12 month limit of prosecuting you for RC issues.

16. You used to leave the door open for hours on end which eventually transitioned into half an hour or so after countless complaints and then just opening and closing when the trucks arrive as you're doing now. Whilst leaving the door open longer than 10 minutes you were once again in breach of your RC and by allowing this toxic cloud of chemicals to leave your boundary you were once again in breach of your RC.

19. By hiding away and refusing to engage with us in the past along with trespassing me, using the police to threaten me with harassment if I engage with your workers and also blocking my personal email address you've effectively gone against your resource consent and silenced any requirement for you to report these complaints from me to the relevant authorities. I'd like a copy of all complaints I've made directly to Blair Chalmers, and Interwaste to ensure that the complaints match our records and there hasn't been any cover ups.

I've also had the air tested by a private third party lab and gotten OIA's and information from companies and government departments that supply you with waste to find out what you've exposed us to, and the information I have is very disturbing to say the least. I'll be forwarding the costs of this test along with the manhour costs of doing this via invoice to you to pay shortly since [REDACTED], your branch manager, refused to tell us what we've been breathing in and left us with no choice but to get the air tested.

Rest assured it's not baked beans as [REDACTED] has claimed on multiple occasions and it sure isn't safe to breathe in, as [REDACTED] has been telling me and others in the area for years on end. This air test will be released to the public domain along with all my findings so buckle up and start freaking ladies and gentleman because it's about to get wild for you guys and I'm only the tip of the iceberg, you've affected everyone's health in the area due to these breaches in your resource consent including your workers who I've witnessed on multiple occasions handling the waste without PPE or any form of respiratory protection. The lies and Anti Social Personality Disorder sweet talk / manipulation will only get you so far this time against the data I currently have in my possession.

Kindest and most sweetest regards

[REDACTED]

PROACTIVE RELEASE

-----Original Message-----

From: [REDACTED]
Sent: Friday, 14 October 2022 1:06:57 pm
To: info@gw.govt.nz
Subject: For the environment officer/// Statuary nuisance

Hi There

[REDACTED] here from [REDACTED] broken hill road, Porirua.

Just want to let you know that Interwaste is stinking us out once again.

We have closed our business doors once again to the public, as inside our building it wreaks and experiencing nausea currently.

The smell has been roughly for half hour as I send this message, We really need your assistance

and would appreciate if you approached us before approaching them as in the past we have complained no one has come to us and we are left in the lurch and told its safe too breathe which it's not.

Regards

[REDACTED]

(I sent this email at 12:03 pm, for some reason it failed on my end I am resending)

PROACTIVE RELEASE

Ozone Contact Centre

Transaction: 23141 [[View Transaction >> Click here to view your CC Transaction](#)]

Created: 17 Oct 2022 @ 05:51pm by [REDACTED]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23141, received 18 Oct 2022 at 09:11am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Customer stated in the email on 14/10/2022 that, [REDACTED] here from unit 1a/10 broken hill road, Porirua. Just want to let you know that Interwaste is stinking us out once again. We have closed our business doors once again to the public, as inside our building it wrecks and experiencing nausea currently. The smell has been roughly for half hour as I send this message, We really need your assistance and would appreciate if you approached us before approaching them as in the past we have complained no one has come to us and we are left in the lurch and told its safe too breathe which it's not. 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 0064 0 000000000

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23153 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 19 Oct 2022 @ 10:48am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23153, received 19 Oct 2022 at 10:48am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Getting out hand with smell. Interwaste 12 Broken Hill. cleaning things doing things right. Environmental they are affecting peoples breathing and health. this smell is a 10 out of 10 and is toxic plastic and chemical based smell. Wants a consult with the environmental officers as they usually only go to interwaste who are burning medical toxic waste. will go to Media. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23153 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 19 Oct 2022 @ 10:48am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23153, received 19 Oct 2022 at 10:48am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Getting out hand with smell. Interwaste 12 Broken Hill. cleaning things doing things right. Environmental they are affecting peoples breathing and health. this smell is a 10 out of 10 and is toxic plastic and chemical based smell. Wants a consult with the environmental officers as they usually only go to interwaste who are burning medical toxic waste. will go to Media. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23174 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 21 Oct 2022 @ 12:48pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23174, received 21 Oct 2022 at 12:48pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: 12 Broken Hill Road heavy thick smell coming from the Interwaste facility smells like sewage and is a 10/10. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23175 [[View Transaction >> Click here to view your CC Transaction](#)]

Created: 21 Oct 2022 @ 01:07pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23175, received 21 Oct 2022 at 01:07pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: The caller said that Interwaste was cleaning out the site today and it was smelling really bad. The caller said that the smell is really bad. This started around 12 today. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23177 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 21 Oct 2022 @ 02:39pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23177, received 21 Oct 2022 at 02:39pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: Interwaste smells of sweet rotten smell, with a deodorised smell mixed in as if they have tried to mask the smell. 6/6 - almost gagging 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: 12 Broken Hill Road

Porirua

5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Hi there, Logged the case on ozone and ref no is: 23179

-----Original Message-----

From: [REDACTED]
Sent: Friday, 21 October 2022 12:59:42 pm
To: "Info" <info@gw.govt.nz>
Subject: Photo

Here is the photo for my previous message as I forgot to attach it.

Good Afternoon

Interwaste is breaching their consent once again and appears to be on purposely stinking us out after exposing them publicly in a fit of rage. On purposely exposing my staff to these toxic chemicals in retaliation is infact a criminal act and not just a mere breach of consent. It smells like absolute shit, far worse than sewage and we've had to close our store, shut all the doors and windows. I have attached a photo that shows a vehicle cleaning out their sump.

I have tried to lay a complaint with interwaste but they hung up on me and then when I called back they let it go to the answer phone. This is another breach of their consent, they are supposed to log complaints and forward them on to the GWRC. By doing this they are effectively silencing me and ending any requirement to report this complaint.

I'd like to know what the GWRC plans to do about these almost daily breaches of their consent ?

(1x attached photo)

PROACTIVE RELEASE

Ozone Contact Centre

Transaction: 23260 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 08 Nov 2022 @ 12:18pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23260, received 08 Nov 2022 at 12:18pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: contact is complainining about an odour from Interwaste processing plant next door to his business. He describes it as burning medical/chemical waste. It is s 6/6 in strength and is emanting from an open door. At the time of the call it had been going on for 20 minutes. Other than the smell there is no reported hazard on acessing the property

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: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23263 [[View Transaction](#) >> [Click here to view your CC Transaction](#)]

Created: 08 Nov 2022 @ 01:40pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23263, received 08 Nov 2022 at 01:40pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Logged on behalf of T Mulvey. Offensive odour coming from Interwaste in Porirua. Smells like: - Hazardous fire waste/sewage Scale 1 - 6: - 4 First started smelling: - 1:00pm Smelt from: - 10/1 broken hill road. Coming from: - Interwaste customer also requested that the environmental team goes and speaks to him afterwards as that is "legally what they are meant to be doing". 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: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23260 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 08 Nov 2022 @ 12:18pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23260, received 08 Nov 2022 at 12:18pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: contact is complainining about an odour from Interwaste processing plant next door to his business. He describes it as burning medical/chemical waste. It is s 6/6 in strength and is emanting from an open door. At the time of the call it had been going on for 20 minutes.

Other than the smell there is no reported hazard on acessing the property

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: day [REDACTED]

Temp phone: ; Ref:

Email:

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WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23265 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 08 Nov 2022 @ 02:03pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23265, received 08 Nov 2022 at 02:03pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Called 1.50pm Customer said Interwaste in Brokenhill Rd, Kenepuru odour is 10/10 causing him to dry-reach outside of his property. He can see one of Management coming outside of Interwaste building. While on the call customer was reiterating to the others that had rung through before that he has reported this as well to get someone out. 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: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23267 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 08 Nov 2022 @ 03:00pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23267, received 08 Nov 2022 at 03:00pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Customer called earlier today to report Interwaste odour complaint 10/10. Customer said the odour has gone all through the workshop and is a very volitile odour. Statutory nuisance of the environment. Customer wanted this noted. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23271 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 09 Nov 2022 @ 08:28am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23271, received 09 Nov 2022 at 08:28am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Yesterday me and my staff had to lock ourselves inside because of Interwaste breaching their Discharge To Air consent. It smelt like processed medical waste and ass. Numerous calls from multiple people were made. Why did the GWRC not attend the site on the day and allowed interwaste to once again ger away with poisoning me and my staff with cancerous chemicals? 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: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23279 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 10 Nov 2022 @ 10:47am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23279, received 10 Nov 2022 at 10:47am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller would like to report a statutory nuisance. Noticed a carcinogenic odour from Interwaste at about 10am. Still going when the call ended. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23282 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 10 Nov 2022 @ 12:55pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23282, received 10 Nov 2022 at 12:55pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: The caller said that there is a bad smell coming from Interwaste on Broken Hill Road. The caller said that they're breaching their contract if he's smelling it. The caller said that it's around a 6/6. 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: cel [REDACTED]

Temp phone: ; Ref:

Email:

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WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23283 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 10 Nov 2022 @ 01:08pm by [REDACTED]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23283, received 10 Nov 2022 at 01:08pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Interwaste smell 6/6 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

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Ozone Contact Centre

Transaction: 23285 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 10 Nov 2022 @ 03:10pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23285, received 10 Nov 2022 at 03:10pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: The caller said that interwaste on Broken Hill Road is smelling very bad again.6/6 at the moment. 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: cel [REDACTED]

Temp phone: ; Ref:

Email:

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Ozone Contact Centre

Transaction: 23287 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 10 Nov 2022 @ 03:26pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23287, received 10 Nov 2022 at 03:26pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: 12 Broken hill road Interwaste 6/6. Metallic/ plastic smell sewage. Smell is so dense it causing issue unable to breathe. 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: ; Ref:

Email: [REDACTED]

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Ozone Contact Centre

Transaction: 23288 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 10 Nov 2022 @ 04:08pm by [REDACTED]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23288, received 10 Nov 2022 at 04:08pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: offensive odour coming from Interwaste Porirua. The caller said she was at GWRC yesterday and met Emily for this issue. The caller also mentioned that this issue had been reported in person yesterday and by phone earlier today too. Smells like: - Sewage Scale 1 - 6: - 6 First started smelling: - 11:00am Smelt from: - 12 broken hill road. Coming from: - Interwaste 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23312 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 14 Nov 2022 @ 05:18pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23312, received 14 Nov 2022 at 05:18pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Interwaste, 12 Brokenhill Rd, Kenepuru Odour like raw sewage is 6/6 now 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: 10 BROKEN HILL ROAD

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23334 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 18 Nov 2022 @ 09:47am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23334, received 18 Nov 2022 at 09:47am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Interwaste 12 Broken hill road. Severe smell 6/6 smells like sewage and burnt metal. Smell is very heavy and is getting into callers property despite no doors or windows being open. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Transaction: 23334 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 18 Nov 2022 @ 09:47am by [REDACTED]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23334, received 18 Nov 2022 at 09:47am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Interwaste 12 Broken hill road. Severe smell 6/6 smells like sewage and burnt metal. Smell is very heavy and is getting into callers property despite no doors or windows being open. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23336 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 18 Nov 2022 @ 01:28pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23336, received 18 Nov 2022 at 01:28pm has been assigned to you. Please Schedule the action immediately.

Notifier: Unknown Unknown

Source Parcel:

TA: Porirua City Council

Details: Caller wanted to be anonymous so gave no detail apart from they are located in the same block as Interwaste. Complaint is about interwaste 12 Broken Hill Road Kenepuru. Smell is heavy and thick and smells like sewage and melted plastic rating is 6/6 and is is hard to breathe as this is a constant smell issue. 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:

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23415 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 30 Nov 2022 @ 02:01pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23415, received 30 Nov 2022 at 02:01pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: The caller said that there is a toxic smell coming from Interwaste. The caller said that it is about a 6/6 atm and they're getting a lot of complaints from customers. 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: 12 Broken Hill Road

Porirua

5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23419 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 01 Dec 2022 @ 08:37am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23419, received 01 Dec 2022 at 08:37am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Porirua broken Hill road Interwaste. Smell coming from Interwaste is nauseating and unable to breathe properly and run business. 6/6 smells toxic, plastic, metallic 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23421 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 01 Dec 2022 @ 12:52pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23421, received 01 Dec 2022 at 12:52pm has been assigned to you. Please Schedule the action immediately.

Notifier: Unknown Unknown

Source Parcel:

TA: Porirua City Council

Details: Interwaste Wellington Broken Hill Road, Kenepuru, Porirua The caller mentioned that there was a really bad smell coming from there as it were burning plastic or sewer smell. The caller also mentioned that they could the shipment containers being moved and forklifts until 4:00am. *The smaell started early in the morning and has gotten worse since then.* *The caller also mentioned that they have noticed an orange liquid being discharged into the stream. Apologise, i forgot to check the timeline for that.* *They mentioned that they had some samples tested and would like to discuss the outcomes with someone.* 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: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23422 [[View Transaction >> Click here to view your CC Transaction](#)]

Created: 01 Dec 2022 @ 12:59pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23422, received 01 Dec 2022 at 12:59pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller has rung to report the foul odour coming from Interwaste next door. This morning the smell was very prevelant at 8am, getting worse and worse currently rated a 6/6. They have closed their doors multiple times and have had customers walk away because they couldn't handle the smell. It's a mixture of nausiating chemical smell and human faeces or rotten flesh. They are at [REDACTED] and have had two of their whole salers say they don't want to stock them anymore because of the horrible smell. Even when stock has come in, the caller has to pack it away to avoid being contiminated. The smell hangs around the whole place. GWRC has recently been out to check Interwaste for clean up etc which was great, but since then it's gone back to how it always is. They have had trouble for 7 years with this. Caller also mentioned that if possible, could GWRC go for a check up whitout informing Interwaste? Because when Interwaste are given a heads up GWRC are coming, they go into super cleaning mode and get everything sorted before GWRC arrive - the caller mentioned they see the manager out there cleaning too when this is never seen. The caller watches them go crazy cleaning when GWRC are informed so by the time GWRC are there they don't get the full extent of the issue. 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: 10 BROKEN HILL ROAD

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23451 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 06 Dec 2022 @ 03:00pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23451, received 06 Dec 2022 at 03:00pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: [REDACTED] call said the Interwaste site odour is 4/6 today, he walked uphill and said the smell is 6/6 heading to Spicer landfill. This smell has also attracted millions of flies around the surrounding area. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23454 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 07 Dec 2022 @ 09:38am by [REDACTED]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23454, received 07 Dec 2022 at 09:42am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller rang to report an offensive odour coming from Interwaste, smelling of processed medical waste. It was first smelt around 8am but wasn't too horrible, but now at around 9:30am it is absolutely horrendous and causing customers and staff in the callers shop to dry heave and frantically close the doors - although it just traps the smell inside.

Rated 6/6. Please attend without alerting Interwaste if possible. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

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WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23465 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 09 Dec 2022 @ 10:38am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23465, received 09 Dec 2022 at 10:41am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Attn: GWRC General (Group) A new RFS 1313433 has been added with the following details: Customer: ANONYMOUS CustomerAddress: DO NOT CHANGE Home Phone: (Unknown) Cell Phone: (Unknown) Work Phone: (Unknown) Fax: (Unknown) Email: (Unknown) We have recorded the following information: RFS Started: 8-Dec-2022 23:03 Call In: 2302 Issue Location: 12 Broken Hill Road, Kenepuru Details: Caller [REDACTED] has called in regards to smell coming from Interwaste. He has described this as a burning plastic smell. This has been rated a 6/6 as the worst of smells. He has advised the waste process at this business is questionable and should be looked into. He did not wish to provide all of his details but did advise he lives at [REDACTED]. Owner No: (Unknown) Duty Officer Contacted? Etxt/Email ONLY Customer has requested feedback? No via (Unknown) 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:

Temp phone: ; Ref:

Email:

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Ozone Contact Centre

Transaction: 23509 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 14 Dec 2022 @ 02:18pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23509, received 14 Dec 2022 at 02:18pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: The caller mentioned that there is formaldehyde smell coming from the medical waste from the Interwaste at broken hill road. The caller is from the building next door. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

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WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23661 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 11 Jan 2023 @ 12:25pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23661, received 11 Jan 2023 at 12:25pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: Interwaste unit 1A 10 broken hill road Toxic smell 4/6 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: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23898 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 09 Feb 2023 @ 11:22am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23898, received 09 Feb 2023 at 11:22am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller [REDACTED] and there building reeks inside because of the Medical Waste odour from Interwaste. He would give it a 4 out of 6. He has asked to log a statutory nuisance and asked for the trans number. 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: 10 BROKEN HILL ROAD

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

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WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 23992 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 22 Feb 2023 @ 12:54pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23992, received 22 Feb 2023 at 12:54pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: [REDACTED] - Interwaste smell is very bad today. Smell has come thorough at a 4/6 today. Caller has had top shut building off as it has been occurring once evry hour or so. smell is plastic and chemical in nature and is causing headaches and other impact to caller and thier team. Caller notes that if any inspections were to be done today or in coming days the burning of waste is still going on after 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: 12 Broken Hill Road

Porirua

5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24007 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 24 Feb 2023 @ 09:35am by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24007, received 24 Feb 2023 at 09:35am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: Caller rang to report an offensive smell coming from Interwaste. It was about 4/6 outside, then inside his [REDACTED] in the building it's 2/6 it's constantly lingering. They have a big skip bin full of mud/gloop that is standing right outside his building just sitting there. Very concerned about the health risks that are in the air. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24018 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 27 Feb 2023 @ 09:46am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24018, received 27 Feb 2023 at 09:46am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller just arrived at work and there is a strong medical waste smell coming from Interwaste Ltd. There is an infectious waste bin on the road. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

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WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24007 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 24 Feb 2023 @ 09:35am by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24007, received 24 Feb 2023 at 09:35am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: Caller rang to report an offensive smell coming from Interwaste. It was about 4/6 outside, then inside his [REDACTED] in the building it's 2/6 it's constantly lingering. They have a big skip bin full of mud/gloop that is standing right outside his building just sitting there. Very concerned about the health risks that are in the air. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24179 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 22 Mar 2023 @ 09:26am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24179, received 22 Mar 2023 at 09:26am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Interwaste odour is at a 6/6 when caller got to work this morning it has decreased to a 4/6. Smell can be described as chemical based and burnt 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: day [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24181 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 22 Mar 2023 @ 10:33am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24181, received 22 Mar 2023 at 10:33am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: The caller mentioned that they smell something very bad from their next door neighbors. They rated the smell 3/10 not bad enough to gag but bad. They mentioned that smell is coming from Interwaste, porirua. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24191 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 23 Mar 2023 @ 11:27am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24191, received 23 Mar 2023 at 11:27am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: The caller mentioned that they could smell something burning at interwaste and it smelt like flesh that was soaked in formaldehyde that was being burnt. They mentioned that they had been noticing it for 30 mins now at 11:12am on 23/03/2023. 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: cel [REDACTED]

Temp phone: ; Ref:

Email:

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WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24383 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 26 Apr 2023 @ 03:58pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24383, received 26 Apr 2023 at 03:58pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller is reporting a sewage smell that is a 4/6 coming from Interwaste at 12 Broken hill road. This is impacting on the day to day working as they are unable to go outside or open windows. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24383 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 26 Apr 2023 @ 03:58pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24383, received 26 Apr 2023 at 03:58pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller is reporting a sewage smell that is a 4/6 coming from Interwaste at 12 Broken hill road. This is impacting on the day to day working as they are unable to go outside or open windows. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24476 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 05 May 2023 @ 10:13am by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24476, received 05 May 2023 at 10:13am has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Faint odour from Interwaste at about 9am. By 9.50am the stench was worse (about a 3.5 out of 6) - it was coming into the [REDACTED] warehouse.

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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24548 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 16 May 2023 @ 04:03pm by [REDACTED]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 24548, received 16 May 2023 at 04:03pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Customer called to say there's a lot of bad smell coming into her warehouse from the interwaste process place next door at 12 Broken Hill Road, Kenepuru. She mentioned the smell eased off a bit but now it is coming into her warehouse again. She mentioned it has been ongoing for several years, but it has been affecting the employees and her business. One of her staff was told not go work today because the smell has been damaging his lungs. She mentioned the smell is very unpleasant, and they probably don't maintain their equipments. She also added that she has been getting some chemical like metallic taste in her mouth everytime the smell comes in, and she also mentioned that it probably smells of burning flesh. She wants someone to look into it as soon as possible.

Contact details:

Address: 10 BROKEN HILL ROAD

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref: [REDACTED]

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Ozone Contact Centre

Transaction: 24581 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 20 May 2023 @ 04:15pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24581, received 20 May 2023 at 04:15pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Wellington City Council

Details: Customer called to inform about a bad smell coming from 12 broken hill rd, Kenepuru (interwaste), feces, burning plastic. Smell has lasted the whole day. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

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WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

Greater Wellington Response 22.05.22 – 22.05.23

From: Emily McDowall <Emily.McDowall@gw.govt.nz>

Sent: Thursday, 1 December 2022 5:16 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: Re. your notifications today about Interwaste - WGN110357

Hello [REDACTED],

We have received your six emails and notifications today.

I understand [REDACTED] from our environmental protection team has been in touch recently to arrange a meeting with staff at [REDACTED] to hear your concerns and also explain how we will respond to complaints received about the Interwaste site. We would prefer this meeting to occur before sending duty officers on site to respond to odour complaints.

However please note that I am already in discussion with Interwaste about these notifications and your notification yesterday.

Ngā mihi, Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

021 191 9689

100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

From: [REDACTED]
Sent: Wednesday, 30 November 2022 3:26 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Cc: Nigel Priest <Nigel@interwaste.co.nz>
Subject: Re: Odour notification - Ozone Contact Centre No. 23415

Hi Emily

Blue bins are for Document destruction. These bins are empty, ready and waiting for our Napier driver to pickup.

No odours are generated from these.

[REDACTED]
[REDACTED]
International Waste Ltd

[REDACTED]
www.interwaste.co.nz

From: Emily McDowall <Emily.McDowall@gw.govt.nz>
Sent: Wednesday, November 30, 2022 3:21:47 PM
To: [REDACTED]
Cc: Nigel Priest <Nigel@interwaste.co.nz>
Subject: RE: Odour notification - Ozone Contact Centre No. 23415

Thanks [REDACTED], I will save your response and the photos to file.
I presume the blue wheelie bins, if they contained waste, were outside for a minimal length of time.
Kind regards, Emily

From: [REDACTED]
Sent: Wednesday, 30 November 2022 3:11 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Cc: Nigel Priest <Nigel@interwaste.co.nz>
Subject: RE: Odour notification - Ozone Contact Centre No. 23415

Good afternoon, Emily

I have been back on site since 12:30pm and have not noticed anything to be causing an offensive odour. The site has been relatively quiet most of the afternoon.

Reviewing our camera footage, our tipper truck went to the landfill around 1pm (the door was open for 2 minutes as the truck left, and 2 minutes once the truck arrived back).

Searching 15 minutes either side of the complaint time of 2:01pm, we had one truck come back to site after making collections, there was no other movements.

I will include this to our complaints register.

Regards

[REDACTED]

INTERWASTE 
International Waste Ltd
[REDACTED]
www.interwaste.co.nz



INHALO[®]
Medical oxygen

We now supply medical gas and liquid nitrogen, contact us for a competitive quote.



From: Emily McDowall <Emily.McDowall@gw.govt.nz>

Sent: Wednesday, 30 November 2022 2:59 pm

To: [REDACTED]

Subject: FW: Odour notification - Ozone Contact Centre No. 23415

Hello [REDACTED]

Notification received this afternoon, please add this to your complaints register.
Do you know what might have produced odour around 2pm this afternoon?

Thanks, Emily

From: Environmental.Protection@gw.govt.nz <Environmental.Protection@gw.govt.nz>

Sent: Wednesday, 30 November 2022 2:05 pm

To: [REDACTED]

Subject: Ozone Contact Centre # 23415 [EMAIL] - Created by [REDACTED]

Ozone Contact Centre

Transaction: 23415 [View Transaction >> [Click here to view your CC Transaction](#)]

Created: 30 Nov 2022 @ 02:01pm by [REDACTED]

]

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

Priority: 1 HOUR

Action: EMAIL

Your Position:

Message:

Transaction no. 23415, received 30 Nov 2022 at 02:01pm has been assigned to you. Please Schedule the action immediately.

Notifier:

Source Parcel:

TA: Wellington City Council

Details: The caller said that there is a toxic smell coming from Interwaste. The caller said that it is about a 6/6 atm and they're getting a lot of complaints from customers. 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: 12 Broken Hill Road

Porirua

5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email:

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WF/30/0/0/0/AFTER/R/EMAIL/R/

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From: Emily McDowall <Emily.McDowall@gw.govt.nz>
Sent: Thursday, 1 December 2022 9:44 am
To: [REDACTED]
Subject: Odour notification today - No.23419 - WGN110357

Hi [REDACTED],

Please check CCTV and let me know how long the roller door has been open this morning between around 9.05-9.35am?

I have received the below odour complaint, a complaint at 9.11am an update at 9.35am "the door is still open".

Please could you also let me know what type of wastes were being stored and processed at this time.

Thanks, Emily

Transaction no. 23419, received 01 Dec 2022 at 08:37am has been assigned to you. Please Schedule the action immediately.

Notifier:

Source Parcel:

TA: Porirua City Council

Details: Porirua broken Hill road Interwaste. Smell coming from Interwaste is nauseating and unable to breathe properly and run business. 6/6 smells toxic, plastic, metallic 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>



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

021 191 9689

100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

From: [REDACTED]
Sent: Friday, 21 October 2022 2:05 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: Re: Please let me know some more details about your notifications today

Hello Emily

Thanks for the response i'll be happy to answer these questions and i'll add more information to the bottom.

- ***Is the roller door open / was it when you noticed the smell?***
- The door was shut at the time
- ***How long is/has the roller door been open for?***
- N/A
- ***Can you see any steam?***
- No
- ***Do you have any thoughts of what specifically could be creating the odour (e.g. odour from skip / bins / bags / which material etc.)?***
- Interwaste was emptying their sumps
- [REDACTED] mentions Interwaste has been cleaning the site – what do you mean by this please, waterblasting the yard? Cleaning out bins with hoses? Emptying the sumps with a sucker truck? Please let me know some more details.
- Interwaste was emptying their sumps

My staff have logged this event occurring from 1144hrs - 1230hrs approx. At the time Interwaste knew that our roller door + front door was open and that customers were coming and going from the store. Interwaste gave no warning to my staff that this was going to happen and they began releasing VOC's that smelt like rancid dog meat and feces beyond their legal boundary. It was thick, heavy and inescapable as it filled the entire vicinity and filled my warehouse with this unknown cocktail mixture of VOCs. There was also a smell of burning rubber in the air which I believe may have been the diesel engine on the truck pump.

We had customers dry heaving and my staff were really embarrassed. Due to the seriousness of the situation my staff had to close down operations, during our busiest trading hours, and lock themselves inside until the VOC's cleared. While locked inside, the entire warehouse was filled with this unknown mixture of VOCs. This lasted for 45 to 50 minutes and once it was safe to open the roller doors again it took half an hour for the VOCs to not be detectable by smell inside our warehouse. This was with multiple HEPA filters running inside.

3 customers in total made direct complaints about this to my staff.

Best Regards

[REDACTED]

On Fri, Oct 21, 2022 at 1:14 PM Emily McDowall <Emily.McDowall@gw.govt.nz> wrote:

Hi [REDACTED]

Thanks for your two notifications which have recently come through. I can't call you right now but please could you let me know:

- Is the roller door open / was it when you noticed the smell?
- How long is/has the roller door been open for?
- Can you see any steam?
- Do you have any thoughts of what specifically could be creating the odour (e.g. odour from skip / bins / bags / which material etc.)?
- [REDACTED] mentions Interwaste has been cleaning the site – what do you mean by this please, waterblasting the yard? Cleaning out bins with hoses? Emptying the sumps with a sucker truck? Please let me know some more details.

Thank you,

Emily

From: Environmental Protection <Environmental.Protection@gw.govt.nz>
Sent: Friday, 21 October 2022 12:55 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: FW: Ozone Contact Centre # 23174 [EMAIL]

Hey Emily – FYI this one just came in 😊

From: Environmental.Protection@gw.govt.nz <Environmental.Protection@gw.govt.nz>
Sent: Friday, 21 October 2022 12:53 pm
To: Environmental Protection <Environmental.Protection@gw.govt.nz>
Subject: Ozone Contact Centre # 23174 [EMAIL]

Ozone Contact Centre

Transaction: 23174 [[View Transaction >>](#) Click here to view your CC Transaction]
Created: 21 Oct 2022 @ 12:48pm

Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 23174, received 21 Oct 2022 at 12:48pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: 12 Broken Hill Road heavy thick smell coming from the Interwaste facility smells like sewage and is a 10/10. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

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From: [REDACTED]
Sent: Wednesday, 30 November 2022 3:11 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Cc: Nigel Priest <Nigel@interwaste.co.nz>
Subject: RE: Odour notification - Ozone Contact Centre No. 23415

Good afternoon, Emily

I have been back on site since 12:30pm and have not noticed anything to be causing an offensive odour. The site has been relatively quiet most of the afternoon.

Reviewing our camera footage, our tipper truck went to the landfill around 1pm (the door was open for 2 minutes as the truck left, and 2 minutes once the truck arrived back).

Searching 15 minutes either side of the complaint time of 2:01pm, we had one truck come back to site after making collections, there was no other movements.

I will include this to our complaints register.

Regards

[REDACTED]

INTERWASTE 

International Waste Ltd

[REDACTED]

www.interwaste.co.nz



INHALO[®]
Medical oxygen

We now supply medical gas and liquid nitrogen, contact us for a competitive quote.

TOITŪ



From: [REDACTED]
Sent: Wednesday, 7 December 2022 10:27 am
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Cc: [REDACTED] Nigel Priest <Nigel@interwaste.co.nz>
Subject: RE: Odour notification 7.12.22 No. 23454

All the doors are shut and as far as I know, they haven't been open for more than a couple of minutes at the time. I have been checking outside the building every hour or so, and there is no smell outside the building at all. There is no offensive smell inside the building either. Our administrator checked our sump around an hour ago and there was no offensive smell detected.

REGARDS

[REDACTED]



International Waste Ltd

[REDACTED]
www.interwaste.co.nz

An advertisement banner for INHALO Medical oxygen. On the left, the word "INHALO" is written in large, blue, sans-serif capital letters, with "Medical oxygen" in a smaller, blue, sans-serif font below it. To the right of the text is a photograph of several white medical gas cylinders with blue and red regulators. On the far right, a dark blue rectangular box contains the text "We now supply medical gas and liquid nitrogen, contact us for a competitive quote." in white, sans-serif font.



From: Emily McDowall <Emily.McDowall@gw.govt.nz>
Sent: Wednesday, 7 December 2022 10:09 am
To: [REDACTED]
Cc: [REDACTED] Nigel Priest <Nigel@interwaste.co.nz>
Subject: Odour notification 7.12.22 No. 23454

Hello [REDACTED]

Please could you check the roller door is closed and see if any activities on-site at present could be causing a particularly strong odour.

Thank you, Emily

From: [REDACTED]
Sent: Wednesday, 7 December 2022 9:57 am
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: FW: Ozone Contact Centre # 23454 [EMAIL] - Created by [REDACTED]

Sorry Emily, here is another one.



Ngā mihi,

[REDACTED]

Kaitohutohu / Resource Advisor

Greater Wellington Te Pane Matua Taiao

100 Cuba Street, Te Aro, Wellington

Email: [REDACTED]

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From: Environmental.Protection@gw.govt.nz <Environmental.Protection@gw.govt.nz>
Sent: Wednesday, 7 December 2022 9:49 am
To: [REDACTED]
Subject: Ozone Contact Centre # 23454 [EMAIL] - Created by [REDACTED]

Ozone Contact Centre

Transaction: 23454 [[View Transaction >>](#) [Click here to view your CC Transaction](#)]

Created: 07 Dec 2022 @ 09:38am by [REDACTED]

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

Priority: 1 HOUR

Action: EMAIL

Your Position:

Transaction no. 23454, received 07 Dec 2022 at 09:42am

Details: Caller rang to report an offensive odour coming from Interwaste, smelling of processed medical waste. It was first smelt around 8am but wasn't too horrible, but now at around 9:30am it is absolutely horrendous and causing customers and staff in the callers shop to dry heave and frantically close the doors - although it just traps the smell inside. Rated 6/6.

WF/30/0/0/0/AFTER/R/EMAIL/R/

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PROACTIVE RELEASE

From: [REDACTED]
Sent: Friday, 21 October 2022 7:02 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: RE: Re. notifications received today

Good afternoon, Emily

As part of our regular maintenance schedule, our trade waste sump and wheel wash were vacuum cleaned today. This process would have taken approximately 30 minutes.

I would like to note that:

- There was a stronger than normal smell because of this maintenance, however this is an important part of maintaining our trade waste system and process.
- This operation is required annually.
- Both our CEO and I were on site at the time and considered the weather favourable (IE wind was blowing to the east) and believe the process was quick and well managed.
- Our maintenance engineer had tried to schedule this for the weekend however today was the only time slot available.
- We noticed a garbage truck out the front of 10 Broken Hill Road with its rear compartment open at the same time our sumps were being cleaned (Attached a photo, however, did not get a picture of the rear door being open and our CCTV does not cover this part of the road).

Cheers

[REDACTED]



International Waste Ltd

[REDACTED]

www.interwaste.co.nz

From: Emily McDowall <Emily.McDowall@gw.govt.nz>

Sent: Friday, 21 October 2022 2:15 pm

To: [REDACTED]

Subject: Re. notifications received today

Hi again [REDACTED]

Please let me know if any operations today at Interwaste could have produced odour past the property boundary.

Thank you, Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

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From: [REDACTED]
Sent: Tuesday, 6 December 2022 4:45 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Cc: [REDACTED] Nigel Priest <Nigel@interwaste.co.nz>
Subject: RE: Ozone Contact Centre No. 23422 [EMAIL] - Created by [REDACTED]

Good afternoon Emily

I am in Auckland today, Christchurch tomorrow so yes, I have copied in [REDACTED], our [REDACTED] is normally onsite most of the time so will be able to give you real time updates when required. I do ask that you please keep me copied in with all communications, so I have a record.

Looking back on Thursday morning last week, I cannot see a time where the roller door was open for more than 5 minutes at a time. There was an incident in the morning with a driver hitting the door but this was closed very promptly and repairs completed within 2 hours.

I was on site from 6am preparing for a meeting / site inspection I had with MPI, the site was clean, tidy and everyone was working to get work done so they could go and enjoy the work function we had that afternoon.

I also had a courtesy call with [REDACTED] yesterday afternoon. We had a good discussion around odour monitoring, and he will be providing me a quote for third party site odour monitoring.

I spoke with the neighbour on Thursday that lives behind the [REDACTED] site (still immediately adjacent to our site), his main issue is noise and we are looking at ways to minimise that including changing our LPG forklifts to electric. He was also full of misinformation, making a lot of the same claims that [REDACTED] has been.

Our complaints register has been updated.

The comment made about catching up on a backlog of waste is also incorrect, we have been working 24 hours to keep up with demand. As you will see in the attached screenshot, there is no more waste onsite than usual.

Cheers

[REDACTED]

INTERWASTE 

International Waste Ltd

[REDACTED]

www.interwaste.co.nz

From: Emily McDowall <Emily.McDowall@gw.govt.nz>

Sent: Thursday, 1 December 2022 9:27 pm

To: [REDACTED]

Subject: RE: Ozone Contact Centre No. 23422 [EMAIL] - Created by Kaiya Howarth

Thanks [REDACTED] When you are next at Kenepuru, please could you check your CCTV from ~9.05-9.35am and tell me how long the roller door was open within that time.

We have our department Christmas function tomorrow, it's that time of year!

Yes they can, to a point.

I was thinking too, is there a lead Kenepuru-based staff member I should contact as well as you if you are off-site given you're the [REDACTED] e.g. to check what is happening real-time in response to complaints? Thanks.

Cheers, Emily

From: [REDACTED]

Sent: Thursday, 1 December 2022 6:32 pm

To: Emily McDowall <Emily.McDowall@gw.govt.nz>

Subject: Re: Ozone Contact Centre No. 23422 [EMAIL] - Created by [REDACTED]

Hi Emily

Apologies for the late reply. We had an MPI audit this morning from 9am until 11:30am and no unusual odours were noticed. Most staff have been off site since 12:30pm for a Christmas Function.

Were all of these complaints made today?

Can a member of the public make multiple complaints in a single day? (Can they make as many complaints as they want?)

Cheers

[REDACTED]

[REDACTED]

International Waste Ltd

[REDACTED]

www.interwaste.co.nz

From: Emily McDowall <Emily.McDowall@gw.govt.nz>

Sent: Thursday, December 1, 2022 4:00:58 PM

To: [REDACTED]

Subject: FW: Ozone Contact Centre No. 23422 [EMAIL] - Created by [REDACTED]

From: Environmental Protection <Environmental.Protection@gw.govt.nz>

Sent: Thursday, 1 December 2022 1:12 pm

To: Emily McDowall <Emily.McDowall@gw.govt.nz>

Subject: Fwd: Ozone Contact Centre # 23422 [EMAIL] - Created by [REDACTED]

Another one from Interwaste for ya

From: Environmental.Protection@gw.govt.nz <Environmental.Protection@gw.govt.nz>

Sent: Thursday, December 1, 2022 1:09 PM

To: Environmental Protection

Subject: Ozone Contact Centre # 23422 [EMAIL] - Created by [REDACTED]

Ozone Contact Centre

Transaction: 23422 [[View Transaction >>](#) [Click here to view your CC Transaction](#)]

Created: 01 Dec 2022 @ 12:59pm by [REDACTED]

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

Priority: 1 HOUR

Action: EMAIL

Your Position: EPOINBOX

Message:

Transaction no. 23422, received 01 Dec 2022 at 12:59pm has been assigned to you. Please Schedule the action immediately.

Notifier:

Source Parcel:

TA: Porirua City Council

Details: Caller has rung to report the foul odour coming from Interwaste next door. This morning the smell was very prevelant at 8am, getting worse and worse currently rated a 6/6. They have closed their doors multiple times and have had customers walk away because they couldn't handle the smell. It's a mixture of nausiating chemical smell and human faeces or rotten flesh. They are at and have had two of their whole salers say they don't want to stock them anymore because of the horrible smell. Even when stock has come in, the caller has to pack it away to avoid being contaminated. The smell hangs around the whole place.

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From: Emily McDowall <Emily.McDowall@gw.govt.nz>
Sent: Thursday, 1 December 2022 3:45 pm
To: [REDACTED]
Subject: Do you have time for a phone call this afternoon?

Hi [REDACTED]

Please give me a call over the next hour. We have received multiple notifications today.

Thanks, Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

[REDACTED]
100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

PROACTIVE RELEASE

From: [REDACTED]
Sent: Thursday, 27 April 2023 3:26 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Cc: Nigel Priest <Nigel@interwaste.co.nz>; Ozae Cantu Da Silva <ozae@interwaste.co.nz>; [REDACTED]
[REDACTED]
Subject: RE: Please respond to 2x odour complaints

Kia Ora Emily,

Thank you for your email, my name is [REDACTED] I have recently joined International Waste Limited in the past 5 weeks as the [REDACTED] base out of Wellington, taking over from [REDACTED]

Responding to complaint ref 24384 and 24383, please refer to the result of our internal investigation to the complaints lodge to the Greater Wellington Te Pane Matua Taiao, 26 April 2023 15:58 and 26 April 2023 16:08.

Investigation completed on Thursday 27 April 2023 between 08:30 to 14:00 by [REDACTED] and [REDACTED]

- Review the CCTV footage and let me know if the roller door was open at 3:58pm today, and if so, for how long.
- *CCTV reviewed from 15:55 to 16:00 reveals that both of our roller doors were never opened during the time in questioned. Please refer to attached screenshots from our CCTV system.*
- What waste was being processed at this time?
- *During the time in questioned, Interwaste Wellington were processing both Medical and Quarantine waste inside our plant utilising autoclave.*
- Were any issues noted on site?
- *After speaking to our team members that operated within the Wellington site, there were no abnormality to be reported during timing in questioned.*
- Please send me photos of the stream out the back of the property at the location circled; make it obvious this is the location of the photographs by taking one looking back at the site for instance, please refer to the attached images.
- *Due to the density of blackberry vegetation and safety and wellbeing concerns, we were only able to obtain images of the stream from our property facing Northwest to the adjacent forest.*

I hope our internal investigation findings addresses the complaints ref 24384 and 24383, however, please do not hesitate to contact me if you require further information.

I look forward to working with yourself and the Greater Wellington Te Pane Matua Taiao.

Nga mihi nui,
[REDACTED]
[REDACTED]



International Waste Ltd

From: Emily McDowall <Emily.McDowall@gw.govt.nz>

Sent: Wednesday, April 26, 2023 4:54:05 PM

To: [REDACTED]

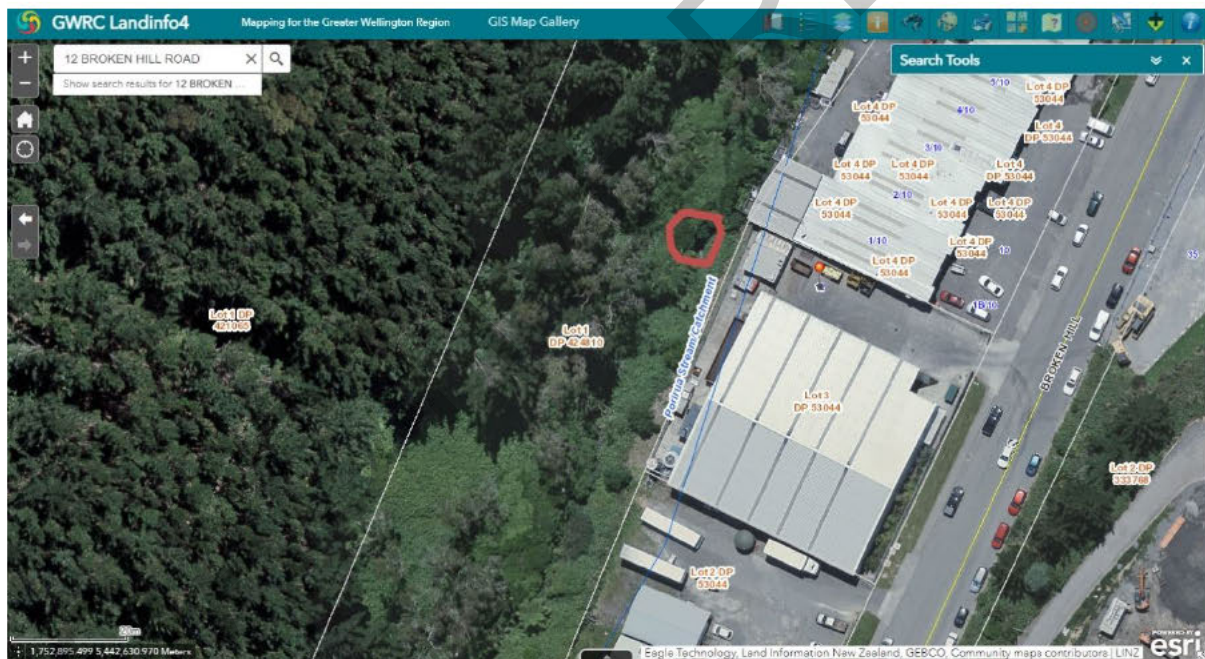
Cc: Nigel Priest <Nigel@interwaste.co.nz>

Subject: Please respond to 2x odour complaints

Hi [REDACTED]

Please could you add the below 2x complaints received this afternoon to your complaints register and let me know:

- Review the CCTV footage and let me know if the roller door was open at 3:58pm today, and if so, for how long.
- What waste was being processed at this time?
- Were any issues noted on site?
- Please send me photos of the stream out the back of the property at the location circled; make it obvious this is the location of the photographs by taking one looking back at the site for instance.



Thanks,
Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

021 191 9689

100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

From: Environmental.Protection@gw.govt.nz <Environmental.Protection@gw.govt.nz>
Sent: Wednesday, April 26, 2023 4:11:06 PM
To: Environmental Protection <Environmental.Protection@gw.govt.nz>
Subject: Ozone Contact Centre # 24384 [EMAIL]

Ozone Contact Centre

Transaction: 24384 [[View Transaction](#) >> [Click here to view your CC Transaction](#)]
Created: 26 Apr 2023 @ 04:08pm

Message:

Transaction no. 24384, received 26 Apr 2023 at 04:08pm has been assigned to you.

Details: customer rang about a odur smell coming from 12 broken hill road kenepuru. [...] the customer is saying the neighbour has been dumping the waste in a stream behind the house. The odur is extreme and is wanting someone to go over to check on the matter.

From: Environmental.Protection@gw.govt.nz <Environmental.Protection@gw.govt.nz>
Sent: Wednesday, April 26, 2023 4:00:09 PM
To: Environmental Protection <Environmental.Protection@gw.govt.nz>
Subject: Ozone Contact Centre # 24383 [EMAIL]

Ozone Contact Centre

Transaction: 24383 [[View Transaction](#) >> [Click here to view your CC Transaction](#)]
Created: 26 Apr 2023 @ 03:58pm

Details: Caller is reporting a sewage smell that is a 4/6 coming from Interwaste at 12 Broken hill road. This is impacting on the day to day working as they are unable to go outside or open windows.

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From: [REDACTED]
Sent: Monday, 1 May 2023 3:31 pm
To: Environmental Protection <Environmental.Protection@gw.govt.nz>
Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>; [REDACTED]
Nigel Priest <Nigel@interwaste.co.nz>; Ozae Cantu Da Silva <ozae@interwaste.co.nz>
Subject: RE: Interwaste odour complaint

Hi [REDACTED] at this point in time we are operating as per usual. We are happy to investigate further if you want us to.

KIND REGARDS

[REDACTED]



International Waste Ltd

[REDACTED]

www.interwaste.co.nz

An advertisement for INHALO Medical oxygen. On the left, the word "INHALO" is written in large, blue, sans-serif capital letters, with "Medical oxygen" in a smaller, blue, sans-serif font below it. To the right of the text is a photograph of a white medical gas cylinder with various gauges and hoses. On the right side of the advertisement, there is a dark blue rectangular box containing the text "We now supply medical gas and liquid nitrogen, contact us for a competitive quote." in white, sans-serif font.

TOITŪ



SITWISE
100% > 2021/22

From: Environmental Protection <Environmental.Protection@gw.govt.nz>

Sent: Monday, May 1, 2023 3:09 PM

To: [REDACTED]

Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>

Subject: Interwaste odour complaint

Hi [REDACTED]

We have received an odour complaint for Interwaste at 12 Broken Hill Road, described as a strong chemical smell. The notification was received today at 2.57pm

Kind regards, [REDACTED]



[REDACTED]
He/Him

Kaiāpiha Taiao | Environmental Protection Officer

Greater Wellington Te Pane Matua Taiao

[REDACTED]
100 Cuba St, Te Aro, Wellington 6011

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From: [REDACTED]
Sent: Tuesday, 16 May 2023 3:08 pm
To: [REDACTED]
Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: Odour complaints 16 May

Hi [REDACTED]

We have received two odour complaints today. The first was at 1114am which described the odour as "a very bad smell" – I did not attend this notification

The second was at 1306 which described the odour as "like faeces, processing flesh and chemicals" – I did attend this notification, details below:

Arrived on site at 1354

Initial odour – pleasant sweet/vape odour

Wind- Southerly (mild)

Stood downwind of Interwaste for 10 mins – at no time did I detect any odour coming from interwaste – Left site at 1406

Regards, [REDACTED]



[REDACTED]
He/Him

Kaiāpiha Taiao | Environmental Protection Officer

Greater Wellington Te Pane Matua Taiao

[REDACTED]
100 Cuba St, Te Aro, Wellington 6011

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From: Environmental Protection <Environmental.Protection@gw.govt.nz>
Sent: Tuesday, 16 May 2023 11:26 am
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: FW: Ozone Contact Centre # 24537 [EMAIL] - Created by [REDACTED]

Hi Emily,

I attended this notification yesterday at [REDACTED].

Some notes of my visit:

Notification received at 1409

Arrived on site at 1456

Initial impression of odour was a pleasant sweet/vape/strawberry odour. SW wind light breeze. I stood outside the front door of [REDACTED] next to the chain fence during my visit

1457 - Waste management truck arrived and entered facility through roller doors then immediately closed doors. No odour detected.

1459 – Waste management truck left facility roller door immediately closed – No odour detected

1500 – Interwaste van arrived and parked outside roller doors, did not enter facility

1506 – left site. At no time during my visit did I detect any odour coming from Interwaste

I also received a notification (trans 24536) at 8.51 of smell of burning flesh and hair. I contacted Interwaste who said that during this time they were having a staff BBQ in the courtyard so I did not attend.

Thanks, [REDACTED]

From: Environmental.Protection@gw.govt.nz <Environmental.Protection@gw.govt.nz>
Sent: Monday, 15 May 2023 2:14 pm
To: Environmental Protection <Environmental.Protection@gw.govt.nz>
Subject: Ozone Contact Centre # 24537 [EMAIL] - Created by [REDACTED]

Ozone Contact Centre

Transaction: 24537 [[View Transaction >> Click here to view your CC Transaction](#)]

Created: 15 May 2023 @ 02:09pm by [REDACTED]
Type/Subtype: Env Protection Incident / Env Protection Incident all types
Priority: 1 HOUR
Action: EMAIL
Your Position: EPOINBOX

Message:

Transaction no. 24537, received 15 May 2023 at 02:09pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: The customer called again to inform that their warehouse smells like voatised hazardous waste. They mentioned that the smell is coming from 12 broken hill road. 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]

KENEPURU

PORIRUA 5022

Phone: day [REDACTED]

Temp phone: ; Ref:

Email:

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

From: [REDACTED]
Sent: Tuesday, 16 May 2023 3:02 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Cc: [REDACTED]
Subject: 16 May interwaste odour complaints

Hey Emily,

Two odour complaints received for Interwaste today. The first complaint was at 1108am which I did not have capacity to attend.

"The caller mentioned that there is very bad smell coming from their next door neighbour at 12 Broken Hill Road. They also mentioned that one of their employees is now suffering a condition where their lungs are deteriorating due to all the chemical emissions."

The second odour complaint came in at 1306 which I did attend.

"The caller mentioned that there is a very bad smell coming from 12 Broken Hill Rd. They mentioned that it smells like feces, processing flesh and chemicals"

I arrived on site at 1354, initial odour was a pleasant sweet/vape smell. Mild S wind. Stood downwind of Interwaste for 10 min, at no time did I detect any odour from Interwaste



[REDACTED]
He/Him

Kaiāpiha Taiao | Environmental Protection Officer

Greater Wellington Te Pane Matua Taiao

[REDACTED]
100 Cuba St, Te Aro, Wellington 6011

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From: Emily McDowall

Sent: Friday, 10 February 2023 1:05 pm

To: [REDACTED]

Cc: Nigel Priest <Nigel@interwaste.co.nz>; [REDACTED]

Subject: Recent notifications which I mentioned at today's meeting

Hi [REDACTED]

Thanks for the chat earlier. Please find below the recent notifications which I mentioned today.

The first notification was actually from December, but I was only informed of that odour assessment recently.

Apologies for not having passed these on earlier.

14 December 2022 at 2.18pm

Transaction no. 23509, received 14 Dec 2022 at 02:18pm

Notifier: [removed]

Source Parcel:

TA: Porirua City Council

Details: The caller mentioned that there is formaldehyde smell coming from the medical waste from the Interwaste at broken hill road.

Our duty officer attended this incident and conducted a ten minute odour assessment.

Odour was detected but not at a level considered offensive or objectionable.

Thursday 9 February 11.22am

Transaction no. 23898, received 09 Feb 2023 at 11:22am

Notifier: [removed]

Source Parcel:

TA: Porirua City Council

Details: [removed] building reeks inside because of the Medical Waste odour from Interwaste. He would give it a 4 out of 6. He has asked to log a statutory nuisance and asked for the trans number.

Thursday 9 February 5.27pm

Transaction no. 23907, received 09 Feb 2023 at 05:27pm

Notifier: [removed, different to the above notifier]

Source Parcel:

TA: Porirua City Council

Details: The caller reported that he had smells very bad from the Interwaste wellington. The caller said the smell was like dead animal and melted plastic.

Contact details:

Address: [removed]

Our duty officer attended the site and conducted an odour assessment.

Odour was detected but not at a level considered O or O.

Please ensure these three notifications are recorded on Interwaste's complaints register.

And let me know if there were any abnormal operations yesterday.

Thanks, Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

021 191 9689

100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

From: Emily McDowall

Sent: Friday, 17 February 2023 2:18 pm

To: Nigel Priest <Nigel@interwaste.co.nz>; [REDACTED]

Subject: Re. your responses to Qs about odour notification 14.02.23

Hello Nigel, [REDACTED]

Thank you both for the two letters you provided in response to my queries relating to the 14 February odour notification.

Thank you too for updating your odour complaints register accordingly (this appears to be shown in Figure 2).

It is useful context to know about the scheduled maintenance that was carried out on the roller door.

We will not be investigating this notification further.

Kind regards, Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

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100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

From: Emily McDowall

Sent: Friday, 3 March 2023 3:39 pm

To: [REDACTED]

Subject: RE: Update from Friday and Monday statutory nuisance

Hello [REDACTED]

Thanks for your email and sorry it has taken me a while to have a chance to reply.

I did ask Interwaste questions about this skip after receiving [REDACTED] email, however the response was that it is not an Interwaste bin. I can that it the bin is marked infectious waste, but no Interwaste logo is shown in the video footage and I consider we do not have sufficient evidence to associate it with Interwaste (particularly given many different companies access the landfill via this road). I cannot take this further for that reason and also as there does not seem to be any breach; for instance, we did not detect an objectionable odour on this occasion.

We did, however, issue Interwaste an infringement notice for a previous odour notification, on 12 January this year.

Please continue calling the hotline if you consider odour is offensive or objectionable.

Kind regards,

Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

021 191 9689

100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

From: [REDACTED]
Sent: Tuesday, 28 February 2023 11:39 am
To: Emily McDowall <Emily.McDowall@gw.govt.nz>; Info <Info@gw.govt.nz>
Subject: Update from Friday and Monday statutory nuisance

Hi Emily,

The video attached at bottom of email which you have seen already.

If you could forward this onwards too anyone involved that would be great, too [REDACTED] [REDACTED] anyone that is involved, I don't have the emails on hand.

this is my personal experience dealing with that skip that was out Friday that absolutely stunk!

All I can say, is after learning from [REDACTED] that [REDACTED] came out & said it's just environmental waste from the ground and it was nothing to do with interwaste, doesn't sit well with me, really that skip is too do with interwaste.

I see those skips all the time in there, it's almost mocking my intelligence on this whole situation, & yes the business was someone else collecting it but isn't it interwastes business too make sure things are done correctly and legal?

My honest personal experience Emily and whoever sees this, that was not just earth from this land of nz with waste management it was FROM interwaste as they make out of it. It wrecked!!

I have smelt plenty of those smells that's come from that place inside that skip aswell as numerous of times seeing them leave there stuff out on the road I mean even in my video you can see interwaste trucks behind parked on the side. There were multiple of smells going on in there not just muddy earth. & too be told what was said at broken hill road Tuesday, Doesn't really sit well with me being totally, honest.

I can't imagine these skips are cleaned out regularly that's a fact as I have seen this business for the last 6 years of my life or longer. so I appreciate whoever came out yesterday but I don't appreciate being told it's just earth as it's not just earth from the ground and nothing too do with interwaste.

Feels like an excuse in my opinion and too just brush it on under the rug,as we have been treated for multiple of years I'm not saying anyone personally I'm saying the GWRC and this toxic situation. I

appreciate anyone who is genuinely helping but trust has been lost with the GWRC aswell as being threatened buy someone who works for the GWRC In the past through reddit, I could carry on about this person but I won't go on as [REDACTED] from the GWRC is helping me try too get an interview with someone important that can speak too me about the anxiety that man brought us including interwaste [REDACTED] and all the people that have there hands in that business.

I wanted too message as I was the person dealing with it and illegally there skips were out on the road and directly infront of our doors rolling in wreking causing stress and statutory noissance. I've Seen these skips numerous of times.

So please cc everyone

Thank you [REDACTED]

PROACTIVE RELEASE

From: Emily McDowall
Sent: Friday, 3 March 2023 3:41 pm
To: Nigel Priest <Nigel@interwaste.co.nz>; [REDACTED]
Subject: RE: Questions about bin left on Broken Hill Road 24.02.23

Hello Nigel and [REDACTED],

Apologies for the delay in responding and thanks for your reply.

I won't follow this notification up further, but I would appreciate if you could send me some a few photos of your bins (showing the top, sides and markings) for the record.

It is great to hear that a new layer has been added to the biofilter.

Regards, Emily

From: Nigel Priest <Nigel@interwaste.co.nz>
Sent: Monday, 27 February 2023 10:25 am
To: Emily McDowall <Emily.McDowall@gw.govt.nz>; [REDACTED]
Cc: [REDACTED]
Subject: RE: Questions about bin left on Broken Hill Road 24.02.23

Hi Emily,

With the link to the incident as posted on YouTube, we have a few concerns:

- Unsubstantiated claim that it is an Interwaste bin.
- No indication of who the driver was who dropped this bin.
- This bin has none of our markings and is clearly not an Interwaste bin.
 - None of our bins have lids.
- We strictly adhere to our conditions of Operation and have never dumped a bin roadside.
- The volume of rubbish trucks of numerous types operating on this particular road is considerable. To lay fault at Interwaste at any slight opportunity presented, when the carrier is actually unknown is quite a spurious claim.
- We have no information relating to the details of this bin.

Also attached are the pictures confirming the recent addition to the Biofilter. A substantial new layer has been added as the one of the suggested actions as given in the meeting dated 09 December 2022.

Any further questions please do not hesitate to call.

Regards,

NIGEL PRIEST
NATIONAL OPERATIONS MANAGER



International Waste Ltd

P: 09 277 1828 | M: +64 021 229 9814

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Please consider the environment before you print this e-mail.

From: Emily McDowall <Emily.McDowall@gw.govt.nz>

Sent: Sunday, February 26, 2023 1:09 PM

To: [REDACTED]; Nigel Priest <Nigel@interwaste.co.nz>

Cc: [REDACTED]

Subject: Questions about bin left on Broken Hill Road 24.02.23

Hello [REDACTED], Nigel,

Interwaste's neighbour linked me this video on Friday. [Interwaste leaving infectious waste outside of their property - YouTube](#)

Please let me know:

- Why has this skip been left on the road? (As opposed to being inside the Interwaste factory as we have discussed.)
- Is it on its way to the landfill or coming back from the landfill?
- If on its way back, why has it not been properly scraped or washed out?
- What is the substance visible inside?
- What business/DHB did this skip originate from?
- Why is the lid open?
- How long was this skip left on the street?

Regards, Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

021 191 9689

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

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From: Environmental Protection
Sent: Wednesday, 26 April 2023 4:58 pm
To: [REDACTED]
Subject: RE: Odour notification 26.04.23 No.24383

Kia ora [REDACTED],

Just letting you know that we have been called away to another pressing incident so are not able to attend this odour incident at the moment. However, we have asked questions of the site about this alleged incident.

Ngā mihi,

Environmental Protection team

From: Environmental.Protection@gw.govt.nz <Environmental.Protection@gw.govt.nz>
Sent: Wednesday, 26 April 2023 4:00 pm
To: Environmental Protection <Environmental.Protection@gw.govt.nz>
Subject: Ozone Contact Centre # 24383 [EMAIL]

Ozone Contact Centre

Message:

Transaction no. 24383, received 26 Apr 2023 at 03:58pm has been assigned to you. Please Schedule the action immediately.

Notifier: [REDACTED]

Source Parcel:

TA: Porirua City Council

Details: Caller is reporting a sewage smell that is a 4/6 coming from Interwaste at 12 Broken hill road. This is impacting on the day to day working as they are unable to go outside or open windows. 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]

KENEPURU

PORIRUA 5022

Phone: cel [REDACTED]

Temp phone: ; Ref:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

WF/15/0/0/0/AFTER/R/EMAIL/U/EPOINBOX

PROACTIVE RELEASE

From: Emily McDowall
Sent: Friday, 10 February 2023 1:26 pm
To: [REDACTED]
Subject: RE: Interwaste notification 09.02.23

Hello [REDACTED]

Yes, we received the notification from the other tenant. Our duty officer attended the site and conducted an odour assessment. Whilst odour was detected, the officer did not consider it offensive or objectionable in this instance.

I have saved your below email to file for our records.

I had a compliance discussion with Interwaste this morning.

Regards, Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

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From: [REDACTED]
Sent: Thursday, 9 February 2023 5:53 pm
To: Notifications <Notifications@gw.govt.nz>
Cc: [REDACTED] Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: Interwaste notification

To whom it may concern.

This report is for interwaste located at 12 broken hill road, kenepuru, porirua.

Upon arriving at work this morning I could smell processed medical waste in the carpark of 10 broken hill road emanating from 12 broken hill road. It is a strange sickly chemical smell. Upon entering the building the entire inside smelt like autoclave emissions and a faint smell of spit / fecal matter as if they had been working throughout the night. I would rate this smell as a 4/6.

This continued on throughout the day with constant wafts of autoclave emissions, processed medical waste, bodily fluids and fecal matter rolling into our building.

When I was sitting in my office it started to fill up with the smell of autoclave emissions mixed with a faint fecal smell, almost like diarrhea.

Whilst sitting at my computer I started to develop a headache and hot flushes that came on fairly quickly after being exposed to these emissions which did not cease until I left the room and went right into the back of the warehouse (this is the area with the "cleanest" air.)

Throughout the day I've had to put on masks on here and there in a vain attempt to protect my health from these emissions.

At approx 4.50pm the smell suddenly went to a 6/6 and when I looked out the window I could see that the door was wide open and the smell was rolling out as shown in the attached photo.

When I left work at 5pm it absolutely reeked outside. About 15 minutes after I left I recieved a text message from another tenant in the area advising me that, and I quote "it fucken stinks right now bro"

I advised this person to contact the council so hopefully you have a record of this.

Best Regards



From: Environmental Protection <Environmental.Protection@gw.govt.nz>

Sent: Monday, 1 May 2023 3:52 pm

To: [REDACTED]

Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>; [REDACTED]

Nigel Priest <Nigel@interwaste.co.nz>; Ozae Cantu Da Silva <ozae@interwaste.co.nz>

Subject: Re: Interwaste odour complaint

Hi [REDACTED], I have just arrived on site. I cannot detect any offensive odour

From: [REDACTED]

Sent: Monday, May 1, 2023 3:31:08 PM

To: Environmental Protection <Environmental.Protection@gw.govt.nz>

Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>; [REDACTED]

Nigel Priest <Nigel@interwaste.co.nz>; Ozae Cantu Da Silva <ozae@interwaste.co.nz>

Subject: RE: Interwaste odour complaint

Hi [REDACTED] at this point in time we are operating as per usual. We are happy to investigate further if you want us to.

KIND REGARDS

[REDACTED]
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SITWISE
100% > 2021/22

From: Environmental Protection <Environmental.Protection@gw.govt.nz>
Sent: Monday, May 1, 2023 3:09 PM
To: [REDACTED]
Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: Interwaste odour complaint

Hi [REDACTED]

We have received an odour complaint for Interwaste at 12 Broken Hill Road, described as a strong chemical smell. The notification was received today at 2.57pm

Kind regards, [REDACTED]



[REDACTED]
He/Him
Kaiāpiha Taiao | Environmental Protection Officer
Greater Wellington Te Pane Matua Taiao
[REDACTED]
100 Cuba St, Te Aro, Wellington 6011
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PROACTIVE RELEASE

From: Emily McDowall

Sent: Friday, 13 January 2023 8:34 pm

To: [REDACTED]

Cc: [REDACTED]

Subject: Notification received yesterday - please advise of waste processed

Hello [REDACTED]

Thanks [REDACTED] for hosting me on-site this afternoon, much appreciated.

As mentioned, yesterday (12 January) at 11.34am we received a notification of odour emanating from Interwaste.

The rostered duty officer attended and completed a 10 minute odour assessment beyond Interwaste's boundary. This was at 12:34pm.

The wind direction was southerly and ~34kph.

Given his ratings and descriptions of the smell, I need you to please provide records of all waste received, stored and processed on site yesterday.

Please pinpoint what was processed in the middle of the day as far as possible.

Kind regards,

Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

Greater Wellington Te Pane Matua Taiao

021 191 9689

100 Cuba Street, Wellington

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Please note that my usual days of work are Wednesdays, Thursdays and Fridays.

From: Emily McDowall

Sent: Thursday, 27 April 2023 4:49 pm

To: [REDACTED]

Cc: Nigel Priest <Nigel@interwaste.co.nz>; Ozae Cantu Da Silva <ozae@interwaste.co.nz>; [REDACTED]
[REDACTED]

Subject: RE: Please respond to 2x odour complaints

Thanks [REDACTED] for your response and nice to meet you virtually.

Understood re. the blackberry and other vegetation around the stream.

I have saved this to file. As we could not attend yesterday I will not take this complaint any further.

Kind regards, Emily

PROACTIVE RELEASE

From: [REDACTED]
Sent: Thursday, 16 February 2023 4:07 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>
Cc: Nigel Priest <Nigel@interwaste.co.nz>; Ozae Cantu Da Silva <ozae@interwaste.co.nz>
Subject: RE: Notification received Tuesday 14 February WGN110357

Please see attachment for our investigation report regarding the notification from Tuesday 14/02/23.

REGARDS

[REDACTED]



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[REDACTED]

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We now supply medical gas and liquid nitrogen, contact us for a competitive quote.

The advertisement features the word "INHALO" in large blue letters above "Medical oxygen". To the right is an image of several white medical gas cylinders with blue and red labels. The background is split into a light grey left half and a dark blue right half.

TOITŪ



From: Emily McDowall <Emily.McDowall@gw.govt.nz>
Sent: Wednesday, February 15, 2023 5:06 PM
To: [REDACTED]
Cc: Nigel Priest <Nigel@interwaste.co.nz>
Subject: Notification received Tuesday 14 February WGN110357

Hello [REDACTED]

I received a notification about Interwaste yesterday. The notification was emailed to me and I don't work Tuesdays so only received this today.

This is an excerpt from the notification.

*Throughout the day a 2/6 to 4/6 smell that is reminiscent of a public toilet that hasn't been cleaned
The smell increased to a 6/6 that is reminiscent of medical waste being processed, a chemical smell that is undecipherable*

Please could you:

- Record this on Interwaste's complaints register.
- Let me know (by this Friday 17th) what you consider might have caused the smell that the notifier describes.

Thanks, Emily



Emily McDowall

Resource Advisor Kaitohutohu – Environmental Regulation

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From: [REDACTED]
Sent: Monday, 15 May 2023 10:19 am
To: [REDACTED]
Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>; [REDACTED]
Nigel Priest <Nigel@interwaste.co.nz>; Ozae Cantu Da Silva <ozae@interwaste.co.nz>
Subject: RE: Odour Notification 15/5

Kia Ora [REDACTED]

Thank you for your email.

I am responding to the enquiry pertaining odour notification, this morning between 0800hrs to 0945hrs our team member was cooking outside on our BBQ for team brunch which consist of meat products and fresh produce for human consumption.

Should you require further information pertaining this odour notification, please do not hesitate to contact me.

Nga mihi nui,

[REDACTED]

[REDACTED]

INTERWASTE 

International Waste Ltd

[REDACTED]

www.interwaste.co.nz

TOITŪ



From: [REDACTED]
Sent: Monday, May 15, 2023 10:03 AM
To: [REDACTED]
Subject: FW: Odour Notification 15/5

FYI.

From: [REDACTED]
Sent: Monday, May 15, 2023 9:12 AM
To: [REDACTED]
Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: Odour Notification 15/5

Hi [REDACTED]

Odour notification received this morning at 8.49. Notifier reports smells like burning flesh and burnt hair.

Regards, [REDACTED]



[REDACTED]
He/Him
Kaiāpiha Taiao | Environmental Protection Officer
Greater Wellington Te Pane Matua Taiao

[REDACTED]
100 Cuba St, Te Aro, Wellington 6011
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From: [REDACTED]
Sent: Tuesday, 30 May 2023 11:50 am
To: [REDACTED]
Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>
Subject: Odour complaint 29 May

Hi [REDACTED]

We received an odour notification yesterday at 916am. I attended at 1216pm and there was a van unloading medical waste but I could not smell any odour. No breaches were detected.

Kind regards, [REDACTED]



[REDACTED]
He/Him

Kaiāpiha Taiao | Compliance, Monitoring and Enforcement Officer

Greater Wellington Te Pane Matua Taiao

[REDACTED]
100 Cuba St, Te Aro, Wellington 6011

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From: Environmental Protection <Environmental.Protection@gw.govt.nz>

Sent: Wednesday, 22 February 2023 1:13 pm

To: [REDACTED]

Cc: Emily McDowall <Emily.McDowall@gw.govt.nz>

Subject: Interwaste Odour complaint

Hi [REDACTED]

We have had an odour complaint come through at 1254 pm today details as follows:

Odour intensity: 4/6

Nature: Plastic/chemical

Frequency: Occurring about once every hour throughout the day



[REDACTED]
He/Him

Kaiāpiha Taiao | Environmental Protection Officer

Greater Wellington Te Pane Matua Taiao

[REDACTED]
100 Cuba St, Te Aro, Wellington 6011

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From [REDACTED]
Sent: Tuesday, 17 January 2023 12:13 pm
To: Emily McDowall <Emily.McDowall@gw.govt.nz>; [REDACTED]
Cc: [REDACTED]
Subject: RE: Notification received yesterday - please advise of waste processed

The pickups are usually done around 12-1230PM and the bins are moved back inside in a few minutes depending on what the operators are doing when the bins are dropped off. I have asked the operators to have the pickups and drop offs done inside the plant starting from today so any odour coming out of them will pass through the biofilter.

REGARDS

[REDACTED]



International Waste Ltd

[REDACTED]

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We now supply medical gas and liquid nitrogen, contact us for a competitive quote.



From: Emily McDowall <Emily.McDowall@gw.govt.nz>

Sent: Tuesday, 17 January 2023 11:49 am

[REDACTED]

Subject: RE: Notification received yesterday - please advise of waste processed

Thanks [REDACTED]. What time were the tips brought back and how long were they outside for? Cheers,
Emily

From: [REDACTED]

Sent: Monday, 16 January 2023 5:51 pm

To: Emily McDowall <Emily.McDowall@gw.govt.nz>; [REDACTED]

[REDACTED]

Subject: RE: Notification received yesterday - please advise of waste processed

I had a good look at the waste coming in for the two days before and I couldn't find anything that would produce odour like the one described. We received 2646 kg of medical waste and 485 kg of quarantine on Wednesday, and 3255 kg of medical waste and 4425 kg of quarantine waste on Thursday. There were no animals of any kind for burial. The only thing I can think could smell is the empty skips brought back by the Envirowaste back from the tip. They do smell a bit just like the domestic wheelie bins at home. My intention is to get the pickups and drop offs done inside the building so the skips don't spend any time on the driveway before getting washed .

REGARDS

[REDACTED]



International Waste Ltd

[REDACTED]

www.interwaste.co.nz



Data record sheet for odour measurements

10705

Site being monitored: INTERWASTE Assessors name: [REDACTED]
 Location of assessment: Vape Canyon Date: 14.12.2022
 Reason for investigation: COMPLAINT/PROACTIVE Consent no. _____

INITIAL IMPRESSIONS Initial character: Organic / kind of rubbishy
 Time of the initial impression: 2:59 VC door Initial general hedonic tone: -2
 Initial odour intensity: 3 Plume width (if known): 5 metres from fence boundary
Odour samples every 10 seconds. The time between the 10 seconds is disregarded (interval method). Breathe normally rather than sniffing.

Start time: 15:10

Intensity	Character/notes
1st min	0
10	1
20	0
30	2
40	0
50	3
2nd min	0
10	3
20	0
30	2
40	1
50	0
3rd min	0
10	0
20	0
30	1
40	0
50	0
4th min	0
10	0
20	1
30	2
40	2
50	3
5th min	0
10	2
20	0
30	1
40	0
50	0

Intensity	Character/notes
6th min	0
10	0
20	0
30	0
40	0
50	1
7th min	0
10	0
20	0
30	0
40	0
50	0
8th min	0
10	2
20	0
30	0
40	1
50	1
9th min	0
10	3
20	1
30	0
40	0
50	1
10th min	0
10	1
20	0
30	2
40	0
50	0

Scale of intensity

6	Scale of intensity
5	Very strong
4	Strong
3	Distinct
2	Weak
1	Very weak
0	No odour

Weather data (see over)

Wind direction:	<u>W / WNW</u>
Wind velocity:	<u>6 km/h</u>
Cloud cover:	<u>90%</u>
Temperature:	<u>25°</u>

General hedonic tone
Record at the end of the survey as an overall impression

	-4	Extremely unpleasant
	-3	
✓	-2	
	-1	
	0	Neutral
	1	
	2	
	3	
	4	Extremely pleasant

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.

*- could detect coming inside VC reception.
- Not OK today*

FINAL CHECKLIST

- Upwind assessment completed. Record details below. If not, detail reason: _____
- Aerial photo/sketch showing location of assessment and upwind assessment attached
- Are there potential witness statements to obtain YES/NO

*No odour to the east
No odour south
- odour is very localised in front of IW.*

REMARKS:

Iw. smell at 15:23 odour is distinct in a burst & at 15:24 & 15:28 & 15:29.



Data record sheet for odour measurements

10713

Site being monitored: interstate

Assessors name: [REDACTED]

Location of assessment: Uaru canyon driveway

Date: 9/2/23

Reason for investigation: **COMPLAINT/PROACTIVE**

Consent no. WGN110

INITIAL IMPRESSIONS

Initial character: _____

Time of the initial impression: 12:01

Initial general hedonic tone: Rotting eggs

Initial odour intensity: 3

Plume width (if known): 50m down drive

Odour samples every 10 seconds. The time between the 10 seconds is disregarded (interval method). Breathe normally rather than sniffing.

Start time: _____

	Intensity	Character/notes
1st min	0	3
10	3	eggs
20	3	"
30	2	"
40	1	Sweet vapour
50	2	Rotting fermentation
2nd min	0	2
10	1	soy?
20	1	
30	1	
40	1	
50	2	pet
3rd min	0	2
10	0	poop
20	1	fermentation
30	1	sweet
40	2	meat warm
50	2	chemical
4th min	0	2
10	0	
20	0	
30	1	Diesel truck
40	1	
50	0	
5th min	0	1
10	0	sweet vapour
20	2	vanilla
30	2	Dog biscuits
40	1	meaty
50	0	

	Intensity	Character/notes
6th min	0	1
10	0	strawberry
20	0	
30	0	
40	0	
50	0	
7th min	0	0
10	0	
20	0	
30	2	Butcher shop
40	1	hot grill
50	0	
8th min	0	0
10	0	
20	2	Dog biscuits
30	0	
40	0	
50	2	Chemical wash
9th min	0	1
10	0	
20	0	
30	0	
40	2	fermenting
50	2	meat - veg
10th min	0	0
10	2	"
20	0	
30	1	vapour
40	0	
50	0	

Scale of intensity	
6	Scale of intensity
5	Very strong
4	Strong
3	Distinct
2	Weak
1	Very weak
0	No odour

Weather data (see over)	
Wind direction:	SE
Wind velocity:	20km/h
Cloud cover:	60%
Temperature:	18°C

General hedonic tone	
Record at the end of the survey as an overall impression	
-4	Extremely unpleasant
-3	
-2	
-1	
0	Neutral
1	
2	
3	
4	Extremely pleasant

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 - not prominent or often enough to determine as offensive.
- I did detect odour and consider it to be objectionable even in periods of short duration.

FINAL CHECKLIST

- Upwind assessment completed. Record details below. If not, detail reason: _____
- Aerial photo/sketch showing location of assessment and upwind assessment attached
- Are there potential witness statements to obtain YES/NO

REMARKS: Noticeable when detected, distinct from vapour and other tones. But not prominent - no doors open - often meaty / veg fermenting odour mixed w human waste.

10 February 2023

File No: WGN110357

12 Broken Hill Road

Kenepuru

Porirua 5022

Via email: [REDACTED]

Attn: [REDACTED]

Dear [REDACTED]

Infringement Notice 1888 and formal warning for objectionable odour from Interwaste on 12 January 2023

Thank you for your letter dated 1 February 2023, detailing your explanation of events that surrounded the production of odour beyond Interwaste's boundary on 12 January 2023. The information you provided was considered in reaching a decision on the outcome of the incident. This letter now concludes the Greater Wellington Regional Council's investigation into this matter. You have received this letter because you directed the discharge to air on 12 January 2023.

On this occasion we have decided to issue you with an infringement notice and formal warning for the breaches of the Resource Management Act 1991 (RMA) that you are responsible for, and to recover the costs of the investigation from you.

Summary of investigation

On 12 January 2023, at 11.34am, Greater Wellington received a notification of odour allegedly emanating from Interwaste. When the rostered enforcement officer spoke to the notifier, the notifiers described the smell as "a strong and disgusting toxic waste smell" which had lasted intermittently for between one minute and a few minutes at a time.

Around 12.30pm, the officer conducted a site visit. Standing beyond the Interwaste site boundary, the officer detected a strong, unpleasant odour. He conducted an odour assessment from 12:34-12:44pm, describing the odour overall as a "fleshy smell covered in bleach". Some of his notes across the ten minutes rate the smell as 4-6/6 at times and describe the smell as being "thick, heavy, noxiously bad, [like] vomit / off meat / chemical[s] / faeces" and "like bleach over dead meat."

170999-971342186-24

Wellington Office
100 Cuba Street
Te Aro, Wellington 6011
PO Box 11646
Manners Street
Wellington 6142
T 04 384 5708
F 04 385 6960
www.gw.govt.nz

The officer found the odour to be objectionable, even in periods of short duration.

Breach(es) of the RMA

This discharge of odour contravenes section 15(1)(c) of the RMA which states that:

no person may discharge any contaminant [...] from any industrial or trade premises into air [...] unless the discharge is expressly allowed by a national environmental standard or other regulations, a rule in a regional plan as well as a rule in a proposed regional plan for the same region (if there is one), or a resource consent.

This discharge is not expressly allowed by a national environmental standard, a rule in a regional plan or a resource consent. Interwaste's resource consent WGN110357 [34191] allows Interwaste to produce odour beyond its boundary, but under condition 6:

there shall be no discharges to air that are, in the opinion of an enforcement officer of the Wellington Regional Council, noxious, dangerous, offensive or objectionable at or beyond the legal boundary of the property from which the consent holder operates.

Infringement notice

Attached is an Infringement Notice issued under section 343C of the RMA. It is important that you read and understand the Infringement Notice including the *Summary of Rights* on the reverse side, which sets out the actions available to you if you wish to appeal this notice. Please note that if you do not pay the infringement fee and do not deliver a letter requesting a hearing within 28 days after the service of this notice, you will be served with a reminder notice requesting payment within a further 28 days. If you do not pay the infringement fee and do not deliver a letter requesting a hearing in respect of the alleged infringement offence within 28 days after the service of the reminder notice, the notice will be referred to the court for collection of the fee and you may become liable to pay court costs in addition to the infringement fee.

You should be aware that if you request a hearing and you are found guilty, or plead guilty, the Court may impose a penalty which is different from the infringement fee set out in the infringement notice. The penalty imposed by the Court may be more, less or the same as the infringement fee. The penalties which the Court can impose at a hearing are in the case of a company, a fine up to \$600,000 or in the case of an individual, a fine up to \$300,000. You may wish to seek your own legal advice on the matter.

Formal warning

On this occasion you have committed one offence against the RMA and have received only one infringement notice. Please ensure that you take all necessary steps to comply with your obligations under the RMA in future as we may not be so lenient if a further breach occurs. Please also note that

this letter will form part of your compliance history and will be considered in the event of any future incidents.

GWRC has a responsibility to enforce the RMA. Failure to comply with the RMA may result in enforcement action including formal warnings, infringement notices or prosecution. More information on potential penalties is available online at <http://www.legislation.govt.nz/act/public/1991/0069/latest/DLM239042.html> and <http://www.legislation.govt.nz/regulation/public/1999/0359/latest/whole.html#DLM300060>

Cost recovery

Please find enclosed an invoice for costs incurred by GWRC in responding to a confirmed breach of the Resource Management Act 1991. In accordance with our Resource Management Charging Policy, a minimum standard charge of \$260.00 will apply to all environmental incidents inspected. Additional charges may apply in circumstances where the incident investigation costs exceed the minimum standard charge.

These costs are sought to ensure that the actual and reasonable costs of GWRC's compliance work are shared with the party undertaking the non-compliant activity. The details of this breach are summarised below.

Incident details

Incident:	Odour
Date:	12.01.23
Impact:	Objectionable odour
Responsible party:	International Waste Limited (Interwaste)
Investigating officer:	Emily McDowall
Section(s) contravened:	15(1)(c)

Itemised costs

Standard charge:	\$1000.00
Materials:	\$N/A
Other:	\$270.00 cost recovery (for incident attendance)
Subtotal:	\$1270.00
GST (15%)	\$40.50 (charged on the cost recovery only)
Total including GST:	\$1310.50

These costs are being recovered in accordance with section 150 of the Local Government Act 2002. Please note that if payment is not received within 28 days after **10 February 2023**, GWRC reserves the right to refer the matter to a collection agency.

If you have any questions about this matter please email me at emily.mcdowall@gw.govt.nz or call me on 021-191-9689.

Yours sincerely



Emily McDowall
Resource Advisor
Environmental Regulation

PROACTIVE RELEASE

Resource Management Infringement Notice

(Issued under the authority of section 343c of the Resource Management Act 1991)

Enforcement authority

Wellington Regional Council
PO Box 11646, Wellington 6142

Enforcement officer: *Emily McDowall*

Authority: A warrant 941 issued by Wellington Regional Council on 2 December 2019 and delegated authority

TO: *International Waste Limited (Interwaste)*
12 Broken Hill Road, Kenepuru

For: [REDACTED], *Wellington Operations Manager, Interwaste*

You are alleged to have committed an infringement offence against the Resource Management Act 1991, as follows:

Details of alleged infringement offence

Section of Resource Management Act 1991 contravened: *section 15(1)(c) being an offence against section 338(1)(a) of the Resource Management Act 1991.*

Nature of infringement:

Objectionable odour beyond the site boundary

This discharge contravenes section 15(1)(c) which states that: *no person may discharge any contaminant [...] from any industrial or trade premises into air [...] unless the discharge is expressly allowed by a national environmental standard or other regulations, a rule in a regional plan as well as a rule in a proposed regional plan for the same region (if there is one), or a resource consent.*

This discharge is not expressly allowed by a national environmental standard, a rule in a regional plan or a resource consent.

You have received this notice because you are the Wellington Operations Manager at Interwaste, the business from which the odour emanated.

Location: *12 Broken Hill Road*
Kenepuru
Porirua 5022

Date: *12 January 2023*

Approximate time: *12.36pm*

The fee for this infringement is \$1460.50 including GST

Payment of infringement fee

The infringement fee is payable to the enforcement authority within 28 days after *10 February 2023*

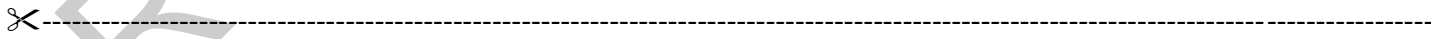
The infringement fee is payable to the enforcement authority
at *100 Cuba Street, Te Aro, Wellington or PO Box 11646, Wellington 6142*

Payments by cheque should be made out to Greater Wellington Regional Council and crossed "Not Transferable".



.....
Signature of Enforcement Officer

Important
Please read summary of rights printed overleaf



Resource Management Infringement Notice

Notice no: 1888

Name: *International Waste Limited (Interwaste)*

Invoice no: *Invoice Number*

Electronic Payment may be made to Bank A/c 06-0582-0104781-00
Please put our invoice number in the reference field.

Payment made: \$ _____

Date: _____

For manual payments please forward this slip and payment to:
Greater Wellington Regional Council
PO Box 11646, Wellington 6142

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

PROACTIVE RELEASE

Summary of rights

Note: if, after reading this summary, you do not understand anything in it, you should consult a lawyer immediately.

Payment

1. If you pay the infringement fee within 28 days after the service of this notice, no further action will be taken against you in respect of this infringement offence. Payments should be made to the enforcement authority at the address shown on the front of this notice.

Note: if, under section 21 (3A) or (3C) (a) of the Summary Proceedings Act 1957, you enter or have entered into a time to pay arrangement with an informant in respect of an infringement fee payable by you, paragraphs 3 and 4 below do not apply and you are not entitled either to request a hearing to deny liability or to ask the Court to consider any submissions (as to penalty or otherwise) in respect of the infringement.

Further action

2. If you wish to raise any matter relating to circumstances of the alleged offence, you should do so by writing a letter and delivering it to the enforcement authority at the address shown on the front of this notice within 28 days after the service of a reminder notice in respect of the offence.
3. If you deny liability and wish to request a hearing in the District Court in respect of the alleged offence, you must, within 28 days after the service of a reminder notice in respect of the offence, deliver, to the enforcement authority at the address shown on the front page of this notice a letter requesting a Court hearing in respect of the offence. The enforcement authority will then, if it decides to commence court proceedings in respect of the offence, serve you with a notice of hearing setting out the place and time at which the matter will be heard by the Court.

Note: if the Court finds you guilty of the offence, costs will be imposed in addition to any penalty.

4. If you admit liability in respect of the alleged offence but wish to have the Court consider submissions as to penalty or otherwise, you must, within 28 days after the service of a reminder notice in respect of the offence, deliver, to the enforcement authority at the address shown on the front page of this notice a letter requesting a hearing in respect of the offence AND in the same letter admit liability in respect of the offence AND set out the submissions that you would wish to be considered by the Court. The enforcement authority will then, if it decides to commence court proceedings in respect of the offence, file your letter with the Court. There is no provision for an oral hearing before the Court if you follow this course of action.

Note: costs will be imposed in addition to any penalty.

Non-payment of fee

5. If you do not pay the infringement fee and do not deliver a letter requesting a hearing within 28 days after the service of this notice, you will be served with a reminder notice (unless the enforcement authority decides otherwise).
6. If you do not pay the infringement fee and do not deliver a letter requesting a hearing in respect of the alleged infringement offence within 28 days after the service of the reminder notice, you will become liable to pay **costs in addition to the infringement fee** (unless the enforcement authority decides not to commence court proceedings against you).

Defence

7. You will have a complete defence against proceedings relating to the alleged offence if the infringement fee is paid to the enforcement authority at the address shown on the front page of this notice within 28 days after the service of a reminder notice in respect of the offence. Late payment or payment made to any other address will not constitute a defence to proceedings in respect of the alleged offence.
8.
 - (1) This paragraph describes a defence additional to the one described in paragraph 7. This defence is available if you are charged with an infringement offence against any of sections 9, 12, 13, 14, and 15 of the Resource Management Act 1991.
 - (2) You must prove either of the following to have the defence:
 - (a) that—
 - (i) the action or event to which the infringement notice relates was necessary for the purposes of saving or protecting life or health, or preventing serious damage to property, or avoiding an actual or likely adverse effect on the environment; and
 - (ii) your conduct was reasonable in the circumstances; and
 - (iii) you adequately mitigated or remedied the effects of the action or event after it occurred; or
 - (b) that—
 - (i) the action or event to which the infringement notice relates was due to an event beyond your control, including natural disaster, mechanical failure, or sabotage; and
 - (ii) you could not reasonably have foreseen or provided against the action or event; and
 - (iii) you adequately mitigated or remedied the effects of the action or event after it occurred.
 - (3) Subparagraph (2) does not apply unless—
 - (a) you deliver a written notice to the enforcement agency; and

- (b) in the notice, you—
 - (i) state that you intend to rely on subparagraph (2)(a) or (b); and
 - (ii) specify the facts that support your reliance on subparagraph (2)(a) or (b); and
- (c) you deliver the notice—
 - (i) within 7 days after you receive the infringement notice; or
 - (ii) within a longer period allowed by a District Court.
- (4) If you do not comply with subparagraph (3), you may ask the District Court to give you leave to rely on subparagraph (2)(a) or (b).

8A (1) This paragraph describes a defence additional to those described in paragraphs 7 and 8. This defence is available if—

- (a) you are—
 - (i) a principal; or
 - (ii) an employer; or
 - (iii) the owner of a ship; and
- (b) you may be liable for an offence alleged to have been committed by—
 - (i) your agent; or
 - (ii) your employee; or
 - (iii) the person in charge of your ship.

(2) If you are a natural person, including a partner in a firm, you must prove either of the following to have the defence:

- (a) that you—
 - (i) did not know, and could not reasonably be expected to have known, that the offence was to be, or was being, committed; and
 - (ii) took all reasonable steps to remedy any effects of the act or omission giving rise to the offence; or
- (b) that you took all reasonable steps to—
 - (i) prevent the commission of the offence; and
 - (ii) remedy any effects of the act or omission giving rise to the offence.

(3) If you are not a natural person (for example, you are a body corporate), you must prove either of the following to have the defence:

- (a) that—
 - (i) neither the directors (if any) nor any person involved in your management knew, or could reasonably be expected to have known, that the offence was to be, or was being, committed; and
 - (ii) you took all reasonable steps to remedy any effects of the act or omission giving rise to the offence; or
- (b) that you took all reasonable steps to—
 - (i) prevent the commission of the offence; and
 - (ii) remedy any effects of the act or omission giving rise to the offence.

8B (1) This paragraph describes a defence additional to the defences described in paragraphs 7, 8, and 8A. This defence is available if you are charged with an infringement offence against section 15A(1)(a) of the Resource Management Act 1991 (relating to dumping waste or other matter in the coastal marine area from a ship, aircraft, or offshore installation).

(2) In order to have the defence, you must prove all of the following in relation to the act or omission that is alleged to constitute the offence:

- (a) that the act or omission was necessary—
 - (i) to save or prevent danger to human life; or
 - (ii) to avert a serious threat to any ship, aircraft, or offshore installation; or
 - (iii) in the case of *force majeure* caused by stress of weather, to secure the safety of any ship, aircraft, or offshore installation; and
- (b) that the act or omission was a reasonable step to take in all the circumstances; and
- (c) that the act or omission was likely to result in less damage than would otherwise have occurred; and
- (d) that the act or omission was taken or omitted in such a way that the likelihood of damage to human or marine life was minimised.

8C (1) This paragraph describes a defence additional to the defences described in paragraphs 7, 8, 8A, and 8B. This defence is available if you are charged with an infringement offence against section 15B(1) or (2) of the Resource Management Act 1991 (relating to certain discharges of a harmful substance, a contaminant, or water in the coastal marine area from a ship or offshore installation).

(2) You must prove either of the following to have the defence:

- (a) that the harmful substance, contaminant, or water was discharged for the purpose of securing the safety of a ship or an offshore installation, or for the

purpose of saving life and that the discharge was a reasonable step to effect that purpose; or

- (b) that the harmful substance, contaminant, or water escaped as a consequence of damage to a ship or its equipment or to an offshore installation or its equipment, and—
 - (i) such damage occurred without your negligence or deliberate act; and
 - (ii) as soon as practicable after that damage occurred, all reasonable steps were taken to prevent the escape of the harmful substance, contaminant, or water or, if any such escape could not be prevented, to minimise any escape.

Queries/correspondence

9. When writing or making payment of an infringement fee, please indicate -
- (a) The date of the infringement offence; AND
 - (b) The infringement notice number; AND
 - (c) The identifying number of each alleged offence and the course of action you are taking in respect of it (if this notice sets out more than 1 offence and you are not paying all the infringement fees for all the alleged offences); AND
 - (d) Your address for replies (if you are not paying all the infringement fees for all the alleged offences).

Full details of your rights and obligations are set out in sections 341 to 343D of the Resource Management Act 1991 and section 21 of the Summary Proceedings Act 1957.

Note: all payments, all queries, and all correspondence regarding this infringement must be directed to the enforcement authority at the address shown.