

### Karangi WTP OEMP Complaints Register

Date	Complaint	Action 1	Action 2
21/01/2010	Complaint that pumps at Water Treatment Filtration Plant opposite are a noise problem from 4:00am in the mornings.	Arranged for pumps to be off from midnight to 6 am each day unless unforeseen circumstances occur. This is a temporary measure, while soundproofing of the Treated Water Pump Station is investigated. Contacted complainant and they seemed happy that the issue is being addressed.	Sound study undertaken by GHD found that full operation meets regulations. Called complainant 28/4/10 and advised them of this fact and that Council would resume normal operations ASAP. Advised them to call if further issues develop. The noise study stated that the noise the complainant heard may have come from the Transgid site. I asked them about the noise, and they stated that they did not really know where the noise was coming from.