
Appendix B

Drawing 0857013-2011 – November
2011 Existing Conditions

Appendix C

Provincial Officer's Order and Subsequent Correspondence between WM and MOE

Provincial Officer's Order

Environmental Protection Act, R.S.O. 1990, c.E 19 (EPA)
Ontario Water Resources Act, R.S.O. 1990, c. O. 40 (OWRA)
Pesticides Act, R.S.O. 1990, c. P11 (PA)
Safe Drinking Water Act, S.O. 2002, c.32 (SDWA)
Nutrient Management Act, 2002, S.O. 2002, c.4 (NMA)

Order Number
7430-8CYPVP

Incident Report No.
7048-8CUL2A

To: Waste Management of Canada Corporation
117 Wentworth Crt
Brampton, Ontario, Canada
L6T 5L4

Site: 1271 Beechwood Road, RR #6 Lots 1,2 and 3, Conc.4, Reference Plan 29R-6605,
Geo. Twp. of Richmond
Greater Napanee, County of Lennox and Addington

Pursuant to my authority under EPA Section 157.1 and EPA Section 196(2), I order you to do the following:

Work Ordered

Item No. 1 **Compliance Date** 2011/01/28
(YYYY/MM/DD)

By January 28, 2011, provide the undersigned Provincial Officer for his review and approval a written report that includes but is not necessarily limited to the following information (Written Report):

- identification of the steps that will be taken and the date those steps will be taken to improve the frequency and efficiency of the inspections of the outlet valve at the stormwater facility at the Site identified in the attached Provincial Officer's Report;
- a review of the effectiveness of the current maintenance and inspection program of the stormwater facility at the Site; and
- outline of proposed recommendations for improvements to the maintenance and inspection program of the stormwater facility at the Site, together with a schedule for implementation of those recommendations.

Item No. 2 **Compliance Date** ~~2011/01/11~~
(YYYY/MM/DD)

Upon the receipt of the Provincial Officer's approval, implement the recommendations in the approved Written Report.

Item No. 3 **Compliance Date** ~~2011/01/11~~
(YYYY/MM/DD)

3.) Site Description:

The Richmond Landfill site (Site) is located at 1271 Beechwood Road, Greater Napanee, Ontario. The current activities at the Site are primarily related to waste disposal operations. The Site is currently owned and operated by Waste Management of Canada Corporation (Company). Surrounding land uses include both agricultural and residential.

4.) Summary of Events Leading to the Order:

On August 19, 2008, Waste Management of Canada Corporation was issued a Certificate of Approval (Industrial Sewage Works) Number 5268-7E8LJW, for the existing leachate management facility and a proposed stormwater management facility, which has since been constructed. The stormwater management facility was inspected on November 16, 2009 and November 26, 2010, during which various deficiencies were identified.

As part of the 2010 inspection, the undersigned Provincial Officer and Victor Castro (Surface Water Scientist, Ministry of the Environment, Eastern Region Technical Support Section) visited the Site on December 20, 2010 to conduct surface water sampling at the outlet structure of the stormwater management facility. While collecting the samples both the undersigned Officer and Mr. Castro observed that the stormwater management facility was actively discharging impounded surface water from the outlet structure eventually leading off-site to the Beechwood ditch. Due to the nature of operations at this site, stormwater may become contaminated through contact with on-site waste, thus requiring an Industrial Sewage Certificate of Approval for the stormwater management facility. The conditions contained within the Certificate ensure that precautions are taken to prevent any possible impacts to the natural environment.

When the undersigned Provincial Officer returned to the local ministry office on December 20, 2010, Company representatives were contacted to discuss the apparent discharge. During that conversation it was evident that the Company was unaware that the stormwater management facility at the Site was discharging from the outlet structure to the natural environment. Company staff confirmed by email on December 21, 2010 that the valve at the outlet structure had not been closed at the conclusion of the last planned discharge, November 25, 2010. The ministry was also informed on December 21, 2010 that the valve was now closed.

Due to these circumstances, the ministry requested of the Company that an additional round of surface water sampling take place before any further discharging. The Company agreed to undertake the requested sampling.

On January 5, 2011 at approximately 1:30 pm, the Company was contacted by the undersigned, and a meeting was requested on-site at 3:00 pm that afternoon to discuss the observations of December 20, 2010. Following that telephone call the undersigned Provincial Officer received an email from the Company, stating that earlier in the day (January 5, 2011), the valve at the outlet structure of the stormwater management facility at the Site was showing 'some slight leakage'.

APPEAL/REVIEW INFORMATION

REQUEST FOR REVIEW

You may request that this order be reviewed by the Director. Your request must be made in writing (or orally with written confirmation) within seven days of service of this order and sent by mail or fax to the Director at the address below. In the written request or written confirmation you must,

- specify the portions of this order that you wish to be reviewed;
- include any submissions to be considered by the Director with respect to issuance of the order to you or any other person and with respect to the contents of the order;
- apply for a stay of this order, if necessary; and provide an address for service by one of the following means:
 1. mail
 2. fax

The Director may confirm, alter or revoke this order. If this order is revoked by the Director, you will be notified in writing. If this order is confirmed or amended by order of the Director, the Director's order will be served upon you. The Director's order will include instructions for requiring a hearing before the Environmental Review Tribunal.

DEEMED CONFIRMATION OF THIS ORDER

If you do not receive oral or written notice of the Director's decision within seven days of receipt of your request, this order is deemed to be confirmed by order of the Director and deemed to be served upon you.

You may require a hearing before the Environmental Review Tribunal if, within 15 days of service of the confirming order deemed to have been made by the Director, you serve written notice of your appeal on the Environmental Review Tribunal and the Director. Your notice must state the portions of the order for which a hearing is required and the grounds on which you intend to rely at the hearing. Except by leave of the Environmental Review Tribunal, you are not entitled to appeal a portion of the order or to rely on grounds of appeal that are not stated in the notice requiring the hearing. Unless stayed by the Environmental Review Tribunal, the order is effective from the date of service.

Written notice requiring a hearing must be served personally or by mail upon:

The Secretary
Environmental Review Tribunal
655 Bay Street, 15th Floor
Toronto ON
M5G 1E5

and

Director (Provincial Officer Orders)
Ministry of the Environment
Kingston District Office
1259 Gardiners Rd, Unit 3
PO Box 22032
Kingston, ON
K7M 8S5
Tel: (613)549-4000

Where service is made by mail, it is deemed to be made on the fifth day after the date of mailing and the time for requiring a hearing is not extended by choosing service by mail.

Further information on the Environmental Review Tribunal's requirements for an appeal can be obtained directly from the Tribunal by:

Tel: (416) 314-4600

Fax: (416) 314-4506

www.ert.gov.on.ca

FOR YOUR INFORMATION

- Unless stayed by the Director or the Environmental Review Tribunal, this order is effective from the date of service. Non-compliance with the requirements of this order constitutes an offence.
- The requirements of this order are minimum requirements only and do not relieve you from complying with the following:
 - any applicable federal legislation;
 - any applicable provincial requirements that are not addressed in the order; and
 - any applicable municipal law.
- The requirements of this order are severable. If any requirement of this order or the application of any requirement to any circumstance is held invalid, the application of such requirement to other circumstances and the remainder of the order are not affected.
- Further orders may be issued in accordance with the legislation as circumstances require.
- The procedures to request a review by the Director and other information provided above are intended as a guide. The legislation should be consulted for additional details and accurate reference.

Provincial Officer's Report

Order Number
7430-8CYPVP

Waste Management of Canada Corporation
117 Wentworth Crt
Brampton, Ontario, L6T 5L4
Canada

Site

1271 Beechwood Road, RR #6 Lots 1,2 and 3, Conc.4, Reference Plan 29R-6605, Geo. Twp. of
Richmond
Greater Napanee, County of Lennox and Addington

Observations

On 2010/12/20, I visited the above site(s) and made the following observations:

1.) Authority to Issue Order:

This Order is being issued pursuant to my authority under section 157.1 and 196(2) of the
Environmental Protection Act.

2.) Definitions:

For the purposes of this Order, the following terms shall have the meanings described below;

"Certificate" means Certificate of Approval (Industrial Sewage Works) Number 5268-7E8LJW.

"Company" means Waste Management of Canada Corporation.

"Site" means the Richmond Landfill, located at 1271 Beechwood Road, Greater Napanee,
Ontario.

"EPA" means the Environmental Protection Act R.S.O. 1990, c E. 19 as amended.

"Order" means this Provincial Officer's Order Number 7430-8CYPVP.

Commencing upon issuance of this Order and until this item is revoked or amended, provide to the undersigned Provincial Officer on the day of each visual inspection of the stormwater facility at the Site, a copy of the inspection log entry for that day.

Item No. 4

Compliance Date

2011/02/25
(YYYY/MM/DD)

By February 25, 2011, provide to the undersigned Provincial Officer a written report that shall include but not necessarily limited to the following with respect to the time period commencing January 4, 2011;

- description of the nature and extent of repairs, alterations and modifications undertaken at or associated with the outlet structure of the stormwater management facility at the Site and the date those repairs, alterations and modifications were undertaken;
- description of the nature and extent of other repairs, alterations and modifications undertaken at or associated with the stormwater facility at the Site and the date those repairs, alterations and modifications were undertaken; and
- description of any changes to the maintenance and inspection program of the stormwater facility at the Site and the date those changes were implemented.

- A. While this Order is in effect, a copy or copies of this order shall be posted in a conspicuous place.
- B. While this Order is in effect, report in writing, to the District or Area office, any significant changes of operation, emission, ownership, tenancy or other legal status of the facility or operation.

This Order is being issued for the reasons set out in the annexed Provincial Officers Report which forms part of this Order.

Issued at Kingston this 11th day of January, 2011.



Craig Dobiech
Badge No: 955
Kingston District Office
Tel: (613) 549-4000 Ext. 2670

The undersigned Provincial Officer and Provincial Officer Chris Raffael arrived at the Site on January 5, 2011 at 3:02 pm and met with Company staff. During that visit, a Provincial Offences Notice (ticket) was issued to the Company for failure to comply with the terms and conditions of the Certificate (relating specifically to the outlet gate valve being opened during normal operation periods on December 20, 2010). Following the issuance of the ticket, ministry staff proceeded to the outlet structure, where a significant amount of water was observed discharging from the outlet structure. Ministry staff estimated a discharge rate of over 20,000 litres per day. During this Site visit, the Company notified the undersigned Provincial Officer that a construction company had been contacted to repair the valve at the outlet structure. To date, the ministry has received no confirmation that the valve at the outlet structure has been repaired. This information will be required as part of the attached Provincial Officer's Order.

On January 5, 2011, ministry staff requested a copy of all stormwater management facility inspection logs relating to the Site, dating back to December 20, 2010. The January 4, 2011 log entry was provided during the January 5th site visit. The log entry identified that the leaking outlet valve of the stormwater management facility at the Site was detected on January 4, 2011, not January 5, 2011 as was indicated to the undersigned Provincial Officer in the email dated January 5, 2011 from the Company. As of January 10, 2011, the remaining inspection log entries have not been provided as per the undersigned Provincial Officer's verbal request on January 5, 2011. The undersigned Provincial Officer is not confident that the Company is providing accurate information within an acceptable timeframe.

The inspection program for the stormwater management facility at the Site is set out in the Company's operations manual (as required by the Certificate). The Certificate requires the Company to

(1) Prepare an operations manual for the stormwater management facility that included but is not limited to the following information:

- (a) operating procedures for routine operation of the stormwater management facility;
- (b) inspection programs, including frequency of inspection, for the stormwater management facility and the methods or tests employed to detect when maintenance is necessary;
- (c) repair and maintenance programs, including frequency of repair and maintenance for the stormwater management facility;
- (d) procedures for the inspection and calibration of monitoring equipment; and
- (e) a spill prevention control and countermeasures plan, consisting of contingency plans and procedures for dealing with equipment breakdowns, potential spills and any other abnormal situations, including notification of the District Manager; and

(2) maintain the operations manual current and retain a copy, which shall be provided to ministry staff upon request.

Due to the recent non-compliance incidents relating to this Certificate described in this report, it

is the opinion of the undersigned Provincial Officer that the inspection programs for the stormwater management facility at the Site is deficient. Further, it is the opinion of the undersigned Provincial Officer that the program defined by the manual is inadequate to be fully protective of the environment in light of the identified incidents of leakages from the stormwater management facility.

I reasonably believe that the requirements specified in this Order are necessary and advisable to prevent or reduce the risk of any discharge of contaminants into the natural environment from the stormwater management facility, or to prevent, decrease or eliminate any adverse effect that may result from the discharge of a contaminant from the stormwater management facility.

Offence(s)

Suspected Violation(s)/Offence(s):	
Act - Regulation - Section, Description {General Offence} 1) EPA - 186 (3), Every person who fails to comply with a term or condition of a certificate of approval or of a provisional certificate of approval or of a licence or permit under this Act or who fails to comply with the terms of a report under Section 29 is guilty of an offence. 0	



Craig Dobiech
Provincial Officer
Badge Number: 955
Date: 2011/01/11
District Office: Kingston District Office



WASTE MANAGEMENT

1271 Beechwood Road
Napanea, ON K7R 3L1
(613) 388-1057
(613) 388-2785 Fax

Date: January 28, 2011

To: Craig Dobiech
Senior Environmental Officer
1259 Gardiners Rd, Unit 3
Kingston, Ontario

From : Randy Harris
Site Manager
Waste Management of Canada Corporation
1271 Beechwood Rd
Napanea, Ontario, K7R 3L1

Re: Provincial Officer's Order, Order Number 7430-8CYPVP, Incident Report No. 7048-8CUL2A

I am writing to you in response to the above mentioned Provincial Officer's Order dated, January 11, 2011.

Item #1

- Steps to be taken to improve the frequency and efficiency of the inspections of the discharge control structure.
 - The discharge structure will be checked each work day to verify the status of discharge from the pond.
 - No discharge.
 - Approved discharge.
 - Unapproved discharge.
 - Inspection report will be sent to the MOE the same day the inspection is performed.
 - Effective date: January 12, 2011
 - Corrective action will be taken to stop any unapproved discharge.
 - Three staff members are assigned the full responsibility for this inspection.
- Review of the effectiveness of the current maintenance and inspection program of the storm water management facility, was completed January 20, 2011.
- Proposed recommendations for improvements to the maintenance and inspection program of the storm water management facility.

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Cueillette quotidienne et protection de l'environnement : pensez vert® penzez Waste Management.*

- Install a sensor / warning light system in the discharge structure to identify when the structure is discharging.
 - Monitor the warning light daily (visible from the scale house)
 - Effective date: February 7, 2011.
- Install a second closure mechanism in the discharge structure when the structure is not performing an authorized discharge.
 - Effective date January 26, 2011.
- Install a lock on the access to the discharge control valve operating mechanism.
 - Effective date January 25, 2011.
- Adjust inspection frequency of the discharge control structure from one time per day to one time per week when the above listed modifications are fully operational and the revised frequency of inspection is approved by the Ministry.
 - Effective date: February 28, 2011.
- Inspect full Surface Water Management facility one time per week.
 - Effective January 28, 2011.

Item #2

- Upon approval of the Provincial Officer, these actions will be fully implemented. Some of the improvements recommended above have been implemented as noted. If these improvements are not approved by the Ministry, they will be revised and replaced by Ministry approved changes. WM implemented the changes to minimize the risk of further unauthorized releases from the stormwater management system.

Item #3

- Visual inspections have been forwarded to the Provincial Officer each working day since January 4, 2011. These visual inspections and reports will be performed each work day until the requirement is changed by the Ministry.

Item #4

- By February 28th, 2011, we will provide a full report to the Provincial Officer describing the nature and extent of repairs, alterations and modifications undertaken associated with the outlet structure, as well as any other repairs or modifications associated with the stormwater facility. The description of changes to the maintenance and inspection program at the storm water facility and the dates they were implemented will also be provided.

Regards,

Randy Harris
Site Manager

Cc Trevor Dagilis, MOE
David Arnott, MOE
Victor Castro, MOE



**WASTE MANAGEMENT
OF CANADA CORPORATION**

R.R. #6
1271 Beechwood Road
Napanee, ON K7R 3L1
(613) 388-1057
(613) 388-2785 Fax

Craig Dobiech
Kingston District Office
Unit 3
1259 Gardiners Road
Kingston, ON
K7M 8S5

February 23, 2011

Attention: Craig Dobiech

Item No. 4 of the POO requires WM to respond by 2/25/2011 as follows

- Description of the nature and extent of repairs, alterations and modifications undertaken at or associated with the outlet structure of the stormwater management facility at the Site and the date those repairs. Alterations and modifications were undertaken;
 - 1.) January 19, 2011 – Mechanical cap installed on the downgradient end of the discharge pipe from the discharge structure.
 - 2.) January 26, 2011 – Moisture sensor installed in the discharge structure discharge pipe between the down gradient end and the discharge control valve.
 - 3.) January 26, 2011 – Locking cap installed on the operating mechanism of the discharge control valve.
 - 4.) February 7, 2011 – Installation of a solar powered warning light and cell phone notification system activated by the moisture sensor system.
 - 5.) February 8, 2011 – Contractor removed, cleaned, reinstalled and tested the discharge control valve...Valve not leaking.
- Description of the nature and extent of other repairs, alterations and modifications undertaken at or associated with the stormwater facility at the Site and the date those repairs, alterations and modifications were undertaken:
 - 1.) None
- Description of any changes to the maintenance and inspection program of the stormwater facility at the Site and the date those changes were implemented.
 - 1.) January 4, 2011 – Inspection of the discharge structure of the SW stormwater pond is conducted each workday for the status of discharge.

Any discharge not authorized by the Ministry will be reported immediately to the Ministry.

- 2.) January 4, 2011 – Submit the inspection report for each stormwater facility inspection to the Ministry on the day of the inspection, until the requirement to submit is released. Maintain the inspection reports on file at the site for review by the Ministry.
- 3.) January 28, 2011 – Inspection of the full stormwater facility is conducted each week.

Thank you,

A handwritten signature in black ink that reads "Randy Harris". The signature is written in a cursive, flowing style.

Randy Harris
Site Manager
Waste Management
Richmond Landfill

From: Dobiech, Craig (ENE) [Craig.Dobiech@ontario.ca]
Sent: Thursday, March 10, 2011 1:28 PM
To: White, Dave - WEN; Harris, Randy - BEN
Cc: Arnott, David (ENE); Kaye, Brian (ENE); Dagilis, Trevor (ENE)
Subject: Provincial Officer's Order No. 7430-8CYPVP

Randy/Dave:

This email serves as notification that all items in Provincial Officer's Order No. 7430-8CYPVP were complied with in full, and that the Order has been signed off by this office and is considered closed.

If you require any further information on the matter, please feel free to contact me.

Sincerely,

Craig Dobiech
Ministry of the Environment

Appendix D

Complaint Forms

COMPLAINT LOG (FO-02) 2011-01

A. ADMINISTRATIVE

Complaint Number (year-number, Ex. 2001-001):	
Certificate of Approval/Permit Number for site: (If none, go to Section B)	
Does a condition of the C. of A./Permit require this complaint log be (tick those that apply):	
a) Retained on site	<input type="checkbox"/>
b) Submitted to the Environment Ministry	<input type="checkbox"/>
c) Summarized for inclusion in a Report (monthly, quarterly, annual)	<input type="checkbox"/>
<i>Note: it is the Site Manager's responsibility to ensure compliance with C. of A./Permit conditions.</i>	

B. SUMMARY

1. Date and Time of Complaint	MAR 24/11 SEVERAL DAYS BEFORE
2. Name of Complainant	DAVID ARNOTT (PROV. OFFICER)
3. Address of Complainant	MOE KINGSTON
4. Telephone Number of Complainant	613-540-6899
5. Relationship of Complainant	MOE
6. Employee receiving complaint (name):	RANDY HARRIS
7. Type of complaint	(Odour) Noise / Litter / Dust / Vermin / Other:
8. Nature of complaint (details):	ODOUR COMPLAINT - SOUTHWEST OF LANDFILL
9. Precipitation: <input type="checkbox"/> Yes <input type="checkbox"/> No	10. Wind Direction: MAR 22 - 23 - 24 NW - NE - NW
11. Precipitation Type & Amount:	12. Wind Speed:

C. INVESTIGATION

1. Were there any unusual events/occurrences around the time of the complaint that may have contributed to the complaint?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2. If yes, describe (Ex. high winds creating litter, unusual waste stream creating odours, etc):	
3. If the site-specific nuisance control equipment/procedures were not operational describe the problem and when it was corrected:	
ALL SYSTEMS OPERATIONAL	
4. Where the complaint was for odours, was:	
a) An odour suppression system available for use at the site?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
b) The suppression system operational?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Waste Management of Canada Corporation		Page 1 of 2
Document Name: Complaint Log		Document No.: FO-02
Controlled by: Environmental Protection Canada	Effective Date: January 1, 2010	Revision number: 02
Approved by: K. DiRenzo-McGrath	Expiry Date: December 31, 2013	Next Review Date: by December 31, annually

GO TO THE CANADIAN ENVIRONMENTAL SITE ON WMVISOR TO ENSURE THIS IS THE MOST CURRENT VERSION OF THIS DOCUMENT

D. CORRECTIVE ACTION

1. What actions were taken to resolve the source of the complaint. Describe:	INVESTIGATE & REPORT TO MOE - WIND DIRECTION ON MAR 22-24 WERE FROM NW WHICH WOULD NOT CAUSE A PROBLEM IN SW AREA REPORTED
2. When were these actions taken (date/time):	
3. What measures have been employed or will be employed to prevent any future reoccurrence? Describe:	N/A NO ISSUES ON SITE WERE NOTED FOR CORRECTIVE ACTION

E. FOLLOW-UP

<i>Note: where complainant contact information is provided, all complainants must be contacted to provide the details of the investigation, and to describe any corrective/preventative actions taken.</i>	
Date and time complainant was contacted to provide details of the investigation and to describe any corrective and/or preventative measures:	N/A
Who contacted the complainant (name/title):	DAVID ARNOTT MOE
How was the complainant contacted?	Person / Telephone / Letter (attach copy)
Complainant Response:	

F. FORM COMPLETION

Form completed by: Name:	L. BLACKBURN
Title:	SCALE OPERATOR
Date completed:	MAR 28/11

Waste Management of Canada Corporation		Page 2 of 2
Document Name: Complaint Log		Document No.: FO-02
Controlled by: Environmental Protection Canada	Effective Date: January 1, 2010	Revision number: 02
Approved by: K. DiRenzo-McGrath	Expiry Date: December 31, 2013	Next Review Date: by December 31, annually

GO TO THE CANADIAN ENVIRONMENTAL SITE ON WMVISOR TO ENSURE THIS IS THE MOST CURRENT VERSION OF THIS DOCUMENT

COMPLAINT LOG (FO-02)

2011-02

A. ADMINISTRATIVE

Complaint Number (year-number, Ex. 2001-001):

Certificate of Approval/Permit Number for site:
(If none, go to Section B)

Does a condition of the C. of A./Permit require this complaint log be (tick those that apply):

- a) Retained on site
- b) Submitted to the Environment Ministry
- c) Summarized for inclusion in a Report (monthly, quarterly, annual)

Note: it is the Site Manager's responsibility to ensure compliance with C. of A./Permit conditions.

B. SUMMARY

1. Date and Time of Complaint	JUNE 17/11 11:15 AM
2. Name of Complainant	BETTY CRANSTON
3. Address of Complainant	CARRACHAN RD.
4. Telephone Number of Complainant	
5. Relationship of Complainant	NEIGHBOUR
6. Employee receiving complaint (name):	L. BLACKBURN
7. Type of complaint	<input checked="" type="checkbox"/> Odour / <input type="checkbox"/> Noise / <input type="checkbox"/> Litter / <input type="checkbox"/> Dust / <input type="checkbox"/> Vermin / <input type="checkbox"/> Other:
8. Nature of complaint (details):	CAD SMELL GASES & PERFUME ODOUR FROM MISTING SYSTEM
9. Precipitation: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	10. Wind Direction:
11. Precipitation Type & Amount:	12. Wind Speed:

C. INVESTIGATION

1. Were there any unusual events/occurrences around the time of the complaint that may have contributed to the complaint? Yes No

2. If yes, describe (Ex. high winds creating litter, unusual waste stream creating odours, etc):

3. If the site-specific nuisance control equipment/procedures were not operational describe the problem and when it was corrected:
N/A

4. Where the complaint was for odours, was:

- a) An odour suppression system available for use at the site? N/A Yes No
- b) The suppression system operational? Yes No

Waste Management of Canada Corporation		Page 1 of 2	
Document Name: Complaint Log		Document No.: FO-02	
Controlled by: Environmental Protection Canada	Effective Date: January 1, 2010	Revision number: 02	
Approved by: K. DiRenzo-McGrath	Expiry Date: December 31, 2013	Next Review Date: by December 31, annually	

GO TO THE CANADIAN ENVIRONMENTAL SITE ON WWMVISOR TO ENSURE THIS IS THE MOST CURRENT VERSION OF THIS DOCUMENT

D. CORRECTIVE ACTION

1. What actions were taken to resolve the source of the complaint. Describe:	N/A
2. When were these actions taken (date/time):	N/A
3. What measures have been employed or will be employed to prevent any future reoccurrence? Describe:	N/A

E. FOLLOW-UP

<i>Note: where complainant contact information is provided, all complainants must be contacted to provide the details of the investigation, and to describe any corrective/preventative actions taken.</i>	
Date and time complainant was contacted to provide details of the investigation and to describe any corrective and/or preventative measures:	
Who contacted the complainant (name/title):	
How was the complainant contacted?	Person / Telephone / Letter (attach copy)
Complainant Response: BETTY TOLD SCALE OPERATOR SHE DID NOT WANT ME TO CALL HER. THERE IS NO MISTING SYSTEM PARFUME ODOUR, GAS SYSTEM WORKING FINE, NO GAS ODOUR.	

F. FORM COMPLETION

Form completed by: Name:	RANDY HARRIS
Title:	MANAGER
Date completed:	17 JUNE

Waste Management of Canada Corporation		Page 2 of 2
Document Name: Complaint Log		Document No.: FO-02
Controlled by: Environmental Protection Canada	Effective Date: January 1, 2010	Revision number: 02
Approved by: K. DiRenzo-McGrath	Expiry Date: December 31, 2013	Next Review Date: by December 31, annually

2011-3

COMPLAINT LOG (FO-02)

A. ADMINISTRATIVE

Complaint Number (year-number, Ex. 2001-001):

Certificate of Approval/Permit Number for site:
(If none, go to Section B)

Does a condition of the C. of A./Permit require this complaint log be (tick those that apply):

a) Retained on site

b) Submitted to the Environment Ministry

c) Summarized for inclusion in a Report (monthly, quarterly, annual)

Note: it is the Site Manager's responsibility to ensure compliance with C. of A./Permit conditions.

B. SUMMARY

1. Date and Time of Complaint	June 24
2. Name of Complainant	Doug Cranston
3. Address of Complainant	Callaghan Side Rd
4. Telephone Number of Complainant	396-2289
5. Relationship of Complainant	neighbour
6. Employee receiving complaint (name):	Kinda Cooper
7. Type of complaint	Odour / Noise / Litter / Dust / Vermin / Other:
8. Nature of complaint (details):	
9. Precipitation: <input type="checkbox"/> Yes <input type="checkbox"/> No	10. Wind Direction:
11. Precipitation Type & Amount:	12. Wind Speed:

C. INVESTIGATION

1. Were there any unusual events/occurrences around the time of the complaint that may have contributed to the complaint? Yes No

2. If yes, describe (Ex. high winds creating litter, unusual waste stream creating odours, etc):

3. If the site-specific nuisance control equipment/procedures were not operational describe the problem and when it was corrected:

4. Where the complaint was for odours, was:

a) An odour suppression system available for use at the site? Yes No

b) The suppression system operational? Yes No

Waste Management of Canada Corporation		Page 1 of 2
Document Name: Complaint Log		Document No.: FO-02
Controlled by: Environmental Protection Canada	Effective Date: January 1, 2010	Revision number: 02
Approved by: K. DiRenzo-McGrath	Expiry Date: December 31, 2013	Next Review Date: by December 31, annually

GO TO THE CANADIAN ENVIRONMENTAL SITE ON WWMISOR TO ENSURE THIS IS THE MOST CURRENT VERSION OF THIS DOCUMENT

D. CORRECTIVE ACTION

1. What actions were taken to resolve the source of the complaint. Describe:
2. When were these actions taken (date/time):
3. What measures have been employed or will be employed to prevent any future reoccurrence? Describe:

E. FOLLOW-UP

Note: where complainant contact information is provided, all complainants must be contacted to provide the details of the investigation, and to describe any corrective/preventative actions taken.

Date and time complainant was contacted to provide details of the investigation and to describe any corrective and/or preventative measures:	
Who contacted the complainant (name/title):	
How was the complainant contacted?	Person / Telephone / Letter (attach copy)
Complainant Response: D. Arnott & T. Dagilis from MOE discussed the issues with Mr Cranston separately.	

F. FORM COMPLETION

Form completed by: Name: Title:	K. Cooper Community Relations
Date completed:	

Waste Management of Canada Corporation		Page 2 of 2
Document Name: Complaint Log		Document No.: FO-02
Controlled by: Environmental Protection Canada	Effective Date: January 1, 2010	Revision number: 02
Approved by: K. DiRenzo-McGrath	Expiry Date: December 31, 2013	Next Review Date: by December 31, annually

GO TO THE CANADIAN ENVIRONMENTAL SITE ON WMVISOR TO ENSURE THIS IS THE MOST CURRENT VERSION OF THIS DOCUMENT

Appendix E

Letters of Approval for Alternate Leachate Treatment Sites



THE CORPORATION OF THE TOWN OF COBOURG

MAILING ADDRESS:
 VICTORIA HALL
 55 KING STREET WEST
 COBOURG, Ontario
 K9A 2M2

WATER POLLUTION CONTROL:
 PLANT #1
 Tel: (905) 372-7332
 Fax: (905) 372-4439
 E-mail: wpp1@eagle.ca

January 10 2002

Henderson, Paddon
 945 Third Avenue East, Suite 212
 Owen Sound ON N4K 2K8

Attention : Jeff Armstrong

Upon reviewing the analytical results from the Richmond Landfill Site in Napanee Ontario, The Town of Cobourg will accept leachate on a contingency basis. Prior to bringing leachate into The Lucas Point Water Pollution Control Plant a phone call authorizing disposal is required. Robert Landry is the only person that can authorize such disposal, he can be reached by cell phone at 905-376-2584, do not leave a message, verbal confirmation is required.

It is understood by all parties that there are no guarantees that The Town of Cobourg can unconditionally accept this leachate. We have our own landfill leachate to treat and the sequencing batch reactor has a maximum design capacity that must be adhered to.

The address of the Lucas Point Water Pollution Control Plant is;
 95 Normar Road
 Cobourg ON K9A 2M2
 (located in the east end of town).

The disposal rate for landfill leachate is \$45.00 per 1000 gallons. Any extra costs for operator overtime, spot check sampling and analysis etc. will also be invoiced. Could you please provide me a contact list.

Do not hesitate to call if you have any questions or concerns.

Sincerely,

Robert Landry

Cc	Jan Roger P.eng	Director of Operations
	Ted MacDonald P.eng	Manager of Engineering & Environmental Services
	Ray Davis	Environmental Technician
	Plant File	

TELEPHONE 613-968-6481
FAX 613-967-3262



PUBLIC WORKS DEPARTMENT
CITY HALL
169 FRONT STREET
BELLEVILLE, ONTARIO
K8N 2Y8

FILE NO.

City of Belleville

December 19, 2000

Henderson, Paddon & Associates Limited
Civil Engineering Consultants & Planners
Attn: Mr. Frank C. Ford, M.A.Sc., P.Eng.
Owen Sound Professional Centre
945 Third Avenue East, Suite 212
OWEN SOUND, Ontario
N4K 2K8

Dear Mr. Ford:

**Re: Possibility of Accepting Leachate from
CWS Richmond Landfill Site for Treatment
at the Belleville Sewage Treatment Plant**

Reference is made to your letter dated December 11, 2000. I wish to confirm that the City of Belleville is willing to consider acceptance of leachate from the Richmond Landfill Site, which is owned by Canadian Waste Services Inc. at its Wastewater Treatment Facility on St. Paul Street, on a contingency basis only. It is understood that leachate from the Richmond Landfill Site normally be disposed of at the Wastewater Treatment Facility located in Napanee.

This approval is given on the understanding that the quality of the leachate being received at the Belleville facility will be in compliance with the City's Sewer Use By-Law, and will not pose any problem for the operation of our Wastewater Treatment Facility and its compliance with the City's Certificate of Approval issued by the Ministry of Environment.

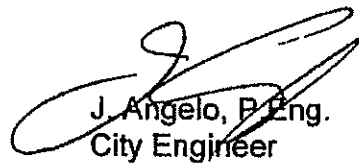
... 2

RECEIVED
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CITY OF BELLEVILLE

It is further understood that prior to knowledge of any leachate to the Belleville facility, the Belleville Plant Manager will be contacted in advance advising of the intent by Canadian Waste Services Inc.

Canadian Waste Services Inc. will be invoiced by the City of Belleville for disposal of such waste at the Belleville facility.

Yours truly,



J. Angelo, P. Eng.
City Engineer

JA:dh

cc Mr. Jeff DeMarsh

Ministry of the
Environment

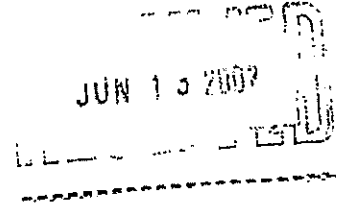
Bay View Mall
470 Dundas St E
Belleville ON K8N 1G1
Telephone: (613) 962-9208
Fax: (613) 962-6809

Ministère de
l'Environnement

Centre commercial Bay View
470 rue Dundas est
Belleville ON K8N 1G1
Téléphone: (613) 962-9208
Télécopieur: (613) 962-6809



85706
Ontario



June 10, 2002

Henderson, Paddon & Associates Limited
Owen Sound Professional Centre
945 Third Avenue East, Suite 212
Owen Sound
ON N4K 2K8

Attention: Jeff Armstrong, Environmental Engineer

Re: Canadian Waste Services Inc. - Richmond Landfill - Acceptance of
Leachate at the City of Belleville Water Pollution Control Plant

Please accept my apologies for not responding earlier to your letter concerning the acceptance on a contingency basis, of leachate from the above noted landfill, by the Belleville Water Pollution Control Plant.

Mr. Joe Angelo's December 19, 2000 letter to your office appears to satisfactorily respond to your proposal to haul leachate to the Belleville Water Pollution Control Plant.

Provided there are no conditions in the Certificate(s) of Approval restricting the service area for the Belleville plant, the City is responsible for approving whether or not the leachate can be received at the plant.

Since the time of Mr. Angelo's letter, the City of Belleville has revised their Sewer Use By-law (January 28, 2002). I would therefore advise you to read the revised document.

If there are any questions please do not hesitate to contact the writer.

Yours truly,

A handwritten signature in cursive script, appearing to read "D.E. Graham".

D.E. Graham
Senior Environmental Officer
Abatement Section
Eastern Region





The Corporation of the Town of Cobourg
55 King Street West
Cobourg, ON, K9A 5H3

March 2, 2012

WM Waste Management
Mr. Randy Harris, Site Manager
1271 Beechwood Road
RR #6, Napanee, ON, K7R 3L1

Dear Mr. Harris:

We have reviewed the analytical data for the leachate collected from the Richmond Landfill site in Napanee, ON. Based on this data we are confident that our Sequence Batch Reactor (SBR), located at the Lucas Point Water Pollution Control Plant on Normar Road, will be able to adequately treat this material on a contingency basis.

The available capacity in the SBR varies from day to day, depending on others who have elected to use our facility for similar purposes. In this regard we would ask that you please contact us prior to sending this material, to arrange an appropriate time for delivery. Verbal consent to discharge at the Lucas Point facility can be obtained from one of the following:

1. Bill Peebles (WPCP Manager): 905-372-7332
2. Jennifer Leno (Environmental Technician): 905-372-5539
3. Ray Davis (Foreman, Plant #2): 905-372-5539
4. Barry Thrasher (Deputy Director of Public Works): 905-372-9971

It is understood by all parties that there can be no guarantees that the Town of Cobourg can unconditionally accept the leachate from your landfill site. Domestic leachate from our own landfill sites must be accepted on a priority basis. If the incoming volume from your landfill site would cause us to exceed the maximum capacity of the SBR unit, we would not be able to accept it. Historically, such conditions have never occurred; however, we would like you to be aware that this is a possibility.

Mr. Randy Harris
March 2, 2012
Page 2

The address of the facility to which you are to discharge your leachate is:

Lucas Point Water Pollution Control Plant (Plant #2)
95 Normar Road
Cobourg, ON, K9A 4J8
905-372-5539

The disposal rate for leachate is dependant upon the organic strength of the material received. Our rate schedule can be obtained from the Town of Cobourg website at www.cobourg.ca or by contacting Jennifer Leno at the above listed phone number.

If you have any questions regarding this issue, please give me a call.

Regards,

A handwritten signature in black ink, appearing to read "Bill Peeples". The signature is stylized with a large initial "B" and a long, sweeping underline.

Bill Peeples, Manager
Water Pollution Control Department
Town of Cobourg
905-372-7332