

Waste Management of Canada Corporation

## **Q & A Session – Summary Report**

**Prepared by:**

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# 1. Introduction

Waste Management of Canada Corporation (WM), owners and operators of the existing Ottawa Waste Management Facility (Ottawa WMF) have initiated an Environmental Assessment (EA) seeking approval for a new landfill footprint at the existing Ottawa WMF. The new landfill footprint will be one component of the proposed West Carleton Environmental Centre (WCEC). The proposed WCEC will be an integrated waste management facility that will include:

- Waste diversion and recycling operations;
- Composting operations;
- Renewable energy facilities;
- Recreational lands for community uses; and,
- A new landfill footprint for disposal of residual waste materials.

Public and external agency consultation is a key component of EA's and as such, has been incorporated into this process. A Notice of Commencement for this project, inviting initial input, was issued on April 13, 2010 and Public Open Houses were held from April 19th-April 22nd, and April 29th, 2010 to consult with the public regarding the preparation of the draft Terms of Reference (ToR). Following the Open Houses, the first round of Workshops was held on May 3rd-5th, 2010. An additional Workshop was added to the ToR consultation program at the request of a local Councillor on May 13th, 2010.

The last stage of public consultation in preparation for submission of the draft ToR was a Question and Answer (Q & A) session, held on June 8th, 2010 at the request of a local councillor. This Report provides a summary of the events that took place at the Q & A session.

## 1.1 Objective of the Question & Answer Session

The main objective of the Q & A session was to provide an opportunity for the public to present questions and comments to project team members regarding the development of the draft Terms of Reference (ToR), including the rationale/need for the new landfill footprint, alternatives to, alternative methods, criteria and indicators for evaluation and the consultation process that will be followed during the development of the EA, along with the elements of the WCEC, and to receive answers to their questions in an open public forum.

Attendees were offered the opportunity to come forward and present their questions and comments regarding the information directly to staff from WM in front of all attendees at the session. This was especially useful for obtaining input on the rationale/need for the new landfill footprint and alternatives to the undertaking from the stakeholders. This interaction allowed for an exchange of information that can be used to enhance the overall project.

## 1.2 Date, Time and Location of the Q & A Session

The Q & A session was held on Tuesday June 8<sup>th</sup>, 2010 at Sacred Heart High School in Stittsville, Ontario.

Pubic attendance at session commenced at 6:30 p.m. and ran until 9:00 p.m. An Open House was held for the first half hour of the session (from 6:30 until 7:00 pm), followed by a short introductory presentation (from 7:00 until 7:15 pm). Following the presentation, a moderated Q & A session was held from 7:15 until 9:00 pm.

## 2. Notification of Q & A Session

Notification of the Q & A session was provided through newspaper publications placed on June 4<sup>th</sup>, 2010 in the *EMC News* for Stittsville, West Carleton and Kanata, the *Kanata Courier Standard*, the *Stittsville News* and the *West Carleton Review*.

Notification was also provided to all interested persons who are on WM's stakeholder distribution list through an E-blast on the same day as the newspaper publication. This email was followed by another, also on June 4<sup>th</sup>, which included Waste Management's Commitments to the Community package.

Four mobile signs were placed in the community to notify the public of the meeting. One sign was placed on Carp Road, near the off-ramp from Highway 417, two were placed on Stittsville Main Street, and one was placed in the Fairwinds subdivision in Kanata.

A copy of the newspaper notice can be found in **Appendix A**. The Commitments to the Community that was delivered is included as a display panel in **Appendix B**.

## 3. Project Team Members in Attendance

The following project team members were in attendance at the Q & A session to answer questions:

### Waste Management

- Tim Murphy
- Don Wright
- Cathy Smithe
- Ross Wallace
- Remi Godin
- Wayne French
- Dave White
- Dave Richmond
- Sherry Stevenson
- Micheline Charbonneau
- Michael Clement
- Rick Semeniuk

### WESA

- Dave Harding

### AECOM

- Larry Fedec
- Catherine Parker

### Sheffe Consulting

- Nora Sheffe
- Constance Lim
- Anne Rymes
- Joe VanRyn

## 4. Information Presented

Information presented at the Q & A session began with an Open House, in the form of display boards arranged around the room and organized to take the viewer through the process from project introduction through some of the key issues that had come up during previous consultation sessions. This information included:

- Background information on the WCEC's various components and an artist's rendering of the proposed facility;
- Information on diversion, environmentally engineered landfills, community development/involvement;
- Description of the closure plan for the current landfill;

- Key differences between the previous proposal and the current proposal;
- Approval requirements for the various WCEC components;
- Background on the ToR and EA process;
- Question & Answers raised during recent consultation;
- Waste Management Commitments to the Community;
- Principles of Odour Enforcement Mechanism; and,
- Responses to the fact sheet circulated in some communities.

Handouts of the display panels were made available to attendees in French as well.

Following the Open House, a short presentation was given to outline the agenda for the evening, and to provide a brief project overview. The presentation included an overview of the following items:

- The Q & A process and etiquette (presented by Sheffe Consulting);
- A project overview;
- The approvals process;
- The consultation process;
- Issues raised during the consultation process;
- How the communities questions have been responded to by WM; and
- Waste Management's commitment package.

Copies of the display panels are included in **Appendix B**. A copy of the presentation given is provided in **Appendix C**.

## 5. Attendance

A total of approximately 125 people attended the Q & A session. Those in attendance were largely local residents and landowners, with a small number of local business owners. Four City councillors attended the session, as well as one MPP. Media were also present from the Ottawa Sun, Ottawa Citizen, CTV, and EMC news and interviewed/interacted with a variety of attendees, as well as staff from WM. Comments ranged from against the proposal to very supportive. Overall, there was good dialogue with a majority of the questions related to the need/rationale for the undertaking, alternatives to the undertaking, the ToR and EA process, provincial diversion policy, the approvals process, groundwater, air quality and health effects. Six comment forms were provided at the Q & A session.

Attendees were encouraged to provide written comments on the comment sheets provided to them as they entered.

All individuals and/or agency representatives who signed in with their contact information have been added to the project-specific contact database. This database will be used during the remaining phases of the study to contact/inform interested public and key stakeholders of study issues and events.

## 6. Summary of Comments Received

In total, 6 comment sheets were received at the Q & A session. A copy of the comment sheet used at the open houses is included in **Appendix D. Table 6-1** summarizes the main issues raised.

**Table 6-1 Comments Received at the Open Houses**

<b>General comments about the Q &amp; A Session</b>
<ul style="list-style-type: none"> <li>● Certainly was more useful [than the previous consultation sessions], however there is a priori assumption that landfill is the only viable option.</li> <li>● The corporation listened respectfully and attempted to answer all questions. The facilitators did an excellent job.</li> <li>● Valuable.</li> <li>● Excellent, respectful session with WM staff coming well-prepared.</li> <li>● Good questions and good answers. Nothing new was brought up.</li> </ul>
<b>Comments regarding Need for Waste Disposal Capacity being Proposed by WM</b>
<ul style="list-style-type: none"> <li>● It is not clear how the amount [of disposal capacity] is calculated. If diversion is the objective, the amount is excessive. The [Certificate of Approval] should not be for all of Ontario. The site is inappropriate.</li> <li>● The numbers presented are not credible. The amount diverted, if the goals are achieved, will create unused capacity that will be sold to the other customers. I do not support use of this land for external customers.</li> <li>● The proposed extensive capacity should not be allowed in such close proximity to the residences of such a large population.</li> <li>● We can't continue to generate waste as we do not provide for it's disposal. We need to look to increase capacity for diversion, recycling, etc. as quickly as we can, but it would be folly not to increase our waste disposal capacity in a measured, well-planned manner. There is clearly a need and we need the increased capacity.</li> <li>● We need to manage our waste locally and WM is offering a credible solution.</li> </ul>
<b>Comments Regarding Alternatives Identified by WM</b>
<ul style="list-style-type: none"> <li>● Unfortunately, no alternative has been identified. [WM] claim that there is not enough waste available for incineration. In Europe, they have been viable for decades.</li> <li>● I am unclear whether any alternatives (real ones) were discussed/proposed. This is a deficiency.</li> <li>● Good presentation on alternatives. We need strong commitments to them, but existing and reasonably anticipated technologies won't do away with the need for landfill. I would not want to see this site used for disposal of waste trucked in from other communities at a great distance from the City of Ottawa.</li> <li>● Good overall plan.</li> </ul>
<b>Comments Regarding Non-Landfill Components Proposed for the WCEC</b>
<ul style="list-style-type: none"> <li>● Was not discussed. WM did not make a strong case at all. WM's only interest appears to be landfilling.</li> <li>● I have reservations concerning the impact of these activities – dust, noise and odours. Insufficient information was supplied to adjudicate.</li> <li>● Well thought-out. Shows a true effort to bring benefits to the community to at least partially offset the perceived negatives arising from the landfill.</li> <li>● Good options. Incentives and regulations are the required drivers.</li> </ul>

In addition to the comment sheets, a record of the questions asked and answers provided was taken during the session, and is provided in **Appendix E**.

## 7. Summary

The Question & Answer session was held on June 8, 2010 in Stittsville. The session was held to provide an opportunity for the public to present questions and comments to project team members regarding the development of the draft Terms of Reference (ToR), along with the elements of the WCEC, and to receive answers to these questions in an open public forum. This feedback will be used in the development of the draft ToR.

The Q & A session was well attended and the attendees provided a full spectrum of comments and views from the positive and supportive to indifferent to the negative and unsupportive. There were a total of approximately 125 attendees, most of which had attended previous consultation sessions. The main issues raised were as follows:

- Need and Rationale – some felt more information was required in regards to proposed capacity, while others were supportive and understood the need for additional waste disposal capacity;
- Alternatives To – some would like to see Alternative #4 (New Landfill elsewhere) reviewed more thoroughly;
- Waste Diversion – many felt that Provincial diversion policy needs to be improved to drive diversion and facilitate alternatives to landfilling;
- General environmental issues - Groundwater, air, health effects.

WM and the project team plan to review the issues and concerns raised and address them as appropriate as this project proceeds.



# Appendix A

Notification of Q & A Session



*Waste Management will be hosting a*

Question & Answer session for the proposed  
**West Carleton Environment Centre**

**DATE:**

**Tuesday, June 8th**

**6:30pm**

**Sacred Heart H.S. - 5870 Abbott St E, Stittsville**

For additional information, please contact

Cathy Smithe  
Community Relations Manager

**613-836-8612**

# Appendix B

## Open House Display Panels



# Welcome

## Waste Management of Canada Corporation

Is pleased to introduce an exciting new approach to waste management in the City of Ottawa and region  
*The West Carleton Environmental Centre (WCEC)*

Please take a few moments to browse the display material and talk to our staff and consultants.

There will also be a formal Question and Answer session.  
We welcome the opportunity to be able to answer your questions and address any concerns.



June 8<sup>th</sup>, 2010



Waste Management of Canada Corporation is proposing a new integrated multi-purpose waste management facility to serve the City of Ottawa and the surrounding region. Waste Management has a strong commitment to Ottawa, its immediate neighbours and the surrounding communities. This commitment extends beyond just meeting regulatory standards to being a responsible environmental steward and engaged corporate citizen.

The West Carleton Environmental Centre will focus on waste diversion, diverting as much waste as possible away from disposal to reuse and recycling purposes. It will also include:

- Additional lands set aside for community recreational purposes;
- Wildlife habitat;
- A state-of-the-art, environmentally engineered landfill for disposal of residual waste; and
- Clean renewable energy generation.

*Below is an artist rendering of the proposed facility which may change throughout the consultation process.*



The proposed facility will be aligned with Ottawa’s long-term waste management goals and the province’s environmental values and policy statements relating to zero waste, climate change and green energy creation.

*“Today, our region diverts less than 30 per cent of waste away from disposal. We believe our Environmental Centre will help significantly increase the percentage of material that we can divert for re-use and re-cycling.”*

CATHY SMITHE  
WCEC Community Relations Manager

To pursue this vision, our facility will include a number of industrial, commercial and residential waste diversion operations that will maximize the value of the resources we receive. These include:

- **Material Recycling Facility**, which will house the latest technology to sort and process paper, glass, plastics, metals and electronics that can be processed into products. The facility will help divert thousands of tonnes of material from disposal, reducing the need for new resources to create products;
- **Construction and Demolition Material Facility**, which will receive construction and demolition materials for re-use and recycling. Many of the materials are valuable and can be re-used, thereby avoiding disposal;
- **Residential Diversion Facility**, which will allow local residents to drop off household hazardous, electronic waste and household recyclables including scrap wood, plastic, metal, paper, drywall, concrete, paints, and more. These recyclables will be transported to the material recycling or construction and demolition facilities for processing;
- **Organics Processing Facility**, which will have the capacity to receive and process compostable waste from industrial, commercial and institutional sources; and
- **Electronic waste handling Facility** will also be included at WCEC.



*“The West Carleton Environmental Centre will include a new, state-of-the-art, environmentally engineered landfill that will receive materials that cannot be diverted towards re-use, recovery or recycling”*

ROSS WALLACE  
WCEC Facility Manager

- The new landfill footprint will be constructed using the latest technology and processes to ensure the highest available standards of safety and efficiency.
- This new engineered landfill will include a liner system, leachate collection and monitoring system to continuously protect ground and surface water.
- Landfill gas is created naturally through the decomposition of waste in landfills.
- Like wind and solar power, landfill gas is a natural resource that can be harnessed to produce clean energy.
- The facility will be able to generate six megawatts of electricity, enough energy to power the equivalent of 6,000 homes for a year.



*“The proposed West Carleton Environmental Centre builds on our long standing commitment of being an engaged and responsible corporate citizen to create significant community and economic benefits.”*

JODY FALLS

Municipal and Community Relations  
Representative

- **Economic Development:** The West Carleton Environmental Centre will create up to 70 new, green jobs in waste diversion, disposal and green energy facilities. Economic benefits will also extend to the larger community through community host agreements, as well as a Community Trust Fund to support local projects. In addition, revenue opportunities will be created from waste diversion activities for local processors and downstream activities related to recycling and re-use.
- **Wildlife Habitat:** An on-site wildlife habitat centre has been opened to the public and will continue to serve as an education centre for the community. Our current landfill facility has received international recognition for its contribution to wildlife habitat conservation in the form of a Wildlife Habitat Council (WHC) certification in 2006.
- **Recreation:** Waste Management’s current landfill operation has extensive non-operational lands. Some space will be required to support the facility’s operation, but other lands will be dedicated for community uses that could include sports fields, biking and hiking trails and a leash-free dog park.
- **Community input** will be an important part of determining the ultimate use of non-operational areas at the WCEC facility. Residents and community leaders have told us that they value increasing the amount of available recreational and community lands, and we are responding by setting aside space surrounding our operations for dedicated community use.





The current landfill will be closed and a final cover will be placed in a manner that meets the specifications of the Ministry of the Environment.

As a part of the closure plan we plan to:

- Continue on-going monitoring programs for groundwater, surface water, and landfill gas;
- Take all reasonable steps to minimize any adverse effect or impairment of water and air quality resulting from the operation of the closed Site;
- Take all appropriate measures to minimize surface water from coming in contact with waste;
- Operate and maintain the closed site such that the vermin, vectors, dust, litter, odour, noise and traffic do not create a nuisance;
- Take all practical steps to prevent escape of litter from the site and all loose, windblown litter will be collected on a weekly basis;
- Control fugitive dust emissions from on site sources;
- Submit a written report on the development, operation and monitoring of the closed site annually (the “Annual Report”) to the Regional Director, the District Manager and the Public Liaison Committee (PLC) of the MOE; and
- Provide financial assurance and submit a written report reviewing the financial assurance to the Director.

An Environmental Monitoring Program (EMP) will be prepared for the site, which included details on groundwater and surface water monitoring locations, monitoring frequencies, parameters and a monitoring program to identify odour issues along with appropriate odour abatement activities.



The proposed West Carleton Environmental Centre at the Ottawa site is very different from what was proposed previously. The table below highlights the main differences between the previous and current proposals.

Characteristics	Previous Proposal	Current Proposal
Context for proposed undertaking	Landfill expansion only	WCEC comprising diversion, composting, educational and other components. New landfill proposed for residual waste disposal.
Landfill airspace capacity	18,750,000 m <sup>3</sup>	Approximately 6,500,00 m <sup>3</sup>
Rate of receiving waste	600,000 tonnes per year	400,000 tonnes per year
Area of footprint	34 ha	38 ha
Top elevation	172 mASL	153 mASL



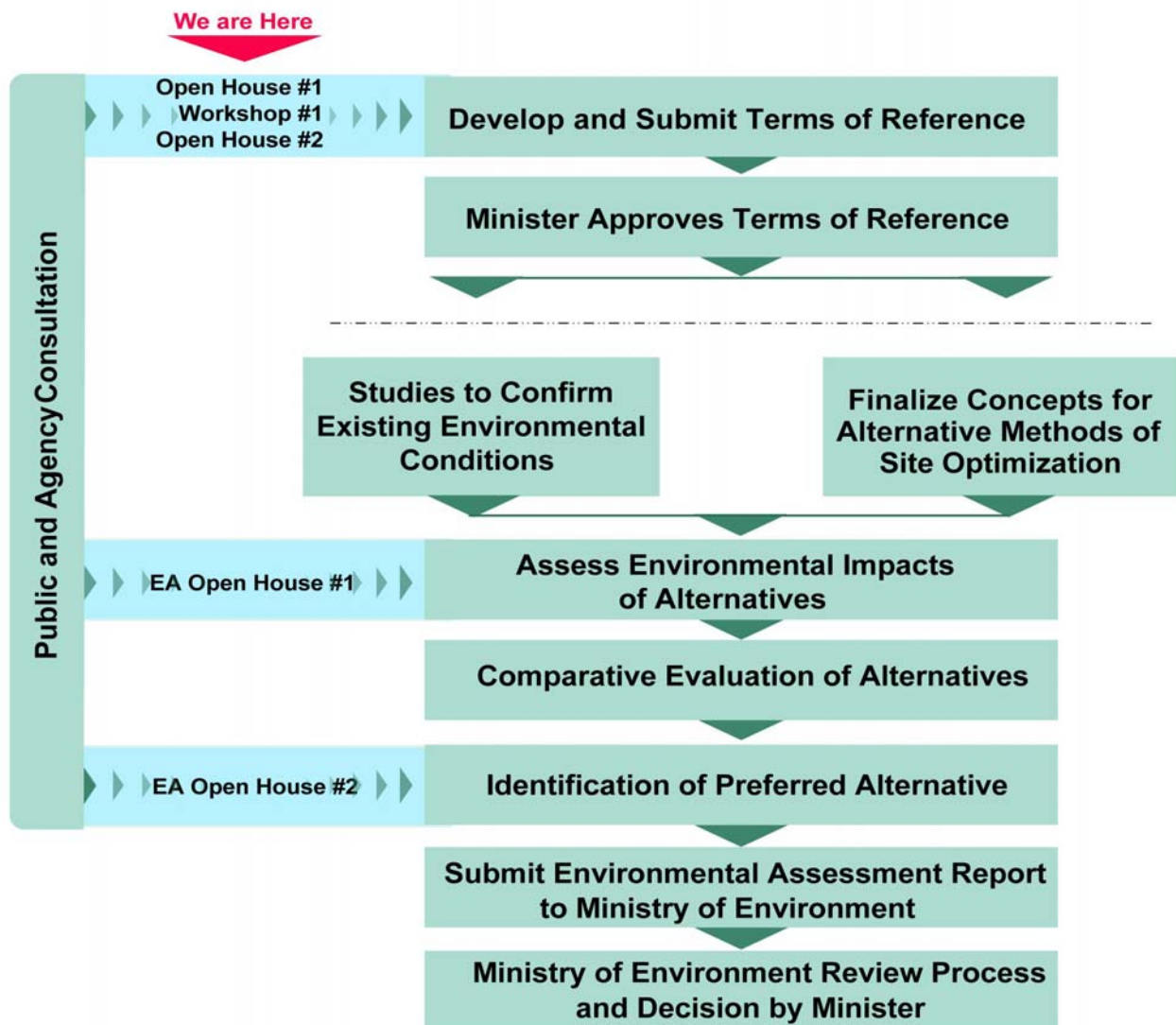
The West Carleton Environmental Centre will require various environmental approvals and permits from regulatory agencies to ensure protection of the environment and health and safety of residents.

- Components such as the Waste Electric and Electronic Equipment and Public Drop-off facility improvements require no formal approvals and have already been implemented at the current site.
- Some components such as the Materials Recycling Facility and composting will require Certificates of Approval.
- The new landfill for disposal of residual wastes will require an Environmental Assessment (EA).
- The first step in the EA process is the preparation of Terms of Reference (TOR).
- The Terms of Reference provide a framework (or work plan) for conducting the EA studies and assessing predicted impacts of the project.
- Public Consultation will be key throughout the EA and other process.



The TOR is the first step in the EA process. The TOR provide a framework (or work plan) for conducting the EA studies and assessing predicted impacts of the project. The TOR will be submitted to the Minister of the Environment for approval consideration. Once approved, the TOR specifies how the EA studies will be conducted.

## EA Process Flow Chart



Over the past weeks, we have been consulting with the communities that surround our site on Carp Road. The purpose of our consultation has been to listen to various questions, comments and concerns from these communities regarding our proposed West Carleton Environmental Centre (WCEC) and our Terms of Reference (TOR) for a new landfill footprint at the facility. To facilitate further discussion and information sharing with these communities, we have taken the key questions asked and provided below answers that we hope you will find address issues raised and related concerns.

**Q. *Why does WM need to pursue this project?***

A. Our existing landfill on Carp Road is expected to reach its current approved capacity by September 2011. While the City of Ottawa is responsible for managing residential waste, the industrial, commercial and institutional (IC&I) sector contracts with companies like WM for waste management services. We provide service to about 7,500 IC&I customers in Ottawa and the surrounding area. We want to continue to serve our customers in Ottawa and the surrounding area and continuing our current business operations at Carp Road will enable us to do this.

**Q. *How much waste disposal capacity is required?***

A. Currently, more than 1,000,000 tonnes of waste is generated by residential and IC&I generators in Ottawa annually. IC&I waste represents about 70% of the total; residential waste is the other 30%. There is an ongoing need for waste disposal capacity for generators in Ottawa and the surrounding area.



**Q. *What amount of waste disposal capacity will WM need?***

A. Based on our historical market share for waste disposal in Ottawa and the surrounding area, we estimate that WM will need up to 400,000 tonnes per year to continue to serve our customers. The overall amount of waste proposed for disposal is estimated to be 4,000,000 million tonnes, or up to 400,000 tonnes per year for approximately 10 years at the site. Since landfills are designed and permitted on the basis of air space, and given compaction of waste and cover material, the amount of air space needed is estimated to be 6,500,000 million cubic meters.

**Q. *Why is WM seeking 10 years of landfill capacity?***

A. Given the importance of this facility to WM's business operations and to our customers in Ottawa and the surrounding area, WM wishes to maintain continued waste disposal capacity at this facility. However, WM understands the importance of increasing waste diversion rates and emerging new technologies as factors in long-term strategies for the management of waste. As a result, WM is proposing new waste disposal capacity of approximately 10 years. Inevitably, the landscape will have shifted dramatically by then. There should be maximum flexibility to consider all options at that stage.



**Q. Will the new facility accept waste from outside of Ottawa?**

A. The current facility has a service area of the Province of Ontario. However, WM has an agreement with the City of Ottawa to reserve up to 90% of the available waste disposal capacity at the current landfill for wastes generated from within Ottawa. WM intends to continue to provide this disposal service to generators from within the City of Ottawa. The remaining disposal capacity will serve needs of residential and IC&I customers outside the City of Ottawa, generally smaller communities immediately around the city and from time to time elsewhere in Eastern Ontario. Please also refer to *“Some Waste Management Commitments to the Community -- June, 2010”*, available as a separate document.

**Q. What about encouraging more waste diversion?**

A. The City of Ottawa has a target of diverting 60% of the residential waste stream away from disposal. Most of this waste diversion will be achieved through the City’s curbside recycling and Green Bin programs. We applaud the City’s diversion efforts and support them with a residential drop off and e-waste recycling at our current facility. Diversion from disposal by the IC&I sector is regulated by the Province. The Province is in the process of considering legislative changes to enforce greater IC&I waste diversion. The City has developed its own strategy, *Diversion 2015*, to encourage IC&I waste diversion to reach 60%. Current IC&I waste diversion rates in Ottawa are less than 20%. WM is committed to develop diversion facilities at the same time as a new landfill footprint. The diversion facilities will have capacity to service about 75,000 tonnes per year, escalating upwards depending on demand. Actual diversion will depend on incentives to divert, recyclables commodity markets, enforcement and participation. When enhancement of these capabilities is warranted, we will act quickly. Please also refer to *“Some Waste Management Commitments to the Community -- June, 2010”*, available as a separate document.



**Q. *What alternatives will WM look at?***

A. WM will look at alternatives that are appropriate and reasonable for a private proponent to implement. The MOE approved Codes of Practice for Preparing and Reviewing Terms of Reference for Environmental Assessments in Ontario (October 2009) outlines the consideration of alternatives to by private proponents like WM. The Code of Practice states "...what is reasonable for one proponent to implement may not be reasonable for another when trying to solve a similar problem because the circumstances between proponents may vary widely. A private sector proponent's inability to expropriate land or implement public programs will influence the range of alternatives it may examine."

- As it relates to WM and its business, the Code of Practice also makes reference to private sector proponents in the waste industry as follows: "The private sector proponent may only consider landfill or on-site diversion because:
- It cannot implement a municipal waste diversion program such as curbside recycling;
- Export would affect their business; and,
- Thermal technology is not economically viable because waste volumes are too small."

Therefore, based on the above statements within the Code of Practice, WM has identified and assessed only those alternatives that are appropriate and reasonable for WM to implement.





***Q. Will a “full” EA be conducted this time for the proposed expansion?***

A. WM is completing an EA that addresses all aspects of the EA Act (i.e. a full EA). However, WM intends to address the areas of rationale and alternatives to the undertaking as part of the ToR. As a result, the EA will be focused on the consideration of alternative methods only. The technical analysis will consider the broader environment.

***Q. How much longer would an expansion enable the site to keep operating?***

A. Our proposal is for a landfill approval based on an approximation of a 10 year operating life span. Other on site facilities would still operate and the closure plan would allow for recreational facilities/trails, etc to operate well past the 10-year horizon.

***Q. What about the odour issues from the current landfill? Will this continue to be an issue?***

A. Over the past number of years, WM has been working to better manage odours for the current Ottawa WMF site. The Ministry of Environment (MOE) recently completed an odour survey that confirmed the current facility is working within the regulated limits. WM has invested resources in the landfill gas control program to more than double the number of collection wells, which in turn has nearly tripled the ability to destroy the gas through the addition of a second flare. Further, WM has also placed final cover on the slopes in an effort to prevent any gas from escaping. An extensive monitoring program has been implemented to ensure that all proactive measures that have been implemented are working. All of the measures implemented as part of the existing operation will be implemented as required at the new site. Most importantly, a monitoring program for the new site will be implemented from day one and will be updated as appropriate. Please also refer to “*Some Waste Management Commitments to the Community -- June, 2010*“, available as a separate document.



***Q. Has the current landfill caused groundwater related problems in the area?***

A. The current Ottawa WMF controls off-site impacts to groundwater because WM collects, contains and treats all the liquid known as leachate that drains through the landfill and is captured and contained to ensure the protection of local groundwater. When the site was initially permitted in 1970 it was granted regulatory approval as a natural attenuation site, which means that the operation relied on the existing geology to effectively treat the leachate as it moved through the sub-surface soil. WM changed this process to a contained system, to capture and treat all leachate on-site through the use of a composite liner system and a series of wells to prevent movement past the site's boundaries. The results of continual monitoring of groundwater around the site are regularly submitted and reviewed by the MOE.

***Q. How is leachate handled at the site?***

A. WM uses advanced leachate containment, collection and treatment technologies to ensure the protection of groundwater. All leachate is collected and treated to standards approved by the MOE. The MOE is regularly updated on the operation of the leachate collection.

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**Q. *In relation to thermal treatment technologies, what about Plasco?***

A. While WM can't comment on Plasco's technology, WM is engaged in a joint venture with S4 Energy Solutions and has invested in Enerkem Inc., both of which utilize gasification technology. These two initiatives are in demonstration project stages, and WM will continue to explore opportunities for appropriate commercialization of this technology.

**Q. *Is WM considering a Waste-to-Energy facility as an Alternative?***

A. WM only has commercial scale operating experience with mass-burn waste to energy technology for a municipal waste stream. This operating experience is available through WM's subsidiary, Wheelabrator Technologies Inc. Wheelabrator has been one of the most successful developers, owners and operators of commercial waste-to-energy projects in North America and currently operates 17 waste-to-energy facilities. Projects of this nature require a guarantee that a certain quantity of waste will be devoted to this alternative technology, to ensure their economic viability. Given the costs associated with thermal technologies, an agreement with the City for managing a controlled waste (i.e. residential) stream would be required prior to proceeding with this alternative. It is reasonable to expect that this alternative could be approved, but people should realize that no commercial scale thermal destruction facility has been approved in Ontario during the past 20 years.

**Q. *How are property values affected by the landfill?***

A. Property value questions are a valid and legitimate concern for any landowner, including WM. The team at WM would be pleased to discuss any concerns directly with individual landowners. Please also refer to "*Some Waste Management Commitments to the Community -- June, 2010*", available as a separate document.



**Q. *When will the current Carp Road landfill close?***

- A. The current landfill is expected to reach capacity by September 2011. Once the capacity has been reached, the closure plan for the site will be implemented to ensure that the gas and leachate collection continue as required. In the future, it is anticipated that the current site will become parkland/ open space and will form one piece of the overall vision for the future WCEC.

**Q. *These are uncertain economic times – what will happen to the closure plan if WM is no longer around?***

- A. When a landfill permit is granted by the MOE, the landfill operator must post and maintain a significant financial assurance in the form of an irrevocable letter of credit issued by a Canadian Chartered Bank in favour of the Province to ensure the safe closure and long-term management of the landfill. A significant sum of assurance has already been given for the long-term management of the Ottawa WMF.

**Q. *Will the new facility cause traffic problems?***

- A. Traffic volumes and patterns will be addressed in the EA and any appropriate mitigation measures will be incorporated to ensure that any negative effects do not occur.

**Q. *The current site is an eyesore and any additional landfill will make it worse.***

- A. In regards to the current site, a significant greening program has been implemented to ensure that the slopes are seeded and grassed. Additional landscaping around the site, including planting of trees around the perimeter to screen parts of the landfill and other ancillary operations has also been implemented.



**Q. *The community has been told that the new facility will contribute to the local economy. In what ways will the WCEC contribute?***

A. The WCEC is a multi-layered diversion and residuals management facility, which incorporates community benefits from a disposal and recreational perspective. The WCEC will allow for public drop-off of residential wastes, which will divert, recycle and reuse valuable resources that would otherwise be lost in the landfill. With any community, the continued economic development of the local area and region is dependent on reliable, cost-effective and stable infrastructure. The expected economic benefits from the WCEC include job creation (approximately 70 permanent jobs), community host agreements and a community trust fund to support local causes and initiatives. Please also refer to “*Some Waste Management Commitments to the Community -- June, 2010*“, available as a separate document.

**Q. *You previously tried to expand this site and withdrew your ToR and stopped the process. Why are you back again and what has changed since the last time?***

A. Due to the volume of comments received and the issues that were raised by government agencies and the public during the ToR comment period, WM decided that there was insufficient time remaining to address these comments and the underlying issues in a meaningful manner. WM withdrew the ToR in order to revise the document and consult further with stakeholders at a future time. Withdrawing the ToR also allowed WM to address some existing issues with respect to the current operations to ensure that the current facility was up to standard prior to proposing to expand and develop the larger vision of the WCEC.



***Q. This site should be closed and the waste should be taken elsewhere for disposal. Why not continue to export the waste to sites in the United States?***

A. While exporting waste is a possibility, this would not satisfy the desire of the community to be custodians of their own waste or the strategic or economic goals of WM's operations as a private proponent. Exporting waste is not consistent with responsible waste management strategies or principles, as it is not a local solution and relies on shipping waste to other jurisdictions within the province, which are already experiencing an identified shortage of approved disposal capacity. Relying on others to take Ottawa's waste takes away the incentive to reduce waste. It is no longer acceptable to assume that waste may be exported to the United States because of strong political opposition and the Province of Ontario reaching an agreement to phase out shipment of municipal waste to Michigan by 2010. In addition, at any time the Canada/U.S. border may be closed to waste shipments due to national security issues; at that time the waste would need to be dealt with at a local level. The concerns of our company are not irrelevant here either. Relying on a third party for disposal is not financially feasible as WM's customers would not only be charged for transfer fees and disposal fees, but also subjected to the risks associated with transboundary movement of wastes. Reliance on a third party disposal facility would put WM at a significant disadvantage competitively.

***Q. You are trying to hide the landfill expansion with all these proposed diversion and recreational facilities. Who do you think you are trying to fool?***

A. We are not trying to fool anyone. Today, the City of Ottawa diverts less than 30% of waste away from disposal. The WCEC will significantly increase the percentage of diverted material that would otherwise end up in a landfill. By ensuring that other diversion facilities are incorporated into the overall vision for the WCEC, only post-diversion residuals will be disposed of in the landfill.



***Q. If you don't get approval for a landfill expansion, will you still go ahead with the proposed diversion and recreational facilities that make up the WCEC?***

A. Probably not. The revenue from the tipping fees associated with the disposal portion of the project helps subsidize many of the other facilities. Also, as mentioned previously, not everything can be recycled/re-used, so post diversion residuals must be disposed of somewhere, whether it is here at the Ottawa WMF, or elsewhere in Ottawa or Ontario.

***Q. Do you already own all the property you need for expansion and is it all zoned for waste management purposes? If not, and you somehow get MOE approval, can you be denied at the OMB on the re-zoning?***

A. WM owns or options all of the required property for the WCEC. The approval process for a project such as this is complex. There are many layers of approvals required, both provincial (EA, C of A's, etc) and municipal (Land Use, Noise Control, Council resolution, etc). While the proposed uses envisioned as part of the WCEC do not entirely conform with some of the existing OP and Zoning designations, appropriate amendments will be sought later on in the overall approvals process. It is important to remember that an EA looks at a broad definition of the "environment", including natural, social, economic and cultural aspects. Land use will be assessed as part of the EA, and the findings will "dovetail" with future land use approvals as required.

***Q. If you get this expansion approved, it will just lead to another expansion in the future and so on. If somehow this expansion is approved, this has to be the first and last one ever at this site. Can you make this an official commitment?***

A. WM cannot make this an official commitment as we do not know, and cannot anticipate what the conditions will be many years down the road. What we can provide is an overall vision of the WCEC and the ancillary facilities/uses that WM is committed to implementing in concert with the landfill component.





# WM Responses to Fact Sheet Circulated in Some Communities Over the Past Day or So – June 7th, 2010

	From Fact Sheet	From Fact Sheet	WM Response
	Waste Management Proposes:	Considerations:	
1	A new 6.5 million cu. m. landfill that would take 400,000 tonnes of garbage per year.	This would be nearly double the average annual intake at the current dump and impede waste diversion programs.	<i>400,000 is only the maximum number. The current permits do not impose any maximum. Waste diversion programs need infrastructure. We are supplying infrastructure. People supply the philosophical conviction. Governments supply the rules and, sometimes, incentives.</i>
2	A diversion rate of 20% i.e. 100,000 of 500,000 tonnes. With a possible 60% target in 20 years. Only if landfill is approved.	The Province of Ontario has mandated a diversion rate 60% by 2008 or ASAP. The city of Ottawa has a strategy to achieve 60% ICI diversion by 2015. Landfills – highest profits	<i>Any facility that provides diversion capacity will need disposal capacity for the residual waste. Our proposal provides for both and will assist the City in achieving its goal.</i>
3	There are no acceptable alternatives to a new landfill. The Carp road site is the best and only location for a new landfill and no other locations will be considered	Landfills have been used for thousands of years and are outdated now. They have become more technical over the years but are also much bigger than they have ever been. There are many operational alternative waste handling processes that are superior to landfills. The Carp road site is located in a rapidly growing community of over 125,000 people. As well it is located in an area where the groundwater is very vulnerable to contamination. Definitely not suited for a landfill.	<i>Landfills are not outdated, and in fact are used all over the world for disposal of waste. Operational alternatives to waste handling do exist, however a variety of factors determine if these alternatives are appropriate for certain areas. These factors include volume, volume control, cost (both capital and disposal), and technology acceptance among others. The only technology, other than landfill, that has been proven to be capable to handle large volumes of waste in an environmentally safe manner is “mass burn technology”. The City has decided, at least for the time being, not to utilize that technology; that may change. There are other technologies which have been proposed but, at least at this stage, none has been demonstrated to have the capability to handle large volumes of mixed residential, commercial, industrial and institutional waste.</i>
4	That the landfill will have full liners that will prevent contaminants from leaking into the groundwater and natural environment.	Modern landfill liners are designed to be the best possible protection against contaminate leakage into the environment but only delay leaks. Landfills produce leachate (contaminated water) for hundreds of years. Liner manufactures guarantee their produce for only tens of years. Liner integrity is greatly depended on installation quality, the temperature and chemical nature of leachate. In fact liner material can be impacted by exotic chemicals like benzene as well as common materials like fuel oil, some household cleaners, and turpentine.	<i>Modern landfills are designed with built-in systems to address the specific concerns related to leachate. They are designed with double composite liner systems, leak detections systems and leachate collection systems. This combination uses the best technology to address the potential for leakage. The removal and treatment of leachate allows for the orderly and managed removal of contaminants from the landfill. Studies have shown that modern landfills are performing at least as well as anticipated, and in most places far better than anticipated. The same regulations that applied in the permitting of the City’s Trail Road landfill will apply to the proposed new landfill footprint at this site.</i>  <i>The Liners are composed of two distinctly different materials. The clay portion is 0.75 meters thick and passes water at the rate of 0.00000001 cm per second. The high density polyethylene portion is 0.080 inches thick and essentially allows no water to pass through it. The dramatically different materials are combined to overlap their strengths. Any defects or partial failure of either is backed by the performance of the other. On top of the liner is a liquid collection layer of stone 0.5 metres thick, which passes water at a rate of 1.0 cm per second. This layer covers the entire surface of the liner. The surface of the liner is sloped at 2% to promote drainage to a sump (low point). The sump is equipped with electronically controlled pumps, which limit the depth of water in the sump to 0.3 meters. This system is then duplicated, so any liquids that penetrate the top liner are collected in the collection system below it. The result is that liquids in the landfill that reach the liner are diverted to the sump through the rock layer which moves water 1,000,000 times faster than the liner and removed from the landfill. Because the liquid is removed from the landfill, it is not available to penetrate the liner and escape to the environment.</i>
5	We fully understand the hydrological environment and can protect the groundwater and surface water from contamination	The Carp site is on sand and gravel deposits that are highly permeable to water flow over fractured limestone. Solution weathering of the limestone can develop complex interconnected channels through which contaminated groundwater can move in directions that are difficult to predict and control. Off site groundwater contamination has been a problem at the site for many years and efforts to correct it has been a problem at the site for many years and efforts to correct it have yet to be proven effective	<i>The Carp Road site is on sand and gravel overlying limestone bedrock. The hydrogeological conceptual model for the site is well understood and accepted by the Ministry of the Environment. Solution weathering, given the right set of environmental, geologic and geochemical circumstances, can occur in limestone bedrock. At the Carp Road site, there is no evidence of solution weathering of the limestone, and no expectation that any will occur in the future.</i>  <i>It is important to note that any offsite impacts from the existing facility have been identified, treated, and have already been reduced to nearly insignificant concentrations. This has been accomplished in response to impacts from old landfill units which do not have liners or leachate collection systems. The proposed facilities will add even more layers of protection. The double liner and double collection system allow a second opportunity to collect any liquids that might penetrate the top liner. The final protection in a modern engineered landfill are the strategically placed groundwater monitoring wells which will identify any concern well in advance of migration anywhere near the property boundary .</i>
6	Odours will be controlled through gas collection and destruction	The horrendous odours that impacted the community in the past have been controlled by putting in a full gas collection system, putting on final cover, reducing intake and thus limited the active disposal area. Most of these measures can only be fully implemented when the landfill is near capacity. The new landfill with 400,000 tonnes of annual intake will only have partial odour control until it is near capacity in 10 to 20 years and the community will have to deal with odour issues again	<i>The infrastructure consisting of the main piping system, the gas handling equipment and the gas destruction equipment, to collect and properly control landfill gas will be constructed with the initial disposal cell and be available for operation when disposal operations commence at the landfill. Any landfill gas generated will be collected and burned in either the energy generating facility or the flare.</i>  <i>The odours experienced at Ottawa did not come from the working face. They were a result of gas build up in the previously filled portions of the landfill. Therefore, reduction of the size of the working face has nothing to do with our ability to control the odour. The vacuum extraction technology that we use is capable of controlling odour from sites with more than twice the volume than what is projected at WCEC. One of our landfills in Illinois operated with this technology within 300 metres of a minor league baseball stadium. This stadium set Class A attendance records and is the most popular tourist attraction in its county.</i>
7	Collected landfill gas will be used to generate electricity. (Mandated by the provincial government)	It has been questioned how much landfill methane will be produced if organic materials are diverted from the landfill to the Organics Processing Facility. Information would indicate that a 400,000 t/yr. landfill on Carp Rd with a 75% diversion of organic material would provide (at maximum production) less than 20% of the landfill gas currently being captured at the existing Carp landfill. This might run one small engine for a short time.	<i>The Ottawa gas to energy plant can meet its current commitment with the energy provided from the existing unit. Future organic diversion technologies may be able to supplement the existing landfill gas flows with syngas. Both S4 and Enerkem technologies are capable of providing a synthetic gas that is compatible with our landfill gas and is capable of being converted, with our existing gas to energy system, into electricity.</i>
8	Impacts on the community will be minimal	With an intake of 400,000 tonnes disposal and 100,000 tonnes diversion there will be an annual 500,000 tonnes of truck traffic going to the site. As well there will be 100,000 tonnes of diverted material leaving the site resulting in 600,000 tonnes of traffic. Regular garbage trucks handle 10 – 15 tonnes thus there could be 40 – 60 thousand more trucks on the very busy Carp road increasing accident risk and road wear. This could be reduced somewhat by using larger trucks when possible	<i>As the comment is addressed to traffic, we will focus on that. Truck traffic and any required mitigation measures will be fully examined as part of the environmental assessment.</i>  <i>There is no question that growth is placing significant demands on the roads. Traffic to and from the WCEC will never be more than a small fraction of that, though.</i>
9	There will be benefits for the community	Both Waste Management and BP in the gulf of Mexico have said that their project decisions were made on the best business case (money) and thus not the best environmental and social case. The community may get a few soccer pitches, some funding for concerts, and possibly a few new jobs in the near future; but in the long run there will be a huge pile of garbage in the middle of the community that will be a source of ongoing environmental and social concern for our children, grandchildren, great grandchildren.... Landfills are forever.	<i>Yes, any proposal from private business is prepared for the purpose of generating a profit. There is no reason whatsoever, though, why profit must be obtained at the expense of environmental and social values. The best projects respond well to all of these values while preserving the business incentive. To dismiss the package of community benefits as window dressing is unfair and misleading. The combination of massive upfront expenditure in infrastructure, ongoing procurement, jobs, recreational and other community facilities, as well as the community trust fund will provide people with an ongoing daily reminder that industrial projects responding to wider needs can make lasting positive contributions to local life.</i>



## WASTE MANAGEMENT

### WEST CARLETON ENVIRONMENTAL CENTRE

#### SOME WASTE MANAGEMENT COMMITMENTS TO THE COMMUNITY

June, 2010

*We have heard recently is that it is fine for us to talk in very general ways about how we will address the community's concerns, but will we really follow through? To help in showing you that we will, we offer the following series of statements of our commitments on some of the more common concerns that have surfaced recently.*

*Please contact us with your questions and comments.*

**Odour** – We understand the community concern about odour.. As evidence of our commitment that any future odour impacts will be rare, minor and addressed promptly, we are proposing an Odour Enforcement Mechanism to supplement existing remedies. A preliminary statement of principles as to how the mechanism would operate is attached.

**Property value protection** - Some residents have expressed concern about the impact of our project on land values. We are committed to construct and operate the project so as to ensure that any adverse impact will be very limited. We understand, though, that some are not convinced of this. As a result, we are prepared to commit that we will provide to qualified owners of real estate protection against reduction in value of their homes by reason of the new project. Details as to how the plan would work and what residences qualify will be developed in consultation with stakeholders as part of the environmental assessment.

**Community benefits** – We think it is critical that the community benefit generously from a project such as ours in ways that are more tangible and immediate than the contribution the project makes to waste management infrastructure within the city. The forms that these benefits take vary from community to community, but typically include:

- on-site recreational and other amenities,
- off-site contributions to identified programs and groups,
- subsidized disposal for local businesses,
- preferred local hiring and procurement, and
- trust funds (often in excess of \$1 million per year) administered by local councillors or other representatives.

We look forward to discussing with you and your councillors at the appropriate time the ways in which the community may benefit.

**Continued waste programs for community** -- The site will continue to offer public drop off of recyclables including electronic waste, tires, plastic, wood, scrap steel and other recyclables

**Community liaison committee** - We will continue to participate on and support the site's critically important community liaison committee. In addition to its normal function in relation to operations of the site, we will ask the committee to help establish a group to make recommendations as to aesthetics and beautification at the existing landfill site which will be closing in the near future.

**Commitment of Capacity to Ottawa** - We will continue to reserve the vast majority of the capacity at the site for waste generated within the City of Ottawa.

**Waste diversion facilities** -- The waste diversion facilities - directed to general commercial recyclables and construction and demolition materials - will be built at the same time as the other project components. They will be able to process more than 75,000 tonnes of material annually. Actual throughput will depend upon market conditions.

## **Principles of Odour Enforcement Mechanism**

### **Purpose**

The purpose of the mechanism is not to establish a definitive and conclusive resolution of all odour related issues at the site. Rather it is to provide enough clarity and concreteness that members of the community feel it will supply an effective and important additional inducement to WM to ensure odour impacts are rare, minor and addressed promptly.

### **Fund**

A lump sum will be deposited in escrow on opening of the new project. If the fund is depleted in any given year, it will be topped up at the beginning of the following year. There would be normal provisions for investment in safe investments and income adding to the fund.

### **Administration**

The escrow would be administered by the four west end councillors. All references to the councillors operate on the assumption that the councillors will be amenable to their involvement.

### **Referee**

A person or agency who is technically qualified and trained in odour assessment and identification would be designated as the "odour referee" by the west end councillors and WM. If at any stage any of the councillors or WM becomes dissatisfied with the objectivity of the incumbent referee, they will discuss the matter in good faith with a view to resolving the matter. There will be provision for removal and replacement of the odour referee. Ideally this will be as a result of consensus between the councillors and WM, but a fair method of resolving any lack of consensus will be identified.

### **Claim**

At any time, a person or group of people may claim to the referee that they have suffered adverse impact. In this protocol, "adverse impact" means an odour impact which:

- persists over a specified period,
- materially and adversely affects people's enjoyment of their residential properties in the area, and
- is attributable to operations at the site

There will be provision for filing of the appropriate written claim and responses to the claim.

The costs of the decision-maker will be paid by WM.

## **Investigation**

The referee will investigate the situation on the basis of such written evidence as it is available (including any written ministry conclusions and written submissions by the complainant, WM and other community members). The referee will, within no more than a specified time after the original claim was made, issue a final decision (with reasons) as to whether there has been an adverse impact. The matter will not, unless all parties agree otherwise, be considered to be confidential.

## **Payment to local cause**

If the referee decides that there was an adverse impact, a payment of a specified amount (to be settled upon with the councillors) will be made from the escrow fund to such cause benefitting the local community as the councillors may designate.

## **No credit**

WM will not claim any credit for the donation. This will not prevent WM from describing in simple and objective terms its role in the process.

## **Not a substitute for other remedies**

None of this affects the rights of individual residents to pursue whatever other remedies they may have -- whether with the Ministry as a regulatory matter or with the courts as a civil action against WM or otherwise.

# Appendix C

Q & A Presentation



West Carleton Environmental Centre (WCEC)  
Q&A Session – June 8, 2010  
Sacred Heart High School, Stittsville



# Nora Sheffe

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## Facilitator



# Agenda Overview

- Open House
- Welcome – Waste Management
- Overview of agenda & process
- Presentation – The West Carleton Environmental Centre
- Questions and Answers



# Working Together

- Tech etiquette
- Share the floor
- Respectful and succinct input
- Maintain the time frames

# Project Overview

- New Landfill Footprint
- Diversion Facilities
- Landfill-Gas-To-Energy
- Environmental Areas
- Community Recreation
- Existing Landfill Closed



# Approval Process

- Terms of Reference
- Environmental Assessment
- Certificates of Approval
- Municipal Approvals

# Consultation Process

- Project Brochure
- 6 Open Houses
- 3 Workshops
- Stakeholder Meetings
- Agency Reviews

# Issues Raised During Consultation

- Need For Disposal Capacity
- Alternatives to New Landfill
- Select Another Location
- Groundwater and Air
- Do More Diversion
- Property Values



# Questions & Answers

- Listened to Community Input
- Identified Critical Questions
- Developed Related Answers
- Distributed to Local Community

# Commitments Package

- Odour Enforcement Mechanism
- Property Value Protection
- Community Benefits
- Community Programs
- Community Liaison Committee
- Waste Diversion Capacity
- Local Waste Disposal Capacity



# Question and Answer Session

- Please make your way to a mic
- When it's your turn, tell us your name
- Ask your question in 45 seconds
- Return to your seat
- Please let everyone ask their first question before returning to the mic



# Appendix D

Copy of Comment Sheet



# COMMENT SHEET

**WASTE MANAGEMENT OF CANADA  
WEST CARLETON ENVIRONMENTAL CENTRE ENVIRONMENTAL ASSESSMENT**

**SACRED HEART HIGH SCHOOL, 5870 ABBOTT ST. E., STITTSVILLE**

**JUNE 8<sup>TH</sup>, 2010**

NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

*Thank you for taking the time to provide us with your comments. Please include your mailing address. Your address increases the analytical value of your input as it allows members of the study teams to evaluate issues geographically.*

1. Please provide any general comments regarding the Q&A session.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Please provide any specific comments regarding the need for waste disposal capacity being proposed by WM.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Please provide any specific comments regarding the alternatives for providing disposal capacity that have been identified by WM.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Please provide any specific comments regarding the non-landfill components proposed for the West Carleton Environmental Centre.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Would you like to be notified of future activities? If yes, please ensure to include your contact information at the beginning of this form.

\_\_\_ YES \_\_\_ NO

# Appendix E

Record of Questions and  
Answers from the Session

#	Forum Where Issue was Raised	Public Issue Raised	Response Provided
1	Q&A	<p>I have lived in Stittsville for 25 years and I have serious health issues. I don't like the idea of putting perfume in the air. This is a serious problem, as we are chemically sensitive. When the wind blows in our direction we are always sick that day. Will chemicals be used to cover up noxious air? Will noxious air continue, or will it be made worse?</p> <p>Also, I am happy about the proposed diversion, as I have been involved in it since 1971.</p>	<p>We had an odour control system in the past to manage odour. The source of the odour is landfill gas. We have the improved gas collection system and, in the future, we will have early gas collection to extract landfill gas (LFG) as it is being generated.</p>
2	Q&A	<p>I appreciate that your signs are more visible tonight.</p> <p>On the slide about the ToR, your last point was about Municipal Approvals – please expand on what this means.</p>	<p>We will require potential Official Plan and Zoning approvals. Zoning is in-place on the proposed study area for Industrial and Commercial uses, and the current landfill is zoned as Waste Management. Rezoning approvals will be undertaken if necessary.</p>
3	Q&A	<p>I received a document by email yesterday in response to a community comment sheet. You comment that odours experienced were the result of gas build-up, etc. Thank you for acknowledging that point. During the last proposal, some people were told that the odour came from other places besides the landfill (manure, gas station, etc.)</p> <p>Some people here are sceptical about what WM has said about odour in the past. If there is odour in community, who will bear the brunt of it? The community or WM? Will WM make a commitment that it will take serious action (i.e. discontinue operation) until they get problem fixed?</p>	<p>Yes. Absolutely and categorically. I personally on behalf of the company categorically assure that yes we are not going to cause odour problems and if we do, we will be on it.</p>
4	Q&A	<p>Thank you for organizing this session tonight.</p> <p>My concern is with MOE, who is ultimately responsible for increasing diversion. They are not doing anything to help in regards to IC&amp;I waste producers. What are they doing in terms of bringing key stakeholders together to increase diversion?</p>	<p>We can't speak for MOE, but they are engaging stakeholders, generators, service providers, and regulators in a review of the Waste Diversion Act, including extended producer responsibility. The province continues to work to put the responsibility on the producers.</p>

#	Forum Where Issue was Raised	Public Issue Raised	Response Provided
5	Q&A	<p>I am a bit confused because of all the publicity for this project and the fancy words being used. Are you still talking about a new landfill footprint? In 2007, 2006 we were in this same place, and the community strongly rejected a landfill expansion. In the ToR that you are proposing to submit to MOE, are you proposing an expansion of the landfill or a new landfill? The Environmental Assessment (EA) process for a new landfill is more stringent than expansion. Please tell us which you are proposing.</p>	<p>We call it a new landfill footprint, and it is subject to a new regulation (O.Reg. 232/98), which are similar standards to those used for City's Trail Road landfill and other landfills. However, it is called an expansion by Ministry. This is because, even if we develop a new landfill footprint on land we own, they consider it an expansion. It will be subject to the stringent requirements for new a landfill though.</p> <p>The Environmental Assessment will be a focused one. We have the ability to look at different components. In the ToR, we have focused the assessment on need and alternatives. In the EA, we are doing a full assessment of all environmental components as they pertain to the new landfill footprints.</p> <p>The study areas will vary – there will be different zones for air, for example, which may be much wider than this community. We must confirm with different agencies what the physical areas are that we will undertake the studies on.</p>
6	Q&A	<p>Will the community get a chance to see the draft ToR?</p> <p>What is the difference between the process held for Napanee site and this one? Wasn't there a workshop done for Napanee called "Draft ToR"?</p>	<p>We did not circulate a draft ToR in Napanee. Many of the activities (ie. Workshops) held there, we repeated during this process, with the same level of detail. Both processes have gone through the same level of review. The workshop done in Napanee was held on the same four areas of interest (ie. Need and Rationale, Criteria, Alternatives To, Alternative Methods, etc.) that were the subject of workshops in Ottawa.</p>

#	Forum Where Issue was Raised	Public Issue Raised	Response Provided
7	Q&A	<p>I live on Carp Road and I have a business there. My parents and I own houses on Carp Road. WM ram-rodged a pipeline for leachate right down Carp Road a couple of years ago. If there is ever a problem with the leachate pipeline, what protocols would there be to address the problem? I asked Mike Walters, on several occasions, to draw something up to hand out to people who live on Carp Road so we know who to call. He said he would get on it, but nothing was ever done. How can we trust you?</p>	<p>WM has a 1.8 km forcemain between the landfill site and the City of Ottawa sewer system. We have an emergency action plan in place in the event of a forcemain leak or damage. If there is leak, you can contact WM and we have an action plan. You need to contact WM at the 1-800 number on the website and at the general number. You can also contact the MOE Spill Emergency line.</p> <p>In regards to trust; when I first came on, I saw both sides. I know the reasons why a lack of trust has developed. I can't tell you to trust me, but we are doing our best; we have a decent group in place, and are determined to address all the issues.</p>
8	Q&A	<ol style="list-style-type: none"> <li>1. I have no use for this particular expansion. Our community has done their duty receiving other people's garbage, and it's time for them to move to a new community.</li> <li>2. The literature indicates that the majority of the waste will come from Ottawa and Eastern Ontario. The service area is very important part of the Certificate of Approval (C of A). Will your draft ToR limit your service area as such?</li> </ol> <p>You are misleading the people!</p>	<p>Our proposed ToR seeks an Ontario wide service area, however what is guiding this particular project is the settlement with the city. The current focus limits the waste that can be taken into the facility to no more that 25% from outside of the city, which is taken from a series of municipalities from surrounding areas (the Good Neighbour Zone).</p>
9	Q&A	<p>We are local business owners (about 2 km from the site). I generate waste as part of my business. When waste is picked up (not by WM, but by another service provider), I don't want my waste to go to NY. How does this waste facility ensure me that the waste I generate here stays in Ottawa?</p>	<p>As I just answered, our focus is on the City of Ottawa and IC&amp;I waste generated here. Waste received at this site will not find its way to NY or elsewhere.</p>
10	Q&A	<p>I've been listening on CBC about construction diversion, and was surprised how little drywall is recycled here in Ottawa. Much more is diverted in Montreal than in Ottawa. Will this site address this issue, and will this be driven by provincial regulation? If so, why is Toronto's diversion rate so much better?</p>	<p>In the area around Toronto they have more diversion facilities. One of our objectives is to consult with the community during the C of A process in regards to which materials are to be processed in this facility.</p>

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11	Q&A	We know you are fairly large corporation, and your net income is a billion dollars. You obviously know what you are doing. If you are not successful in getting what you want here, what is your responsibility to the existing site in the coming years?	We are responsible for everything at the current site, whether we are here or not. We have posted letters of credit with the Ministry as security. We are completely and categorically responsible for the current site.
12	Q&A	You are releasing perfumes to hide toxic chemicals, and I wonder what health issues this, and the leachate, causes. After moving to Stittsville a few years ago, I was diagnosed with fibromyalgia. Are you willing to commit to health and medical protection to residents? Will you cover our medical bills? Will you put this commitment in the paper?	We are prepared to make commitments on PVP and we are equally confident that we will not have health effects. Yes, we will make this commitment and we will put this in writing.
13	Q&A	If your intent is to provide landfill for Eastern Ontario and the City of Ottawa, why are you applying for a Certificate of Approval to accept garbage outside of that area?	We have a legal obligation to the City, to source the majority of our volume in the City. In our agreement with the City, the residual space, up to 25% of our capacity, can be sourced from neighbouring areas. We have heard your concern, and we want to think about it some more.
14	Q&A	Air Emissions and Groundwater contamination are my major concerns. I am concerned with the large quantities of petroleum contaminated soil found on the site, which is a source of volatile organics and a carcinogen. Will WM commit to not use these in the new facility?	One of the things that we have to do in the C of A and EA is to discuss with the MOE the types of materials that will come into the site. We can't commit to that at this point, but the materials used for site cover will be reviewed with MOE.
15	Q&A	It is my understanding that both province wide and in the City of Ottawa, 75% of waste generated is commercial in nature. The export is equal to 35% of waste generated. The border is due to close sometime soon and we are going to have a catastrophic problem – waste with no place to go, province-wide. Can you tell us about the cost of business for IC&I waste going forward?	The cost of IC&I waste is determined in two ways: tipping fees and transportation costs. Tipping fees in the US are substantially lower than in Ontario. Currently, the reason why much of Ontario's waste is going to US is the lower tipping fees and relatively lower transportation costs. As the variables change, so too will cost. There are also challenges with border closures, environmental regulations, etc. The Province is trying to create a regime where recyclables and waste can be dealt with within the Province.
16	Q&A	In the surrounding area of the current landfill, including lands owned by WM, is there any land and groundwater contamination?	The original landfill site was permitted without controls for groundwater protection, so contamination did occur, but has now been identified and the area of contamination is completely known of by ourselves and MOE, and is completely controlled.
17	Q&A	My question is to Norm Sterling. You had the opportunity to change the laws. Would you mind retiring so other people can change the laws?	NA

#	Forum Where Issue was Raised	Public Issue Raised	Response Provided
18	Q&A	I'm fed up with the expansion – this site has gone through three expansions since I bought my home. When you say “this project” it makes me feel like there are future projects. Please, no more expansions, we are a rapidly growing area. I will not sell myself for a soccer/football field.	NA
19	Q&A	I have a follow-up question on groundwater contamination. You have it under control across Carp Road, but is there any groundwater contamination across the highway that you are aware of?	No, there is no groundwater contamination related to the landfill across the highway that we are aware of.
20	Q&A	<p>In the recent statement, WM says that the hydrogeologic model is well understood, yet when I ask questions I am told that there is ongoing dispute with the Ministry on the model.</p> <p>Also, if there is current contamination from the old site, how will you be able to determine if there is new contamination from the new site?</p>	<p>There is agreement with the Ministry on the groundwater model. The water quality on the southeast corner of the highway is the ongoing issue with the Ministry, but the model is not in question. In regards to future contamination, we look at lines of evidence to monitor the groundwater, the purge well system, the physical evidence, the concentrations, the decrease over time, etc. The new footprint will have it's own system of detection and groundwater monitoring.</p>
21	Q&A	With the green bin and organics, are you looking at converting organics into energy etc.?	Yes, we are currently studying anaerobic digestion to generate biogas for power in BC. There are ways to generate energy from organic waste, with diversion from landfill sites.
22	Q&A	The Minister was already going to table the new Waste Diversion Act in early June, but it is now shelved. Would you, as a company, be willing to speak to the Minister to put the Act back on the table, as well as input into the agreement? This Act gives the municipality some control over IC&I waste.	Absolutely, we are part of the Ontario Waste Management Association, and we are aggressively lobbying to bring it back on – it's as important to us as it is to you.
23	Q&A	I want to understand – the push for diversion, energy producing factories, etc – WM has 18 of them in the US and none in Canada? Is that what you mean? Are you in the business of energy generation?	<p>The Waste Diversion Act is looking at a number of different facets of diversion – companies incented or directed to divert, how material is processed, etc. and subject companies like ours getting into the business. We haven't seen anything in the regulations that drives waste in being used as a fuel. The Act was in the process of being reviewed, and as the councillor said, is currently pulled off the table. We will take your comment into consideration.</p> <p>In regards to energy generation, yes, we have a division, Wheelabrator, which is a company that does mass burn (incineration).</p>



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24	Q&A	You say you're doing 60% diversion, but you're asking for 400,000 tonnes of waste. Why bother with a landfill?	In the waste diversion business there are many players that contribute to that 60%, so in terms of reaching that number, we would all contribute to that. On the disposal side, there are fewer companies.
25	Q&A	75% of waste is IC&I-generated waste. My question is, if not here, where?	"Other landfills, other places" is one answer. Another answer is diversion – dramatically reducing waste that has to be disposed of. Last – alternative technologies beyond what we are discussing. Gasification is one. Each of these brings with it a complicated series of interrelated factors. The answer will vary case to case, district to district. At this stage in this area, we think this is the answer.
26	Q&A	You have struggled to get on top of odour control, but I will admit - it is under control now. Some of the key factors in getting this under control have been the expanded gas wells and the permanent clay cap. These features cannot be used in a facility operating full-scale, as the new one would be.	The key difference is that the existing site had multiple vertical wells installed, which isn't as easy to retrofit as it is to build from the start in a newer site. A newer site has horizontal wells, and then vertical wells are installed later. We will always be working on the finished slopes covering them with final cover.
27	Q&A	In reference to the pipeline across Carp that carries leachate – is that pipeline built to accommodate another dump? You should be clear that all that leachate goes directly into the sewer and directly into the river. Will WM build a plant on-site to treat leachate to make sure our water stays drinkable and clear?	<p>We have a leachate management system and we are working on building a sequential batch reactor. We are not currently using the system at capacity, so there is volume for an expansion.</p> <p>Water is tested on weekly basis. The City of Ottawa comes on monthly basis to test, and we have to pay a disposal rate. I assure you that the water is tested. It goes into the sewer and is treated at the City of Ottawa sewage treatment plant (ROPEC).</p>
28	Q&A	I understand that the future of the dump is in the hands of the Minister. Is there a website we can go to to find out who the biggest IC&I customers are who come to you? We want to know; who are the businesses that the minister doesn't demand take care of their waste?	Since 1994 the Ministry has had regulations regarding diversion for large corporations. The challenge still remains with the small and medium corporations, and they have constraints on that. That is being looked at through the Waste Diversion Act. There is currently no website to our knowledge that lists major IC&I waste producers.
29	Q&A	Is it possible that anything dangerous can happen, like a gas leak?	The way that we extract landfill gas involves a pipe that is always under a vacuum – I'll compare it to a central vacuum system. We have pressure sensors, meters; and if there is ever a problem, we will deal with it.

#	Forum Where Issue was Raised	Public Issue Raised	Response Provided
30	Q&A	<p>The Workshops weren't very good, they were incomplete.</p> <p>You have never taken the quantity of waste you are applying for, so how can you claim legitimate need for this project?</p>	<p>We've looked at future projections, population growth, diversion growth, and consistent generation rates. Looking forward, the average amount that we identified that would be reasonable is up to 400,000 tonnes per year</p>
31	Q&A	<p>Where we live, if wind comes from the west, we get the odour from the dump and we get sick. If wind comes from southeast, occasionally we get the smell of liquid manure, which makes us even sicker – this came from de-regulation. Can you share all the knowledge your company has on methane generation to farmers, who have all this manure? They can be self-sufficient, off-the-grid if you do.</p>	<p>Regarding your first question – our sharing knowledge with agricultural sector: we have couple of divisions that focus on energy production from waste and gas, and we are looking at digestion possibilities.</p>
32	Q&A	<p>I am not in favour of any new landfill. Build it elsewhere and work with the province to find a suitable site – there may not be one. You mentioned that you will apply for re-zoning if necessary. My understanding is that your current site is zoned for a landfill, but not the area you are proposing for a new footprint. It is misleading because rezoning <i>is</i> necessary, not that it might be.</p>	<p>The study area has many different zoning designations. If we are successful with the EA, as part of the C of A, we would have to discuss re-zoning with the City for part of the property depending on where the new footprint is. In the current artist rendering, we would require rezoning.</p>
33	Q&A	<p>I was very disappointed to see the ToR proposal for 400,000 tonnes of landfill capacity per year. I attended the meeting two years ago – the original proposal was made for 600,000 tonnes and that was a categorical “no”. I still feel same way with 400,000 tonnes. There is one item raised by community time and again – has anybody really looked at alternative sites?</p>	<p>One of things we are required to as part of ToR is to look at different alternatives, including the potential for other sites. We first look at land we own, and land we option, and the risks associated with looking at lands elsewhere (e.g. acquisitions, the approval process, re-zoning, etc.). As private company, we typically focus on land we own, or option, so we can use existing infrastructure (leachate collection etc.). We are asked to demonstrate that we have given alternative sites due consideration.</p>
34	Q&A	<p>I am still struggling with 400,000 tonnes annually as your number for capacity. As a commercial operator, I know that you make more money and profit through diversion. We are paying more money to divert and recycling, which is to your advantage, since it's more expensive for us. Why don't you turn it around to the Ministry to force commercial businesses to do more diversion?</p>	<p>Our organization has been lobbying with the OWMA to the Province to change waste diversion regulations and we are doing what we can.</p>
35	Q&A	<p>Can we find out where the other sites are that have been considered?</p>	<p>The Public can look at TOR for 30 days after it is submitted to the MOE, and the Ministry will direct questions to us that we have to answer.</p>

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36	Q&A	This is the third time this community has fought this proposed landfill. The last two times, the community sent you and the Minister a message. If you fail, even in the ToR process, or during the EA stage, can you assure us that you will not come back with another proposal?	I can't make that commitment, but I can't say we will come back either. We've done a lot to address what we felt were the critical failings of the last proposal. Whether we come back with another proposal depends a lot on why this one wasn't approved. If the issue was something we couldn't manage, we likely wouldn't go forward again, but if we could, we likely would try.
37	Q&A	How did WM determine landfill gas is a source of renewable energy? You are harnessing energy and not sharing with us. I can't possibly imagine it as source of energy, I have problems with that. How is it that you figure landfill gas is a renewable source of energy?	Ontario Power Authority considers landfill gas to be a renewable source of energy.
38	Q&A	When you came forward and said you will develop a property value protection plan, why didn't you provide an example, such as the one WSI negotiated on the east side of the city?	Ours would likely be very similar to WSI's plan. Once we identify where the footprint would be, which is much later in the process, we could identify the zone that would require protection.
39	Q&A	For such a large company, why can you not go to other countries, and source-out better methods to deal with rubbish. You have such an archaic method you are imposing on Stittsville. Why haven't you done anything further to look at other ways to deal with garbage? In the US, some cities were forced to look at alternatives. Why introduce another dump to Stittsville? Will we have later problems, left up to Ministry to clean up?	First – in regards to going to other countries and looking at other ways to deal with waste – we have an Organic Growth Division in our company and we make significant investments to source out competing technologies. Some are near commercial pilots, all are at different stages – but that's what we do, and we have to do it. Across North America, different communities are making different choices about what they want. We give advice as experts, but they make choices. Dumps and landfills are often referred to as archaic technology. It is more appropriate to say that the existing landfill is archaic. The proposal for a new landfill is not the same. It is called a landfill, but that is where the similarity ends. It is not the only way to dispose of waste but it is one, and they are different.
40	Q&A	I currently live 1.8 km from the current site, and I find this meeting very informative. Based on what I've heard tonight, it's easier for WM to try to expand the current site than to go out and try to purchase new sites. Has WM made/are you going to make any efforts to go out and purchase new land?	We first look at the lands we own adjacent to current operations, and because of the existing infrastructure and market around it, we have chosen this site. We are always looking at other business opportunities, but in this case, we are only looking at WM owned sites in this vicinity.

#	Forum Where Issue was Raised	Public Issue Raised	Response Provided
41	Q&A	I heard about your proposed diversion rate – you’re talking about a maximum of 75,000 tonnes of waste diverted, if it is economical. That is a little bit over 15%. I have to wonder why North American leaders in waste management cannot commit to more than the minimum industrial standards.	The current numbers for diversion are what we have in our business plan based on current circumstances and looking forward to market conditions. If market conditions and public policy change, we will look at that and pursue it accordingly. At this time, that is based on what we know now, under these circumstances. We can commit to work with other fellow industry members to push public policy to ensure that diversion takes place. Once the policy is in place, then we can take the opportunity to meet market demand.
42	Q&A	You can supplement methane production from new facilities. Can those same gases used to supplement be added to the current flare stack so we don’t have the blue flame?	The flare that you see is required in the event that the plant goes down. If we continue to generate gas, we will be looking to increase the size of the engines. Because the volumes are low on the temporary flare stack, there’s no need to supplement.
43	Q&A	You have two sites up for approval, both are for 400,000 tonnes, and both cover the City of Ottawa. The Napanee site will be accepting waste from Ottawa. And we will be accepting garbage from elsewhere. Why are you looking at 800,000 tonnes over two sites? When there are issues with shipping waste to NY, why are you allowed to ship garbage across Ontario?	There is an important distinction that should be made. For Napanee, we looked at Eastern Ontario and the need for future capacity. The study done for Napanee included Ottawa. The study showed that a million tonnes would require disposal. For Ottawa, we looked at waste generation etc. In the City, we compared the two analyses, and they showed enough demand that we can satisfy up to two sites at 400,000 tonnes. The Napanee site is for the rest of Ontario, the Ottawa site is for Ottawa and those in our Good Neighbours area.
44	Q&A	The new landfill is lower and wider, which is below the treeline. Is there a technical reason why it couldn’t be built on top of in 10 years time? If it is possible, are you going to commit that you won’t? In NY, they are filling in between the peaks, can you commit to not doing that either?	We typically minimize the footprint because it minimizes the leachate. We’ve kept this planned footprint low due to community concerns. We can’t make those commitments, but the community’s opinion on the topic would be a critical factor in any decisions of that nature.
45	Q&A	WM materials referred to the odour coming from the “older landfill”. You might as well be saying that there is already a “new landfill”. I feel very disappointed. You say you are committed to changes, but you are lying. In 2006 and 2007 there were thousands of complaints about odour. In 2009, it was dramatically reduced. What have you done to old landfill to improve it?	We doubled number of gas extraction wells on the landfill. The guideline is 1 well per acre – we have 83 acres, and we have 161 extractors. We installed pumps in gas extraction wells to maximize the screen that we have opened. We have over 90 extraction pumps in gas wells. We optimized extraction system to minimize odour.
46	Q&A	We have an impending landfill crisis in Ontario, and the only solution is increased diversion. The current government has done little to move forward on that. Will Minister Sterling commit to work aggressively on the diversion efforts?	NA

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47	Q&A	Do any of you live in Stittsville near the dump? If you don't, aside from all technical expertise, on a human level, would you want to raise your family right next door to a proposed dump expansion?	<p>I'm from Toronto. I'm here because we thought there was a disconnect in how our business was behaving locally.</p> <p>How this landfill is going to operate and would it be a place that my family would live beside...there are many factors that go into relocating. I honestly don't know the answer to that question.</p> <p>[Later clarified his answer – see question 53]</p>
48	Q&A	Why isn't WM, as a large company, more proactive in dealing with gulls, odour, garbage on the street, etc?	It's about us rebuilding lost trust, which we've attempted to do in the many investments we've made at the site in recent years.
49	Q&A	I am the former mayor of West Carleton. At the original West Carleton site, I was in favour. But at the point we're at now, where do we go from here if we oppose the proposed development? I don't want it in my backyard, but WM has developed the site over the years, and proven that they are good at what they are doing. If not here, where?	We have an obligation as company to look not only at disposal but also at diversion. We will push policy side.
50	Q&A	If you are working with the organization so hard to promote diversion why do you propose to build a 6.5 million tonne hole in the ground to capture waste? How does the landfill help promote diversion?	We provide diversion infrastructure and push policy, but there will still be residual material. The shorter time period of ten years allows new technologies time to develop.
51	Q&A	WM sees money in our organic waste. I hear, in this room, repeated requests for alternatives, for diversion. There is a repeated problem of levelling the playing field. Why not look at pilot projects in areas like this, where landfill is an issue? Pilot projects can come up from your R & D budget, level the playing field with your customers.	You are absolutely right. We can and should commit to pilot projects. We see this site as our trophy site and we invest everything we can into making it the best. You are right though; there is a pool in the R & D side to soften the blow for the local business unit.
52	Q&A	PEI has had a diversion program in place for years; they are now achieving 68% diversion. Ontario is supposedly so advanced, but there is no action. The province blames operators for not wanting diversion; operators blame them for not pushing it. Why don't you do something as opposed to just talking about it?	The province has had a very aggressive consultation program over the last few years to develop revisions to the Waste Diversion Act, which has currently hit a road block. We are working with our organization to push that through.

#	Forum Where Issue was Raised	Public Issue Raised	Response Provided
53	Q&A	When asked would you live here in this community, your answer is “I don’t know.” How dare you put this proposal down our throats and have the nerve to say you don’t know if you could live in this community!	If the question is “would I live in Stittsville or Carp”, my answer is “Without any reservation.” I misinterpreted the other question [Question 43] – I was answering the question “Would I want to be next door to an industrial facility?” I would not have the slightest hesitation to bring my family into this very beautiful community.
54	Q&A	I read some books that have a lot to say about WM as a company. They say that you don’t make any money with diversion; that your money is in landfilling. I feel like we’re being held hostage. If there is money in diversion, why do you need a landfill?	There is plenty of money to be held in diversion, so that statement is simply not true, it can be very profitable.
55	Q&A	Let’s do 60% diversion first, and then do a landfill component. My question is about liners – from what I hear, they are a great system with great engineering etc. According to your representatives at the present time, a liner’s shelf life is 75 years. I attended seminar in Almonte given by a Carleton University professor – he said longest shelf life of a liner is 40 years. A liner is man-made and it has seams. You say this is a new technology...but look at the problems BP is having in Gulf with new technology.	The warranty of the membrane is just one component of the liner system. The warranty we gave came from suppliers. The key thing is that the membrane you talk about is just one component of the liner. The liner system has three components – the geo-membrane is one component. Another major component is clay; there is still 0.75 meters of compacted clay in the system.
56	Q&A	I have seen the growth of this facility over 25 years. I have more faith in what this company is doing. I research methane generation – there are farms out there that should be using methane generation. How many people here have gone to Federal, Provincial & Municipal governments themselves and insisted that we have regulations put in place. People did not stand up, did not demand regulation. We still have some regulation, but not enough. I’m not hearing anyone saying, the government should be regulating this.	NA