



Operated By
NEWSME Landfill Operations, LLC

February 15th, 2024

William Longfellow
Bureau of General Services
77 State House Station
Augusta, Maine 04333

RE: Monthly Report of Landfill Complaints

Dear Mr. Longfellow:

During the month of January 2024 Juniper Ridge Landfill received eleven complaints from area residents regarding landfill operations. Of which ten complaints were confirmed to be landfill related and one was confirmed to be non-landfill related.

If you have any questions or concerns, please do not hesitate to contact me at 862-4200, ext. 221.

Sincerely,
NEWSME Landfill Operations, LLC

Wendy Plissey

Wendy Plissey
Controller

enc.

JUNIPER RIDGE LANDFILL
-LANDFILL COMPLAINT RECORD FORM-
January 2024

Date	Time	Nature of Complaint	Description of Complaint	Caller	Location of Complaint	Real Time?	Wind Direction / Speed at JRL	Complaint Downwind from JRL?	Call or Site Visit Made By	Potential Odor Source?	Off-site H2S reading (if applicable)	Landfill Odor Confirmed?	Caller / Responder Comments
1/3/2024	9:25 AM	Odor	Sludge/H2S	Lester Labelle	2897 Bennoch Rd., Alton	yes	S/E - 0 mph	yes	Environmental Analyst	landfill	N/A	Yes	On 1/3/2024 at 9:25 AM, an odor complaint was called in from an Alton resident. The caller stated that he "smelled sludge and H2S." The caller requested a call back but no site visit. The wind direction was out of the southeast at 0 mph, towards the direction of the caller's residence. There were no readings of H2S at the off-site monitors. The Environmental Analyst (EA) returned the call on 1/3/2024 at 9:41 AM and explained that the sludge odors may be coming from trailers delivering sludge to the landfill and waiting in line to unload and/or from the handling of sludge within the landfill. JRL staff will continue to ensure that sludge deliveries get covered adequately and as quickly as possible.
01/03/24	10:29 AM	Odor	Sludge	Andre	2915 Bennoch Rd., Alton	yes	S/E - 2 mph	yes	Environmental Analyst	landfill	N/A	Yes	On 1/3/2024 at 10:29 AM, an odor complaint was called in from 2915 Bennoch Road. The caller stated that he smelled sludge at his house. The caller noticed the odor at 10:29 AM. The caller requested a call back but no site visit. The wind direction was from the southeast at 2 mph, towards the caller's residence. There were no readings of H2S at the off-site monitors. The Environmental Analyst (EA) returned the call on 1/3/2024 at 12:40 PM and explained that the sludge odors may be coming from trailers delivering sludge to the landfill and waiting in line to unload and/or from the handling of sludge within the landfill. The caller mentioned that he and his son has experienced odors during the previous evening that caused them to have headaches. JRL staff will continue to ensure that sludge deliveries get covered adequately and as quickly as possible.
01/03/24	1:49 PM	Odor	Sewer (sludge)	Steve Stone	2922 Bennoch Rd., Alton	yes	S/W - 3 mph	yes	Environmental Analyst	landfill	2.3 ppb	Yes	On 1/3/2024 at 1:49 PM, an odor complaint was called in from 2922 Bennoch Road. The caller stated that the odor was detected at his residence at 1:47 PM and "in the morning as well." The caller stated that the odor was terribly bad and smelled like a sewer. The caller had requested a call back and no site visit. At the time the complaint was received, the wind direction was out of the southwest at 3 mph. The Fort James H2S monitor was reading 2.3 ppb. The Environmental Analyst (EA) returned the call on 1/3/2024 at 2:01 PM and explained that the sludge odors may be coming from trailers delivering sludge to the landfill and waiting in line to unload and/or from the handling of sludge within the landfill. The caller mentioned that he was not happy with the odors as he "lived there before the landfill and it never used to be like this." JRL staff will continue to ensure that sludge deliveries get covered adequately and as quickly as possible.
01/06/24	4:35 PM	Odor	landfill gas and sludge	Ed Spencer	1140 Kirkland Rd., Old Town	yes	N/E - 8 mph	yes	Environmental Analyst	landfill	N/A	Yes	On 1/6/2024 at 4:35 PM, an odor complaint was called in from an Old Town resident. The caller stated that he experienced the odor of "landfill gas and landfill sludge" at his residence. The caller further stated that they "thought that the smell problem was going to be fixed two weeks ago." The caller requested a call back, but no site visit. The Environmental Analyst (EA) returned the phone call on 1/6/2024 at 4:53 PM and explained to the caller that JRL personnel are aware of the landfill gas odor issue at the landfill. The EA again explained that work to install new gas collection wells at the landfill was complete and now the wells are being tuned to ensure adequate collection from these wells. The EA explained that well tuning and additional improvements will continue to help improve odor.

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01/16/24	12:50 PM	Odor	landfill gas	Ed Spencer	1140 Kirkland Rd., Old Town	yes	N/E - 8 mph	yes	Environmental Analyst	landfill	N/A	Yes	On 1/16/2024 at 12:50 PM, an odor complaint was called in from an Old Town resident. The caller stated that he experienced the odor of "landfill gas" at his residence. The caller requested a call back, but no site visit. The Environmental Analyst (EA) returned the phone call on 1/16/2024 at 3:41 PM and explained to the caller that JRL personnel are aware of the landfill gas odor issue at the landfill and are working to mitigate the problem.
01/22/24	8:05 AM	Odor	Sewer (sludge)	Lester Labelle	2897 Bennoch Rd., Alton	yes	S/W - 6 mph	yes	Environmental Analyst	landfill	2.8 ppb	Yes	On 1/22/2024 at 8:05 AM, an odor complaint was called in from an Alton resident. The caller stated that he "smelled sewer/sludge." The caller requested a site visit but no call back. The wind direction was out of the southwest at 6 mph, towards the direction of the caller's residence. The Environmental Analyst (EA) called the complainant on 1/22/2024 at 12:35 PM and explained that he had been at the landfill facility that morning and confirmed there were sludge odors at the site. The sludge odors were coming from trailers delivering sludge to the landfill and waiting in line to unload and/or from the handling of sludge within the landfill. JRL staff will continue to ensure that sludge deliveries get covered adequately and as quickly as possible.
01/25/24	8:15 AM	Odor	landfill gas	Mark Wickett	Kirkland Road, Old Town	yes	N/W - 0 mph	no	Environmental Analyst	unknown	N/A	No	On 1/25/2024 at 8:15 AM, an odor complaint was called in from a Charleston resident who was travelling to a new home he is constructing at 517 Woodland Ave., Old Town. The caller stated that he noticed "H2S (landfill gas)" as he was travelling on the Kirkland Road. The caller requested a call back and a site visit. The wind direction was out of the northwest at 0 mph. The wind direction at this time was not towards the Kirkland Road. The Environmental Analyst (EA) called the complainant on 1/25/2024 at 8:45 AM and explained that landfill gas odors may have been travelling in the direction of the Kirkland Road due to an inversion. The EA contacted JRL personnel and was told that odor at the landfill was "very good" and no odors were being detected offsite in the direction of the Kirkland Road at this time. The complaint could not be confirmed.
01/26/24	3:15 PM	Odor	landfill gas	Ed Spencer	1140 Kirkland Rd., Old Town	yes	N/E - 4 mph	yes	Environmental Analyst	landfill	N/A	Yes	On 1/26/2024 at 3:15 PM, an odor complaint was called in from an Old Town resident. The caller stated that he experienced the odor of "landfill gas" at his residence. The caller requested a call back, but no site visit. The Environmental Analyst (EA) returned the phone call on 1/26/2024 at 3:28 PM and explained to the caller that JRL personnel are aware of the landfill gas odor issue at the landfill and are working to mitigate the problem.
01/28/24	6:40 PM	Odor	landfill gas	Ed Spencer	1140 Kirkland Rd., Old Town	yes	N/E - 1.6 mph	yes	Environmental Analyst	landfill	5.7 ppb	Yes	On 1/28/2024 at 6:40 PM, an odor complaint was called in from an Old Town resident. The caller stated that he experienced the odor of "landfill gas" at his residence. The caller requested a call back on Monday (1/28) and a site visit. The Environmental Analyst (EA) visited the landfill site on 1/29/2024 at 9:00 AM and returned the phone call on 1/29/2024 at 4:24 PM. The EA left a message explaining to the caller that JRL personnel are aware of the landfill gas odor issue at the landfill and are working to mitigate the problem.
01/30/24	4:43 PM	Odor	landfill gas	Ed Spencer	1140 Kirkland Rd., Old Town	yes	N/E - 0 mph	yes	Environmental Analyst	landfill	N/A	Yes	On 1/30/2024 at 4:43 PM, an odor complaint was called in from an Old Town resident. The caller stated that he experienced the odor of "landfill gas, might be some sludge but mostly landfill gas" at his residence. The caller requested a call back but no site visit. The Environmental Analyst returned the phone call on 1/30/2024 at 6:04 PM and left a message explaining to the caller that JRL personnel are aware of the landfill gas odor issue at the landfill and are working to mitigate the problem.

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01/31/24	3:10 PM	Odor	landfill gas	Steve Stone	2922 Bennoch Rd., Alton	yes	S/W - 2 mph	yes	Environmental Analyst	landfill	3.9 ppb	Yes	On 1/31/2024 at 3:10 PM, an odor complaint was called in from 2922 Bennoch Road. The caller stated that sludge odor was detected at his residence at 6:30 AM. The caller stated that the sludge odor was bad and he can't work in the garage. The caller had requested a call back and no site visit. At the time the complaint was received, the wind direction was out of the southwest at 2 mph. The Access Road H2S monitor was reading 3.9 ppb. The Environmental Analyst (EA) returned the call on 1/31/2024 at 3:21 PM and explained that the sludge odors may be coming from trailers delivering sludge to the landfill and waiting in line to unload and/or from the handling of sludge within the landfill. JRL staff will continue to ensure that sludge deliveries get covered adequately and as quickly as possible.
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Month Total Complaints: 11

Number of Complaints Confirmed to be Landfill Related: 10

Number of Complaints Not Confirmed as Originating from landfill or Possibly from Other Sources: 1

