

1. I am a 45 year old mother and wife. Between 2006 and 2017 I resided at Hopeland. I am a self employed consultant in health and safety. I work from home as well as raising my family. I have run my own business for the past 18 years. I have a bachelor degree in behavioural science which is a double major in psychology and health and safety. I have a post graduate certificate in management of Occupational Health and Safety and am currently studying my Masters in OHSE. I have previously worked as a safety consultant for the unconventional gas industry.
2. My first knowledge of Linc energy was reading about the company in the local paper. I knew of the company but did not have a thorough knowledge of where they were operating.
3. Our property was a five acre block in the middle of a couple of properties. I first became aware of an odour a few months after we moved in. I don't have a specific record of the date, but I noticed the odour in the house. I made a comment to my husband about the odour. (I said that the odour smelt like Benzene.) I would describe the odour as pungent and it was a very chemical smell that gave me a head ache and made me feel nauseous. I immediately noticed the smell as the same odour you attributed to UCG process from my previous experience in the industry.
4. My husband made comment to me also about the smell. (He indicated that he thought it was Linc.)
5. My husband pointed out to me where the Linc site was in relation to our house and I noticed at time that the wind was coming from that direction. It does not have to be a gale force wind, even a slight breeze from that direction, usually when it is cold, we generally get this odour.
6. We had a few incidents of smelling this odour where it was really strong. I originally thought that this was a temporary thing and that it may have been a processing problem, so I didn't really worry about it.
7. I put up with this smell about twice a week for about a month. I eventually rang the plant and spoke with someone from Linc and requested that someone call me back during the week to discuss the odour as a complaint. I never received a call back. The smell continued on and off for another month and I rang the Linc site again another month later and asked to speak to the operation manager. I spoke with the company on the phone and discussed the odour issue with us. They said "I would appreciate if you could provide me with data when you could smell this odour." He suggested it could be any number of other sources of the odour." I told him not to be ridiculous and

I know what sort of odours I can expect to smell in the country, I told him that I had experience in the industry and I required some follow up to be done.

8. A Company representative made an appointment and he came out to my house around September 2011. He discussed that they were undertaking testing on a farm and he also showed me results of their own in house testing from the plant. He indicated that there were no exposure issues and they were proactively monitoring potential exposures.
9. From the 5th of September 2011 I recorded regular odour exposures and emailed these reports direct to the company.

See attached: emails.

The detailed emails of dates and times I sent the company were when the smell was specifically bad and annoyed me enough to go and sit down and email my concerns amongst all my other duties at home. There were occasions when I didn't send an email when the odour didn't last long enough to aggravate me to go and type an email.

10. During the time of me sending the emails, Linc would come and visit to placate me. The visits turned into them saying that if I called them at the time the odour was present, they would come over and see if they could smell it. I did this numerous times and always got feedback that they could not notice the odour at my place.
11. One of the company representatives was one of Linc's environmental officers, he hung testing bags on our front fence for a period of time when they thought the weather forecast would match with our odour logs. I offered to take some samples when the odour was present but Linc declined my offer.
12. I suggested to Company representative around March 2012, that they should use raideello tubes for testing because I had discussed this with representative from SIMTARS (the scientific safety and testing and research group) and I thought that the different type of testing might be more accurate. Derek indicated that they were using appropriate testing methods.
13. I don't think I have ever heard back from Linc regarding the test results.
14. I sent an email to the company on the 7th of December 2011 outlining my concerns.

See attached: email

15. The Company representative supplied me with a report with the results of the testing that was done on the farm. I reviewed the report and was of the opinion that the report was worthless in respect to investigation of the odour. I detailed my concerns in an email response to the company.

See attached email:

I never received a response to this email I sent them on the 9th of December 2011.

16. My priorities somewhat changed after this date and I gave birth to my second child seven days later. I still experienced odours and continued to email dates and times to Linc on occasions when the odour was bad enough to stimulate me to drop what I was doing and send an email.
17. The last time I emailed an odour complaint to Linc was the 28th of March 2012. The odour has not been strong enough since that date to stimulate me to email any concerns through. I am of the belief that the weather pattern we have experienced recently has been a contributing factor to the lack of odour.
18. Over the time I have complained of the odour to Linc, a representative has offered on several occasions to install air conditioners in my house so we would not have to smell the odour in our house. I have refused this offer on each and every occasion as I am philosophically opposed to the concept of what they are offering. I do not want to be locked up in my own home to avoid an odour that should not exist in the first place. And I am concerned of the implications of accepting such an offer.
19. I have two aspects of concern in regard to the odour. I am worried that there may potentially be some form of toxic element in the odour that may not even be looked at. I do not think that Linc have taken the potential of the odour seriously and they don't think it is too bad. It is more than just the smell that is physically incapacitating at times, there is this fear of what this repeated exposure to the odour might be doing to myself and my family.
20. I have absolutely no doubt that this odour is coming from the ponds and the waste water from the Linc site. I have even commented to the company that I can smell the exact same odour on their clothing when they came into my house with the same physical reaction of nausea and headache.
21. I just want this odour to stop and it is definitely compromising the enjoyment of our lifestyle in my own home. We live 2 kilometres from a feed lot and the odour and times of the odour from the feedlot is nothing compared to the odour experienced from Linc.
22. I want answers as to what generates the smell and confirmation that we have not been exposed to a toxic element through the odour.

Email Odour Date Time

Email	Odour Date	Time	Detail
5/09/2011	3/09/2011	6am-8am	
	8/09/2011	6.30am-7.20am	
26/09/2011	26/09/2011	6.58pm	all afternoon and into evening
29/09/2011	26/09/2011	6.58pm	all afternoon and into evening
21/10/2011	20/10/2011	6.30am	
	21/10/2011	6.30am	
22/10/2011	14-22/10/11		strong odour through house
24/11/2011	24/11/2011	8.52pm	very strong, nauseating
			distressed email, see attached, last several days, in late evenings and mornings, nauseous and headachy, woken up by the odour
7/12/2011	7/12/2011		
8/12/2011	8/12/2011	8.50pm	
9/12/2011	9/12/2011		response to report see attached
			odour for last week early morning, late afternoon/evening, consider enclosing dams
28/12/2011	21/12/2011	3.23am	
		6.50am	
31/12/2011	31/12/2011	6am	
2/01/2012	2/01/2012	5.55am	
3/01/2012	3/01/2012	7.56pm	
6/01/2012	6/01/2012	7.43pm	
16/01/2012	6/01/2012	1am - 6.30am	
27/02/2012	24-27 /2/12	4.30am - 6.30am	most powerful odour ever, weather pattern supports it
5/03/2012	5/03/2012	9.20pm	
7/03/2012	7+8/3/12	9pm and 2.30am	
19/03/2012	19/03/2012	8.30pm	
20/03/2012	19/03/2012	10pm	
22/03/2012	21/03/2012	8.20pm	very strong at night and on and off during that day
23/03/2012	22/03/2012	10.30pm	
			strong at 5.30pm on 27/3 and off and on for last few days, particularly strong at 1.30am 25th
27/03/2012	25/03/2012		
	26/03/2012		
	27/03/2012		
28/03/2012	27+28/3/11	1.30 - 7 am	
28/03/2012			request for testing

Email

Thank you for the opportunity to view this report and discuss it with you.

I have read the report you provided and have the following feedback for your and Mat's information and consideration.

1. I believe it would help to specifically plot the complaints against the results graphically to get a meaningful outcome from this report.
 - a. While complaints are listed and results of testing are listed, there does not appear to be a detailed discussion regarding the two together.
 - b. On the day and time of the complaint, what was the specific results yielded from the testing — SO₂, H₂s, Phenol and Cresol results against weather
2. If I understand the method and results on phenols and cresols, the tests were taken every 2 weeks for 4 hours, it is arguable that this could result in detecting results that were 'delivered' by the 'direction of concern' but picked up by the circumstances of the 'sample timing', which may also indicate a degradation of the detected item at the time of detection.
3. I would suspect that the public involved in these complaints and testing would be very familiar with H₂S and SO₂ odours and the associated agricultural odours and to suggest that they are confusing a new odour coincidentally present in relation to the development of a new local industry with pre-existing 'agricultural' odours is offensive and unhelpful in getting to the bottom of the issue. This may also reflect poorly on the understanding and interpretation of the testing philosophy of the tester and the credibility of the resulting report.
4. Consideration should be given to deliberate as well as passive sampling, ie releasing a detectable item (nontoxic) in line with the consistent weather patterns experienced at the time of complaints and mapping its detection in relation to the complainant to provide more gravity to your "modelling" of what is possible with detection of odours "this far from the plant".
5. Consideration should be given to the fact that the results of the testing do not provide a response to the complaints, and further discussion regarding determining an answer be undertaken.
 - a. Were the tests useful against the complaints?
 - b. Do the results indicate positive outcomes in that what is being experienced is NOT what was being tested for, therefore other samples should be considered
 - c. Are the right items being tested for — should other items be tested for and mapped against complaints PAHs, BTEX, mercaptans, etc
6. I recommend discussing this report, and future testing/sampling with experienced personnel such as Rex Marshall from Simtars to provide background and support to the methodology and results.
 - a. Specifically since I think that from our discussions you now have a very good idea as to what odour we are smelling and a full and frank discussion with someone such as Rex may well provide a short cut to the answers or at least a specific way forward.
 - b. I also believe that Simtars may be able to provide a wider perspective by including traditional hygiene philosophy vs environmental philosophy which may also help to provide a more positive sampling approach.

While I understand that Linc is not in the business of bleeding uncontrolled resources in irritating public complaints, I would appreciate Linc maintaining the momentum on resolving our specific concerns. I have not as yet undertaken wide consultation with the other members in my community re this issue but find it hard to believe that we are the only ones who are concerned and disturbed by the 'odour phenomenon'. So I suspect there is a valuable amount of raw data available to Linc and their partners in testing if they were to scratch the surface and be proactive in its resolution.

I therefore look forward to further discussion and action with you and Mat (and his representative) in the near future.

We will continue to be proactive in providing you with data.

2

We have experienced odour for the last several days, in the late evenings, and, mornings.

At 36 weeks pregnant, it makes me nauseous and headachy. Infact the odour had WOKEN me up this morning leaving me feeling nauseated and angry that it is that intrusive

I started out feeling like I wanted to work with Linc to resolve the odour issue. Given your assertion that you did not think Linc was the culprit, it was willing to consider other possibilities, but Linc have provided none.

But now feel as though it is a one way street where I am supplying data but getting NONE back.

I have requested info re the on farm testing data that was done months ago and received no further comms. I was made aware that another person in the community had made a complaint to Derm and that Linc was undertaking some data gathering in response to the complaint. It appears that this is the way in which to get some sort of action and answers....

It is my feeling that this odour is an unacceptable and overt intrusive aspect of operation that has not been adequately described or explained and therefore I am now ready to pursue this in a more forceful and overt manner.

I did not move out of town and spend hundreds of thousands to have a peaceful wholesome country life to be exposed to unexplained and unmanaged odours that effect my (and my families) peaceful existence (and very possibly health).

I expect to hear from you or your seniors today to be advised what action is being taken and who in DERM I need to speak to in order to keep the complaints and actions consistent.