

Environmental Complaints Log

Complaint Ref. No.	Date of Complaint Received	Received from	Received by	Aspect of Complaint	Date of Investigation	Investigation Summary & Conclusion	Date of Reply
C001_20221220	21 Dec 2022	Veolia (Contractor)	ET	Air Quality (Construction Dust)	5, 12 & 19 Dec 2022	It was noted from Veolia's email to the ET on 20 December 2022 that Veolia received complaint lodged regarding presenting much dusty materials at roundabout at Wo Keng Shan Road & dusty flying problem at Kowloon-bound traffic at Lung Shan Tunnel. No dusty materials and wastes were transported out from the NENTX site during the complaint period. During the regular weekly site inspection on 5, 12 & 19 December 2022, it was observed that the wheel washing facilities with high-pressure water jets have been provided at all site exits of NENTX and cleaned all vehicles before allowing them to leave the construction site to ensure that no mud or debris would be brought to the public area. All site vehicles of NENTX are also required to go through the auto wheel washing facility, which is managed by the operator of the NENT landfill, before entering the public area. The road section between the washing facilities and the exit point was paved with concrete, or bituminous materials were implemented in all site entrances. No mud generated from vehicles under the NENTX project after exiting the site entrance was observed. In conclusion, there is no direct evidence showing that the complaint is likely related to the NENTX project.	5 Jan 2023
C002_20230614	14 Jun 2023	EPD-RNG	ET	Water Quality	16, 21 Jun, 24, 25 Jul & 2 Aug 2023	It was noted from EPD-RNG's email to the ET on 14 Jun 2023 that EPD received complaint lodged regarding the muddy water was observed at Lin MA Hang International Bridge. In summary of the investigation, the pollutant water appeared crimson colour with bubbles at the LMH-OP01 (Monitoring Point from EPD). The colour and pattern of pollutant water is different from the runoff at surface WQM monitoring location WM1. Hence, the project is not the major source causing the pollutant water. To minimise the potential impact of the project, the enhancement of mitigation measures at north boundary were advised to implement by contractor. The related rectified actions had been conducted by the contractor.	29 Jun & 21 Aug 2023

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C003_20230615	15 Jun 2023	EPD-RNG	ET	Water Quality	16, 19, 21 Jun, 18 Jul 2023	It was noted from EPD-RNG's email to the ET on 15 June 2023 that EPD received information regarding the muddy water was observed at River Ganges (GR3) (Water Quality Monitoring Location from EPD). In summary of the investigation, the muddy water caused from multi-potential sources while the runoff from the box culvert under the Wo Keng Shan Road is the major source including runoff from Existing channel near Portion E3-1, discharge water from the silt removal facilities at Portion E3-1 of the project, runoff from branch near the entrance of Portion E3-1, runoff from weighting plaza of NENT Landfill & natural stream near Wo Keng Shan & Shui Ngau Tso etc.. Hence, the project is a part of factor causing the high turbidity muddy water. To minimise the potential impact of construction runoff from the project, the further mitigation measures and enhancement of the temporary surface water drainage system were advised to implement by contractor. The related rectified actions had been conducted by the contractor.	15 Jun, 21 Aug 2023
C004_20230803	3 Aug 2023	EPD-RNG	ET	Water Quality	18 Jul 2023	It was noted from EPD-RNG's email to the ET on 3 Aug 2023 that EPD received information regarding the muddy water was observed at River Ganges (GR3) (Water Quality Monitoring Location from EPD). In summary of the investigation, the muddy water caused from multi-potential sources while the runoff from the box culvert under the Wo Keng Shan Road is the major source including runoff from Existing channel near Portion E3-1, discharge water from the silt removal facilities at Portion E3-1 of the project, runoff from branch near the entrance of Portion E3-1, runoff from weighting plaza of NENT Landfill & natural stream near Wo Keng Shan & Shui Ngau Tso etc.. Hence, the project is a part of factor causing the high turbidity muddy water. To minimise the potential impact of construction runoff from the project, the further mitigation measures and enhancement of the temporary surface water drainage system were advised to implement by contractor. The related rectified actions had been conducted by the contractor.	14 Aug 2023

Complaint Ref. No.	Date of Complaint Received	Received from	Received by	Aspect of Complaint	Date of Investigation	Investigation Summary & Conclusion	Date of Reply
C005_20230818	18 Aug 2023	EPD-RNG	ET	Water Quality	18 Sep 2023	It was noted from EPD-RNG's email to the ET on 18 August 2023 that EPD received information regarding the muddy water was observed at River Ganges (GR3) (Water Quality Monitoring Location from EPD) on 14 August 2023. In summary of the investigation, the complaint is project related. It viewed that muddy water arising from wheel washing water from the site entrance at Portion E4 & Runoff from Existing Channel near Portion E3-1 & discharge water from the silt removal facilities at Portion E3-1 eventually flows into the box culvert under Wo Keng Shan Road, WM2 and ultimately to GR3. The related rectified actions had been conducted by the contractor.	13 October 2023
C006_20230914	14 Sep 2023	EPD-RNG	ET	Water Quality	18 Sep 2023	It was noted from EPD-RNG's email to the ET on 14 September 2023 that EPD received information regarding the muddy water was observed at River Ganges (GR3) (Water Quality Monitoring Location from EPD) on 11 September 2023. In summary of the investigation, the complaint is project related. It viewed that muddy water arising from wheel washing water from the site entrance at Portion E4 & Runoff from Existing Channel near Portion E3-1 & discharge water from the silt removal facilities at Portion E3-1 eventually flows into the box culvert under Wo Keng Shan Road, WM2 and ultimately to GR3. The related rectified actions had been conducted by the contractor.	13 October 2023
C007_20240509	9 May 2024	EPD-RNG	ET	Water Quality	13 May 2024	It was noted from EPD-RNG's email to the ET on 9 May 2024 that EPD received a memo from DSD/Mainland North regarding the incident of muddy water observed in Ping Yuen River, at the downstream of NENTX, on 23 April 2024. The related investigation results will be presented when the investigation was finished.	TBC

Remarks:

1. "ET" equal to "Environmental Team"
2. "EPD-RNG" equal to "Environmental Protection Department-Regional Office (North)"
3. "TBC" equal to "To Be Confirm"

Environmental Enquiries Log

Enquiry Ref. No.	Date of Enquiry Received	Received from	Received by	Aspect of Complaint	Date of Investigation	Investigation Summary & Conclusion	Date of Reply
NA	NA	NA	NA	NA	NA	NA	NA

Remarks:

1. "ET" equal to "Environmental Team"
2. "EPD-RNG" equal to "Environmental Protection Department-Regional Office (North)"
3. "NA" equal to "Not Applicable"

Cumulative Statistics on Complaints

Aspects	Cumulative No. Brought Forward	No. of Complaints during reporting period	Cumulative Project-to-Date
Air Quality	1*	0	1*
Noise	0	0	0
Water Quality	5(1*)	1#	6(1* & 1#)
Waste Management	0	0	0
Total	6(2*)	1#	7(2* & 1#)

Remarks:

1. * Equal to non-project related
2. # Equal to the complaint under the investigation.