

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

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], [REDACTED]

-----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)

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]

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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)

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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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: [REDACTED]

Email:

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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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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:

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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:

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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]

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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:

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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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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:

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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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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]

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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:

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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:

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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:

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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:

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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:

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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:

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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:

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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 contaminated. 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:

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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:

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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:

This message was automatically generated by the Ozone Contact Centre

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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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:

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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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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:

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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:

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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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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:

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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]

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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]

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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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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]

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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]

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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]

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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:

Email: [REDACTED]

This message was automatically generated by the Ozone Contact Centre

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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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