

**The Corporation of the City of Kawartha Lakes**  
**Agenda**  
**Fenelon Landfill Public Review Committee Meeting**

**FLPRC2025-01**

**Wednesday, April 9, 2025**

**Meeting to Commence at 1:30 p.m.**

**Fenelon Falls Community Centre**

**27 Veterans Way, Fenelon Falls, Ontario**

**Members:**

Councillor Mike Perry

Sharon Britton Dankiw

Adam Geyer

Max Nohel

Santosh Patel

Julia Taylor

**Accessible formats and communication supports are available upon request. The City of Kawartha Lakes is committed to accessibility for persons with disabilities. Please contact [AgendaItems@kawarthalakes.ca](mailto:AgendaItems@kawarthalakes.ca) if you have an accessible accommodation request.**

1.	<b>Call to Order</b>	
1.1	Appointment of Chair	
1.2	Appointment of Vice Chair	
2.	<b>Adoption of Agenda</b>	
3.	<b>Disclosure of Pecuniary Interest</b>	
4.	<b>Approval of the Minutes of the Previous Meeting</b> Fenelon Landfill Public Review Committee from November 27, 2025.	3 - 7
5.	<b>Landfill Complaints</b>	
6.	<b>Leachate Outbreaks</b>	
7.	<b>Capital Projects Update</b>	
8.	<b>Environmental Compliance Approval (ECA) Update</b>	8 - 45
9.	<b>Customer Service Survey Presentation</b>	46 - 67
10.	<b>Other New Business</b>	
11.	<b>Public Comment Period</b>	
12.	<b>Next Meeting</b>	
13.	<b>Adjournment</b>	

**The Corporation of the City of Kawartha Lakes**  
**Minutes**  
**Fenelon Landfill Public Review Committee Meeting**

**FPRC2024-04**  
**Wednesday, November 27, 2024**  
**1:30 P.M.**  
**Fenelon Falls Community Centre**  
**27 Veterans Way, Fenelon Falls, Ontario**

**Members:**  
**Councillor Mike Perry**  
**Sharon Britton Dankiw**  
**Adam Geyer**  
**Max Nohel**  
**Santosh Patel**  
**Julia Taylor**

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**1. Call to Order**

J. Taylor called the meeting to order at 1:31 p.m. Members S. Britton Dankiw, A. Geyer and S. Patel were in attendance.

Manager of Environmental Services D. Kerr, Manager of Waste Management H. Dzurko, Regulatory Compliance Officer K. Pantaleo and Administrative Assistant S. McKillop were also in attendance.

Absent: Councillor Perry and M. Nohel

**2. Adoption of Agenda**

**FLPRC 2024-09**

**Moved By** A. Geyer

**Seconded By** S. Patel

**That** the agenda be adopted as circulated.

**Carried**

**3. Disclosure of Pecuniary Interest**

There were no declarations of pecuniary interest disclosed.

**4. Approval of the Minutes of the Previous Meeting**

Fenelon Landfill Public Review Committee Meeting from September 25, 2024.

**FLPRC 2024-10**

**Moved By** J. Taylor

**Seconded By** A. Geyer

**That** the minutes of the Fenelon Landfill Public Review Committee meeting held on September 25, 2024, be adopted as circulated.

**Carried**

**5. Landfill Complaints**

K. Pantaleo advised the Committee that there were no formal complaints but staff noted roadside dumping at the gate and cleaned it up.

**6. Leachate Outbreaks**

No leachate outbreaks.

**7. Glossary of Terms**

No review required.

**8. Capital Projects Update**

8.1 Expansion Update

K. Pantaleo advised the Committee that WSP and Capital Projects are working with the Ministry of the Environment Conservation and Parks on an Environmental Compliance Approval amendment application. The application is still in the review process with the Ministry of the Environment Conservation and Parks. Staff will continue to provide updates to the Committee as they become available. D. Kerr advised that a Capital project to replace the weigh scales at the landfill has been approved in the 2025 budget.

**9. Other New Business**

9.1 2023 Annual Monitoring Report Presentation

K. Pantaleo reviewed the Annual Monitoring Report (AMR) with the Committee through a presentation.

**FLPRC 2024-11**

**Moved By** A. Geyer

**Seconded By** S. Patel

**That the presentation by Regulatory Compliance Officer K. Pantaleo, regarding the Annual Monitoring Report, be received.**

**Carried**

9.2 Review 2024 Work Plan Progress

K. Pantaleo provided a summary of the activities that the Committee completed in 2024. This summary will be provided and reported to Council in Q1 of 2025.

**FLPRC 2024-12**

**Moved By** J. Taylor

**Seconded By** S. Patel

**That the 2024 Fenelon Landfill Public Review Committee Work Plan, be supported as received.**

**Carried**

9.3 Draft 2025 Work Plan

K. Pantaleo provided a draft of the Work Plan and activities that the Committee will complete in 2025. This summary will be provided and reported to Council in Q1 of 2025.

A Committee member requested that the City consider reducing plastic bags going to landfill by giving residents the option to use compostable bags, place garbage in bins with no bag, or continue to use clear bags for garbage collection. The City indicated that they could share information with the consultant preparing the Integrated Waste Management Strategy update for consideration as it is outside of the Terms of Reference for the Fenelon Public Review Committee.

**FLPRC 2024-13**

**Moved By** A. Geyer

**Seconded By** S. Britton Dankiw

**That the Fenelon Landfill Public Review Committee 2025 Work Plan, be supported as received.**

**Carried**

10. **Public Comment Period**

No comments.

**11. Next Meeting**

Wednesday, February 12, 2025, Fenelon Falls Community Centre, commencing at 1:30 p.m.

**11.1 Review 2025 Meeting Dates**

K. Pantaleo reviewed the proposed 2025 meeting dates with the Committee.

**FLPRC 2024-14**

**Moved By** A. Geyer

**Seconded By** S. Britton Dankiw

**That** the presentation by Regulatory Compliance Officer K. Pantaleo, **regarding 2025 Fenelon Landfill Public Review Committee meeting dates**, be received.

**Carried**

**12. Adjournment**

**FLPRC 2024-15**

**Moved By** S. Britton Dankiw

**Seconded By** A. Geyer

**That** the Fenelon Landfill Public Review Committee Meeting adjourn at 2:42 p.m.

**Carried**

**AMENDED ENVIRONMENTAL COMPLIANCE APPROVAL**

NUMBER A321206  
Issue Date: March 17, 2025

The Corporation of the City of Kawartha Lakes  
322 Kent St W  
Lindsay, Ontario  
K9V 4T7

Site Location: Fenelon Landfill Site  
341 Mark Rd Lot 16, Concession 4, former Township of Fenelon  
Kawartha Lakes City,

*You have applied under section 20.2 of Part II.1 of the Environmental Protection Act, R.S.O. 1990, c. E. 19 (Environmental Protection Act) for approval of:*

the use and operation of 20.83 hectare waste disposal/transfer/composting and reuse site, and 104.6 hectares of contaminant attenuation zone for the following types of waste:

**solid non-hazardous waste** as defined in Reg. 347, generated within the boundaries of the City of Kawartha Lakes.

Note: Use of the Site for any other type of waste is not authorized under this Approval, and requires obtaining a separate amendment for this Approval.

*For the purpose of this environmental compliance approval, the following definitions apply:*

“Approval” means this Environmental Compliance Approval and any Schedules to it;

"Batteries" within the context of this Approval, mean discarded devices in which energy was stored as electricity or converted into electricity and was used as a source of power and include but not limited to Batteries as defined in O. Regulation 30/20;

"Clean Wood" means waste that is wood or a wood product that is not contaminated with chromated copper arsenate, ammoniacal copper arsenic pentachlorophenol, creosote or other wood preservative;



"Coarse Leaf and Yard Waste" means Leaf and Yard Waste that consists of tree stumps, limbs or other woody materials in excess of seven (7) centimetres in diameter;

"Compost" has the same meaning as set out in the Standards Document. Within the context of this Approval, Compost means a Processed Organic Waste that is a stabilized humus that is a solid, mature material produced through Composting and that meets the Compost Quality Standards;

"Composting" has the same meaning as set out in the Standards Document. Within the context of this Approval, Composting means Active Composting and Curing resulting in production of Compost;

"Contaminating Life Span" means contaminating life span as defined in Ontario Regulation 232/98;

"Compost Quality Standards" means the Ministry's standards for compost as set out in the Standards Document;

"Depot" means the Household Hazardous Waste Depot, and includes any building, drop-off areas, storage areas and any other structures, areas and facilities associated with the handling, consolidation, storage, transfer and transport of HHW;

"Director" means any Ministry employee appointed in writing by the Minister pursuant to section 5 of the EPA as a Director for the purposes of Part II.1 of the EPA;

"District Manager" means the District Manager of the local district office of the Ministry in which the Site is geographically located;

"EEE" within the context of this Approval, means electrical and electronic equipment as defined in O. Regulation 522/20, the equipment subject to requirements of O. Regulation 522/20 and the equipment listed in O. Regulation 522/20 but exempted from the requirements of O. Regulation 522/20;

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

"HHW" means MHSW;

"HHW Depot" means that part of the Site where waste management activities pertaining to the bulking and temporary storage pending transfer of HHW takes place;

"Immature Compost" in the context of this Approval, means the Processed Organic Waste which has been processed, but not cured;

"Leaf and Yard Waste" means waste consisting of leaves, grass clippings, natural Christmas trees and other plant materials, generally less than seven (7) centimetres in diameter;

"MHSW" within the context of this Approval, means waste that is limited to the following materials:

- a. Municipal Hazardous Waste and Municipal Special Waste as defined in O. Regulation

387/16; and

- b. discarded materials derived/originating from Hazardous and Special Products as defined in O. Regulation 449/21;

"Ministry" means the ministry of the government of Ontario responsible for the EPA and OWRA and includes all officials, employees or other persons acting on its behalf;

"NMA" means the *Nutrient Management Act, 2002*, S.O. 2002, c. 4, as amended;

"O. Reg. 101/94" means Ontario Regulation 101: (Recycling and Composting of Municipal Waste), made under the EPA, as amended;

"O. Reg. 232/98" means Ontario Regulation 232/98: (Landfilling Sites), made under the EPA, as amended;

"O. Regulation 30/20" means Ontario Regulation 30/20: Batteries, made under the Resource Recovery and Circular Economy Act, as amended;

"O. Regulation 387/16" means Ontario Regulation 387/16: Municipal Hazardous or Special Waste, made under the Waste Diversion Transition Act, as amended;

"O. Regulation 389/16" means Ontario Regulation 389/16: Waste Electrical and Electronic Equipment, made under the Waste Diversion Transition Act, as amended;

"O. Regulation 391/21" means O. Reg. 391/21: Blue Box, made under the Resource Recovery and Circular Economy Act, as amended;

"O. Regulation 449/21" means Ontario Regulation 449/21: Hazardous and Special Products, made under the Resource Recovery and Circular Economy Act, as amended;

"O. Reg. 463/10" means Ontario Regulation 463/10 (Ozone Depleting Substances and Other Halocarbons), made under the EPA, as amended;

"O. Regulation 522/20" means Ontario Regulation 522/20: Electrical and Electronic Equipment, made under the Resource Recovery and Circular Economy Act, as amended;

"Ontario Drinking Water Quality Standards" means Ontario Regulation 169/03 (Ontario Drinking Water Quality Standards), made under the SDWA, as amended;

"Operator" means any person, other than the Owner's employees, authorized by the Owner as having the charge, management or control of any aspect of the Site and includes its successors or assigns;

"Owner" means any person that is responsible for the establishment or operation of the Site being approved by this Approval, and includes The Corporation of the City of Kawartha Lakes and its

successors and assigns;

"OWRA" means the *Ontario Water Resources Act*, R.S.O. 1990, c. O.40, as amended;

"PA" means the *Pesticides Act*, R.S.O. (1990), c. P.11, as amended;

"Provincial Officer" means any person designated in writing by the Minister as a provincial officer pursuant to Section 5 of the OWRA, Section 5 of the EPA, Section 17 of the PA, Section 4 of the NMA, or Section 8 of the SDWA;

"PWQO" means the Provincial Water Quality Objectives, dated July 1994, as amended;

"Reasonable Use Guideline" means the Ministry Guideline B-7 entitled "Incorporation of the Reasonable Use Concept into MOEE Groundwater Management Activities", dated April 1994, as amended;

"Regional Director" means the Regional Director of the local Regional Office of the Ministry in which the Site is located;

"Reg. 347" means R.R.O. 1990, Reg. 347: (General - Waste Management), made under the EPA, as amended;

"Reg. 903" means R.R.O. 1990, Reg. 903: (Wells), made under the OWRA, as amended;

"Resource Recovery and Circular Economy Act" means the *Resource Recovery and Circular Economy Act*, 2016, S.O. 2016, c. 12, Sched. 1, as amended;

"Re-Use Centre" means the public drop-off platform/building protected from atmospheric precipitation and other elements, where public can drop off or pick up reusable goods;

"SDWA" means the *Safe Drinking Water Act, 2002*, S.O. 2002, c. 32, as amended;

"Schedules" means the following schedules attached to this Approval and forming part of this Approval namely:

- o Schedule 1 - Supporting Documentation;
- o Schedule 2 - Surface Water Monitoring Program; and
- o Schedule 3 - Groundwater Monitoring Program;

"Site" means the entire waste disposal site including the landfilling area, buffer lands, Household Hazardous Waste Depot, Reuse Centre, Leaf and Yard Waste Compost facility authorized by this Approval located at 341 Mark Rd Lot 16, Concession 4, former Township of Fenelon, City of Kawartha Lakes; and

"Standards Document" means the Ministry's document entitled "Ontario Compost Quality Standards" dated July 25, 2012, as amended and including the following documents to provide operational guidance to accompany the "Ontario Compost Quality Standards":

- a. Guidance for Generators of Category AA, A, and B Compost and the Ontario Compost Quality Standards – Maturity, Effective July 1st, 2015, as amended;
- b. Guidance for Generators of Category AA, A, and B Compost and the Ontario Compost Quality Standards – Foreign Matter, Effective July 1st, 2015, as amended;
- c. Guidance for Generators of Category AA, A, and B Compost and the Ontario Compost Quality Standards – Sharp Foreign Matter, Effective July 1st, 2015, as amended;

"Trained Personnel" means personnel knowledgeable in the following through instruction and/or practice:

- o relevant waste management legislation, regulations and guidelines;
- o major environmental concerns pertaining to the waste to be handled;
- o occupational health and safety concerns pertaining to the processes and wastes to be handled;
- o management procedures including the use and operation of equipment for the processes and wastes to be handled;
- o emergency response procedures;
- o specific written procedures for the control of nuisance conditions;
- o specific written procedures for refusal of unacceptable waste loads; and
- o the requirements of this Approval;

"Waste Diversion Transition Act" means the *Waste Diversion Transition Act*, 2016, S.O. 2016, c. 12, Sched. 2, as amended;

"WEEE" within the context of this Approval, means waste electrical and electronic equipment consisting of devices that required an electric current to operate. WEEE is limited to the following:

- a. the devices listed in O. Regulation 389/16; and
- b. discarded devices originating/derived from the EEE;

"White Goods Containing Refrigerants" means the White Goods which contain, or may contain refrigerants; and

"White Goods" means the white goods (appliances) with or without the refrigerants.

*You are hereby notified that this environmental compliance approval is issued to you subject to the terms and conditions outlined below:*

## **TERMS AND CONDITIONS**

### **1. GENERAL**

#### **Compliance**

1. The Owner and Operator shall ensure compliance with all the conditions of this Approval and shall ensure that any person authorized to carry out work on or operate any aspect of the Site is notified of this Approval and the conditions herein and shall take all reasonable measures to ensure any such person complies with the same.
2. Any person authorized to carry out work on or operate any aspect of the Site shall comply with the conditions of this Approval.

#### **In Accordance**

3. Except as otherwise provided by this Approval, the Site shall be designed, developed, built, operated and maintained in accordance with the documentation listed in the attached Schedule 1.
4. Construction and installation of the aspects of the increase in waste disposal site capacity by about 39,385 cubic metres defined and approved in this Approval must be completed within 5 years of the later of:
  - a. the date of this Approval; or
  - b. if there is a hearing or other litigation in respect of the issuance of this Approval, the date that this hearing or litigation is disposed of, including all appeals.
5. This Approval ceases to apply in respect of the aspects of the increase in waste disposal site capacity by about 39,385 cubic metres defined and approved in this Approval that have not been constructed or installed before the later of the dates identified in condition 1.4 above.

#### **Interpretation**

6. Where there is a conflict between a provision of any document listed in Schedule 1 in this Approval, and the conditions of this Approval, the conditions in this Approval shall take precedence.

7. Where there is a conflict between the application and a provision in any document listed in Schedule 1, the application shall take precedence, unless it is clear that the purpose of the document was to amend the application and that the Ministry approved the amendment.
8. Where there is a conflict between any two documents listed in Schedule 1, the document bearing the most recent date shall take precedence.
9. The conditions of this Approval are severable. If any condition of this Approval, or the application of any condition of this Approval to any circumstance, is held invalid or unenforceable, the application of such condition to other circumstances and the remainder of this Approval shall not be affected thereby.

### **Other Legal Obligations**

10. The issuance of, and compliance with, this Approval does not:
  - a. relieve any person of any obligation to comply with any provision of any applicable statute, regulation or other legal requirement; or
  - b. limit in any way the authority of the Ministry to require certain steps be taken or to require the Owner and Operator to furnish any further information related to compliance with this Approval.

### **Adverse Effect**

11. The Owner and Operator shall take steps to minimize and ameliorate any adverse effect on the natural environment or impairment of water quality resulting from the Site, including such accelerated or additional monitoring as may be necessary to determine the nature and extent of the effect or impairment.
12. Despite the Owner, Operator or any other person fulfilling any obligations imposed by this Approval, the person remains responsible for any contravention of any other condition of this Approval or any applicable statute, regulation, or other legal requirement resulting from any act or omission that caused the adverse effect to the natural environment or impairment of water quality.

### **Change of Ownership**

13. The Owner shall notify the Director, in writing, and forward a copy of the notification to the District Manager, within 30 days of the occurrence of any changes in the following information:
  - a. the ownership of the Site;
  - b. the Operator of the Site;

- c. the address of the Owner or Operator; and
  - d. the partners, where the Owner or Operator is or at any time becomes a partnership and a copy of the most recent declaration filed under the Business Names Act, R. S. O. 1990, c. B.17, shall be included in the notification.
14. No portion of this Site shall be transferred or encumbered prior to or after closing of the Site unless the Director is notified in advance and sufficient financial assurance is deposited with the Ministry to ensure that these conditions will be carried out.
  15. In the event of any change in ownership of the Site, other than change to a successor municipality, the Owner shall notify the successor of and provide the successor with a copy of this Approval, and the Owner shall provide a copy of the notification to the District Manager and the Director.

### **Registration on Title Requirement**

16. Prior to dealing with the property in any way, the Owner shall provide a copy of this Approval and any amendments, to any person who will acquire an interest in the property as a result of the dealing.
17.
  - a. Within six (6) months from the date of issuance of this Approval, the Owner shall submit to the Director a completed Certificate of Requirement which shall include:
    - i. a plan of survey prepared, signed and sealed by an Ontario Land Surveyor, which shows the area of the Site where waste has been or is to be deposited at the Site;
    - ii. proof of ownership of the Site;
    - iii. a letter signed by a member of the Law Society of Upper Canada or other qualified legal practitioner acceptable to the Director, verifying the legal description provided in the Certificate of Requirement;
    - iv. the legal abstract of the property; and
    - v. any supporting documents including a registerable description of the Site.
  - b. Within fifteen (15) calendar days of receiving a Certificate of Requirement authorized by the Director, the Owner shall:
    - i. register the Certificate of Requirement in the appropriate Land Registry Office on the title to the property; and
    - ii. submit to the Director and the District Manager, written verification that the Certificate of Requirement has been registered on title.

### **Registration on Title Requirement - Contaminant Attenuation Zone (CAZ)**

18. Within six (6) months from the date of establishing a contaminant attenuation zone (CAZ) (overburden and/or bedrock aquifers) in either fee simple or by way of a groundwater easement, the Owner shall submit to the Director a completed Certificate of

Requirement which shall include:

- a. If rights are obtained in fee simple, the Owner shall provide:
  - i. documentation evidencing ownership of the CAZ obtained in compliance with O.Reg. 232/98, as amended;
  - ii. a completed Certificate of Requirement and supporting documents containing a registerable description of the CAZ; and
  - iii. a letter signed by a member of the Law Society of Upper Canada; or other qualified legal practitioner acceptable to the Director, verifying the legal description of the CAZ.
- b. within fifteen (15) calendar days of receiving a Certificate of Requirement signed or authorized by the Director, the Owner shall:
  - i. Register the Certificate of Requirement in the appropriate Land Registry Office on the title to the property; and
  - ii. submit to the Director and the District Manager, written verification that the Certificate of Requirement has been registered on title.
- c. If rights are obtained by way of a groundwater easement, the Applicant shall:
  - i. provide a copy of the easement;
  - ii. provide a plan of survey signed and sealed by an Ontario Land Surveyor for the CAZ;
  - iii. submit proof of registration on title of the groundwater easement to the Director;
- d. The Owner shall not amend or remove or consent to the removal of the easement or CAZ from title without the prior written consent of the Director.

### **Inspections by the Ministry**

19. No person shall hinder or obstruct a Provincial Officer from carrying out any and all inspections authorized by the OWRA, the EPA, the PA, the SDWA or the NMA, of any place to which this Approval relates, and without limiting the foregoing:
  - a. to enter upon the premises where the approved works are located, or the location where the records required by the conditions of this Approval are kept;
  - b. to have access to, inspect, and copy any records required to be kept by the conditions of this Approval;
  - c. to inspect the Site, related equipment and appurtenances;
  - d. to inspect the practices, procedures, or operations required by the conditions of this Approval; and
  - e. to sample and monitor for the purposes of assessing compliance with the terms and conditions of this Approval or the EPA, the OWRA, the PA, the SDWA or the NMA.



## **Information and Record Retention**

20.
  - a. Except as authorized in writing by the Director, all records required by this Approval shall be retained at the Site for a minimum of two (2) years from their date of creation.
  - b. The Owner shall retain all documentation listed in Schedule 1 for as long as this Approval is valid.
  - c. All monthly summary reports of waste records collected are to be kept at the Site until they are included in the Annual Report.
  - d. The Owner shall retain employee training records as long as the employee is working at the Site.
  - e. The Owner shall make all of the above documents available for inspection upon request of Ministry staff.
21. The receipt of any information by the Ministry or the failure of the Ministry to prosecute any person or to require any person to take any action under this Approval or under any statute, regulation or other legal requirement, in relation to the information, shall not be construed as:
  - a. an approval, waiver, or justification by the Ministry of any act or omission of any person that contravenes any term or condition of this Approval or any statute, regulation or other legal requirement; or
  - b. acceptance by the Ministry of the information's completeness or accuracy.
22. The Owner shall ensure that a copy of this Approval, in its entirety and including all its Notices of Amendment, and documentation listed in Schedule 1, are retained at the Owner's Waste Management Administrative Office at all times.
23. Any information related to this Approval and contained in Ministry files may be made available to the public in accordance with the provisions of the Freedom of Information and Protection of Privacy Act, RSO 1990, CF-31.

## **2. SITE OPERATION**

### **Operation**

1. The Site shall be operated and maintained at all times including management and disposal of all waste, in accordance with the EPA, Reg. 347, and the conditions of this Approval. At no time shall the discharge of a contaminant that causes or is likely to cause an adverse effect be permitted.

## **Signs**

2. The Owner shall install and maintain a sign at the entrance to the Site. The sign shall be visible and readable from the main road leading to the Site. The following information shall be included on the sign:
  - a. the name of the Site and Owner;
  - b. the number of the Approval;
  - c. the name of the Operator;
  - d. the normal hours of operation;
  - e. the allowable and prohibited waste types;
  - f. the telephone number to which complaints may be directed;
  - g. a warning against unauthorized access;
  - h. a twenty-four (24) hour emergency telephone number (if different from above); and
  - i. a warning against dumping outside the Site.
3. The Owner shall install and maintain signs to direct vehicles to working face, recycling, re-use and transfer area.
4. The Owner shall provide signs at recycling storage areas, HHW Depot and re-use centre informing users what materials are acceptable and directing users to appropriate storage areas.

## **Vermin, Vectors, Dust, Litter, Odour, Noise and Traffic**

5. The Site shall be operated and maintained such that the vermin, vectors, dust, litter, odour, noise and traffic do not create a nuisance.

## **Burning Waste Prohibited**

6.
  - a. Burning of waste at the Site is prohibited.
  - b. Notwithstanding condition 2.6.a above, burning of segregated, clean wood and brush at the landfill may be carried out in strict compliance with the Ministry of the Environment Document titled "Guideline C-7, Burning at Landfill Sites" dated April 1994.

## **Site Access**

7. The operating hours for the Site for the receipt of waste for disposal, site preparation, site maintenance and daily cover activities are Monday through Saturday between the hours of 7:00 a.m. and 7:00 p.m.
8. On-site equipment used for daily site preparation and closing activities may be operated

one (1) hour before and one (1) hour after the hours of operation approved by this Approval.

9. With the prior written approval from the District Manager, the time periods may be extended to accommodate seasonal or unusual quantities of waste.

### **Site Security**

10. No waste shall be received, landfilled or removed from the Site unless a site supervisor or an attendant is present and supervises the operations during operating hours. The Site shall be closed when a site attendant is not present to supervise landfilling operations.
11. The Site shall be operated and maintained in a safe and secure manner. During non-operating hours, the Site entrance and exit gates shall be locked and the Site shall be secured against access by unauthorized persons.

## **3. EMPLOYEE TRAINING**

1. A training plan for all employees that operate any aspect of the Site shall be developed and implemented by the Owner or the Operator. Only Trained Personnel shall operate any aspect of the Site or carry out any activity required under this Approval.

## **4. COMPLAINTS RESPONSE PROCEDURE**

1. If at any time the Owner receives complaints regarding the operation of the Site, the Owner shall respond to these complaints according to the following procedure:
  - a. The Owner shall record and number each complaint, either electronically or in a log book, and shall include the following information: the nature of the complaint, the name, address and the telephone number of the complainant if the complainant will provide this information and the time and date of the complaint;
  - b. The Owner, upon notification of the complaint, shall initiate appropriate steps to determine possible causes of the complaint, proceed to take the necessary actions to eliminate the cause of the complaint and forward a formal reply to the complainant; and
  - c. The Owner shall complete and retain on-site a report written within one (1) week of the complaint date, listing the actions taken to resolve the complaint and any recommendations for remedial measures, and managerial or operational changes to reasonably avoid the recurrence of similar incidents.

## 5. EMERGENCY RESPONSE

1. All Spills as defined in the EPA shall be immediately reported to the **Ministry's Spills Action Centre at 1-800-268-6060** and shall be recorded in the log book as to the nature of the emergency situation, and the action taken for clean-up, correction and prevention of future occurrences.
2. In addition, the Owner shall submit, to the District Manager a written report within one (1) week of the emergency situation, outlining the nature of the incident, remedial measures taken, handling of waste generated as a result of the emergency situation and the measures taken to prevent future occurrences at the Site.
3. All wastes resulting from an emergency situation shall be managed and disposed of in accordance with Reg. 347.
4. The Owner shall ensure that adequate fire extinguishers and contingency spill clean up material is available and that emergency response personnel are familiar with its use and location.

## 6. INSPECTIONS, RECORD KEEPING AND REPORTING

### Daily Log Book

1. A daily log shall be maintained in written or electronic format and shall include the following information:
  - a. the type, date and time of arrival, hauler, and quantity (tonnes) of all waste and cover material received at the Site;
  - b. the area of the Site in which waste disposal operations are taking place;
  - c. a record of litter collection activities and the application of any dust suppressants;
  - d. a record of the daily inspections;
  - e. a description of any out-of-service period of any control, treatment, disposal or monitoring facilities, the reasons for the loss of service, and action taken to restore and maintain service;
  - f. A record shall be kept in the daily log book of all refusals of waste shipments, the reason(s) for refusal, and the origin of the waste, if known; and
  - g. A daily inspection of the Site and all equipment on the site shall be conducted to ensure that: the Site is secure; that the operations of the Site is not causing any nuisances and that the Site is being operated in compliance with this Approval.

Any deficiencies discovered as a result of the inspection shall be remedied immediately, including temporarily ceasing operations at the Site if needed.

2. Any information requested by the Director or a Provincial Officer concerning the Site and its operation under this Approval, including but not limited to any records required to be kept by this Approval shall be provided to the Ministry, upon request.

### **Inspections and Log Book**

3.
  - a. A comprehensive Site inspection shall occur semi-annually. Inspections shall consider, at a minimum, leachate break-outs, condition of vegetation, erosion, condition of Site access roads, ditches, berms and swales, signs, evidence of nuisance factors such as litter and odours. The results of Site inspections shall be recorded as part of the Condition 6.4.
  - b. Within ten (10) business days within noting a leachate outbreak during an inspection, the Owner shall notify the District Manager in writing, including the location of the outbreak on a map of the Site and remedial measures taken.
4. A record of the inspections shall be maintained and include:
  - a. the name and signature of person that conducted the inspection;
  - b. the date and time of the inspection;
  - c. the list of any deficiencies discovered;
  - d. the recommendations for remedial action; and
  - e. the date, time and description of actions taken.
5. A record shall be kept in the daily log book of all refusals of waste shipments, the reason(s) for refusal, and the origin of the waste, if known.

### **Annual Report**

6. A written report on the development, operation and monitoring of the Site, shall be completed annually (Annual Report). The Annual Report shall be submitted to the District Manager, by May 31st of the year following the period being reported upon.
7. The Annual Report shall include but not be limited to the following information:
  - a. the results and an interpretive analysis of the results of all leachate, groundwater, surface water and landfill gas monitoring, including an assessment of the need to amend the monitoring programs;
  - b. an assessment of the operation and performance of all engineered facilities, the need to amend the design or operation of the Site, and the adequacy of and need to implement the contingency plans;
  - c. site plans showing the existing contours of the Site; areas of landfilling operation during the reporting period; areas of intended operation during the next reporting

period; areas of excavation during the reporting period; the progress of final cover, vegetative cover, and any intermediate cover application; facilities existing, added or removed during the reporting period; and site preparations and facilities planned for installation during the next reporting period;

- d. calculations of the volume of waste, daily and intermediate cover, and final cover deposited or placed at the Site during the reporting period and a calculation of the total volume of Site capacity used during the reporting period;
- e. a calculation of the remaining capacity of the Site and an estimate of the remaining Site life;
- f. total annual quantity (tonnes) of waste received at the Site;
- g. a summary of any complaints received and the responses made;
- h. a discussion of any operational problems encountered at the Site and corrective action taken;
- i. any changes to the Design and Operations Report and the Closure Plan that have been approved by the Director since the last Annual Report;
- j. a report on the status of all monitoring wells requiring decommissioning or repair during the reporting period; and
- k. any other information with respect to the Site which the Regional Director may require from time to time.

## **7. LANDFILL DESIGN AND DEVELOPMENT**

### **Approved Waste Types**

- 1.
  - a. Only municipal waste as defined under Reg. 347 being solid non-hazardous shall be accepted at the Site for landfilling; and
  - b. Notwithstanding condition 7.1.a, the Owner may collect MHSW and WEEE for transfer subject to the conditions of this Approval.
- 2. The Owner shall develop and implement a program to inspect waste to ensure that the waste received at the Site is of a type approved for acceptance under this Approval.
- 3. The Owner shall ensure that all loads of waste are properly inspected by Trained personnel prior to acceptance at the Site and that the waste vehicles are directed to the appropriate areas for disposal or transfer of the waste. The Owner shall notify the District Manager, in writing, of load rejections at the Site within one (1) business day from their occurrence.

### **Approval for Continued Use of Site**

- 4. Approval is hereby granted for the continued use of the landfill site up to 39,385 m<sup>3</sup> in accordance with items 24 and 25 of Schedule 1.

## **Capacity**

5. Final waste contours shall not exceed 275.5 metres above sea level at any point on the approved landfill area and excludes allowances for the final cover.
6. The total approved remaining capacity inclusive of daily and intermediate cover, but exclusive of final cover for this Site as of October 28, 2003 is 315,385 cubic metres.

## **Service Area**

7. Only waste that is generated within the boundaries of the City of Kawartha Lakes may be accepted at the Site.

## **Cover**

8. Cover material shall be applied as follows:
  - a. Daily Cover - Weather permitting, deposited waste shall be covered with 15 centimetres of clean soil or approved alternative daily cover on each operating day in a manner acceptable to the District Manager so that no waste is exposed to the atmosphere;
  - b. Intermediate Cover - In areas where landfilling has been temporarily discontinued for six (6) months or more, a minimum thickness of 300 millimetre of soil cover or an approved thickness of alternative cover material shall be placed; and
  - c. Final Cover - In areas where landfilling has been completed to final waste contours within twelve (12) months from reaching final waste contours, a minimum 600 millimetre thick layer of soil of medium permeability and 150 millimetres of top soil (vegetative cover) shall be placed. Fill areas shall be progressively completed and rehabilitated as landfill development reaches final contours.
9. The Owner shall ensure that final cover for Phase 1 is completed prior to start filling of the approved expansion.

## **Approved Daily Cover and Alternative Daily Cover Materials**

10. Alternative materials to soil may be used as daily and interim cover material, based on an application with supporting information and applicable fee for a trial use or permanent use, submitted by the Owner to the Director, copied to the District Manager and approved by the Director via an amendment to this Approval. The alternative material shall be non-hazardous according to Reg. 347 and will be expected to perform at least as well as soil in relation to the following functions:
  - a. Control of blowing litter, odours, dust, landfill gas, gulls, vectors, vermin and fires;
  - b. Provision for an aesthetic condition of the landfill during the active life of the

- Site;
  - c. Provision for vehicle access to the active tipping face; and
  - d. Compatibility with the design of the Site for groundwater protection, leachate management and landfill gas management.
11. Construction/demolition wastes, clean dry wood wastes and brush wastes, all of which are segregated from other wastes, are exempted from the daily cover requirement.
  12. The Owner is hereby permitted to use "paper fibre product" as daily and interim cover at the Fenelon Landfill Site in accordance with the documents in the Schedule 1.
  13. The Owner is hereby permitted to use soil, Compost, wood chips, foundry sand, shingles, non-hazardous wood/construction waste (fines), Steel plates and flexible membranes (tarps, enviro cover systems as alternative daily cover material. Flexible membranes and steel plates shall be removed prior to the next layer of waste is deposited.
  14. Partially composted Leaf and Yard Waste may be used as alternative daily cover at the Site.
  15. Contaminated (non-hazardous) soils may not be used as alternative daily cover at the Site.

#### **Compaction of Waste**

16. The Owner shall ensure that waste is compacted with a minimum of three (3) passes over each lift of waste.

#### **Geosynthetic Final Cover**

17. If the Owner proposes Geosynthetic Clay Liner for the final cover, the following are the minimum requirements for the Geosynthetic Clay final cover for the Site:
  - a. three hundred (300) millimeter subgrade soil compacted to 85% Standard Proctor Density;
  - b. three hundred (300) millimeter drainage layer protecting the GCL; and
  - c. one hundred and fifty (150) millimeter top soil.

### **8. LANDFILL MONITORING**

#### **Landfill Gas**

1. The Owner shall ensure that any buildings or structures at the Site contain adequate ventilation systems to relieve any possible landfill gas accumulation to prevent methane concentration reaching the levels within its explosive range. Routine monitoring for explosive methane gas levels shall be conducted in all buildings or structures at the Site, especially enclosed structures which at times are occupied by people.



## **Compliance**

2. The Site shall be operated in such a way as to ensure compliance with the following:
  - a. Reasonable Use Guideline B-7 for the protection of the groundwater at the Site; and
  - b. Provincial Water Quality Objectives included in the July 1994 publication entitled Water Management Policies, Guidelines, Provincial Water Quality Objectives, as amended from time to time or limits set by the Regional Director, for the protection of the surface water at and off the Site.

## **Surface Water and Groundwater**

3. The Owner shall monitor surface water and ground water in accordance with the monitoring programs outlined in the Schedules 2 and 3.
4. A certified Professional Geoscientist or Engineer possessing appropriate hydrogeologic training and experience shall execute or directly supervise the execution of the groundwater monitoring and reporting program.

## **Groundwater Wells and Monitors**

5. The Owner shall ensure that all groundwater monitoring wells which form part of the monitoring program are properly capped, locked and protected from damage.
6. Where landfilling is to proceed around monitoring wells, suitable extensions shall be added to the wells and the wells shall be properly re-secured.
7. Any groundwater monitoring well included in the on-going monitoring program that is damaged shall be assessed, repaired, replaced or decommissioned by the Owner, as required.
  - a. The Owner shall repair or replace any monitoring well which is destroyed or in any way made to be inoperable for sampling such that no more than one regular sampling event is missed.
  - b. All monitoring wells which are no longer required as part of the groundwater monitoring program, and have been approved by the Director for abandonment, shall be decommissioned by the Owner, as required, in accordance with Reg. 903, to prevent contamination through the abandoned well. A report on the decommissioning of the well shall be included in the Annual Report for the period during which the well was decommissioned.

## Trigger Mechanisms and Contingency Plans

8. The Site surface water trigger mechanism is established as follows:
  - a. two consecutive exceedances of one or more of the trigger parameter concentrations; with the exceedance confirmed by a third sample within thirty (30) days of exceedance.
  - b. the triggers are applied to the surface water stations located 30 m from the toe of the landfill, at transect lines WP4, SW13, and SW15.
  - c. The Owner shall initiate the following steps upon confirmation of an exceedance as follows:
    - i. notification of the District Manager within thirty (30) working days of receipt of confirmation of results;
    - ii. initiation of an assessment of potential sources of the exceedance;
    - iii. the assessment shall include an evaluation of biological impacts (including vegetation and toxicity surveys);
    - iv. provision of a written assessment of the results, to the District Manager within one (1) calendar year of the date of receipt of confirmation of the exceedance, and included in the Annual Site Monitoring Report for the year in which the exceedance was confirmed.
9. If monitoring results, investigative activities and/or trigger mechanisms indicate the need to implement contingency measures, the Owner shall ensure that the following steps are taken:
  - a. The Owner shall notify the Director and District Manager, in writing, of the need to implement contingency measures, no later than 30 days after confirmation of the exceedances;
  - b. Detailed plans, specifications and descriptions for the design, operation and maintenance of the contingency measures shall be prepared and submitted by the Owner to the Director and District Manager for approval within 90 days after confirmation of the exceedances; and
  - c. The contingency measures shall be implemented by the Owner upon approval by the Director.
10. The Owner shall ensure that any proposed changes to the site-specific trigger levels for leachate impacts to the surface water or groundwater, are approved in advance by the Director via an amendment to this Approval.

## **Changes to the Monitoring Programs, Trigger Mechanisms and Contingency Plans**

11. The Owner may request to make changes to the monitoring program(s), trigger mechanisms and/or contingency plan to the District Manager in accordance with the recommendations of the Annual Report. The Owner shall make clear reference to the proposed changes in a separate letter that shall accompany the Annual Report.
12. Within fourteen (14) days of receiving the written correspondence from the District Manager confirming that the District Manager is in agreement with the proposed changes to the environmental monitoring program, trigger mechanisms and/or contingency plans, the Owner shall forward a letter identifying the proposed changes and a copy of the correspondences from the District Manager and all other correspondences and responses related to the changes, to the Director requesting the Approval be amended to approve the proposed changes to the environmental monitoring plan prior to implementation.

## **9. CLOSURE PLAN**

1. At least two (2) years prior to closure, the Owner shall submit to the Director for approval, with copies to the District Manager, a detailed Site closure plan pertaining to the termination of landfilling operations at this Site, post-closure inspection, maintenance and monitoring, and end use. The plan shall include the following as a minimum but are not limited to:
  - a. a plan showing Site appearance after closure;
  - b. a description of the proposed end use of the Site, that shall include a discussion on the Environmental Assessment commitments (if applicable) to dedicate portion of the lands within the Site that are not required for site post-closure operations and monitoring, to be used for community recreational purpose;
  - c. a description of how pollinator friendly plants were considered in the final vegetative cover for the landfill and/or in the landscaping within the Site;
  - d. a description of the procedures for closure of the Site:
    - i. advance notification of the public of the landfill closure;
    - ii. posting a sign at the Site entrance indicating the landfill is closed and identifying any alternative waste disposal arrangements;
    - iii. completion, inspection and maintenance of the final cover and landscaping;
    - iv. site security;
    - v. removal of unnecessary landfill-related structures, buildings and facilities; and
    - vi. final construction of any control, treatment, disposal and monitoring facilities for leachate, groundwater, surface water and landfill gas;
  - e. a schedule indicating the time-period for implementing sub-conditions i to vi above.
  - f. descriptions of the procedures for post-closure care of the Site, including:

- i. operation, inspection and maintenance of the control, treatment, disposal and monitoring facilities for leachate, groundwater, surface water and landfill gas;
    - ii. record keeping and reporting; and
    - iii. complaint contact and response procedures;
  - g. an assessment of the adequacy of and need to implement the contingency plans for leachate and methane gas; and
  - h. an updated estimate of the Contaminating Life Span of the Site, based on the results of the monitoring programs to date.
2. The Site shall be closed in accordance with the closure plan as approved by the Director.

## **10. LEAF AND YARD WASTE COMPOSTING**

1. The Owner shall ensure that the Leaf and Yard Waste Compost facility accepts:
  - a. not more than 250 tonnes of Leaf and Yard Waste in any given day;
  - b. not more than 2000 tonnes of Leaf and Yard Waste annually; and
  - c. The maximum quantity of the segregated/stored Coarse Leaf and Yard Waste at any time at the Leaf and Yard composting facility shall not be greater than 1500 tonnes.
2. The Owner shall ensure that composting and curing are conducted in accordance with the Standards Document as amended, Ministry of the Environment, and with the requirements as listed below:
  - a. waste accepted for composting shall be limited to Leaf and Yard Waste and chipped wood;
  - b. all activities associated with the Leaf and Yard Waste composting operation shall take place on the designated pad constructed of wood chips;
  - c. Leaf and Yard Waste segregated fine material may not be stored for more than fourteen (14) days before it is placed in windrows;
  - d. Coarse Leaf and Yard Waste that is segregated for grinding shall be ground once per year at a minimum;
  - e. Finished compost may be stored for a maximum of twelve (12) months after the curing phase is complete;
  - f. windrows shall be arranged in a manner which allows equipment access for

- efficient turning of windrows and to allow access for emergency vehicles;
- g. windrows shall be constructed at bulk densities and heights which promote aerobic conditions;
  - h. all waste being composted shall be held at a temperature of at least 55 °C for a minimum of fifteen (15) cumulative days to ensure proper bacteria growth and pathogen inactivation. During this period, the temperature of the waste being composted shall be monitored and recorded on each day that the Leaf and Yard Waste composting facility is in operation, and the windrows shall be turned a minimum of five (5) times. During the high temperature period, the windrow shall be turned at least five times;
  - i. during the remainder of the composting process, the temperature shall be monitored and recorded on a weekly basis at a minimum; and
  - j. compost shall be cured for a minimum of six (6) months; **OR** the compost has been cured for a minimum of 21 days from the day the last portion of material went into the batch, and the respiration rate is less than, or equal to, 400 milligrams of oxygen per kilogram of volatile solids (on a dry weight basis) per hour or less than or equal to, 4 milligrams of carbon in the form of carbon dioxide per gram of organic matter (on a dry weight basis) per day.
3. a. Prior to being transferred from the Site for its intended end use, the Owner shall:
- i. conduct quality control testing of the Finished Compost in accordance with the requirements set out in the Standards Document; and
  - ii. ensure that all production records demonstrate compliance with the temperature and residency time requirements for pathogen inactivation set out in the Standards Document.
- b. All sampling and testing required in this Approval for the purpose of verifying compliance shall be undertaken in compliance with the Standards Document.
- c. Finished Compost which does not exceed the maximum concentrations for metals as set out in Column 2 of Table 3.1 of the Standards Document and which complies with the foreign matter quality requirements, the maturity criteria, the pathogen reduction requirements and the pasteurization temperature and residency time requirements set out in the Standards Document may be transferred from the Site:
- i. for unrestricted use as Category AA Compost;

- ii. for use as a non-agricultural source material in accordance with the NMA;  
or
  - iii. for use as alternative daily, interim or final landfill cover.
- d. Finished Compost which does not exceed the maximum concentrations for metals as set out in Column 3 of Table 3.1 of the Standards Document and which complies with the foreign matter quality requirements, the maturity criteria, the pathogen reduction requirements and the pasteurization temperature and residency time requirements set out in the Standards Document may be transferred from the Site:
  - i. for unrestricted use as Category A Compost, provided that the labelling requirements as specified in the Standards Document are met;
  - ii. for use as a non-agricultural source material in accordance with the NMA;  
or
  - iii. for use as alternative daily, interim or final landfill cover.
- e. Finished Compost which does not exceed the maximum concentrations for metals as set out in Column 4 of Table 3.1 of the Standards Document and which complies with the foreign matter quality requirements, the maturity criteria, the pathogen reduction requirements and the pasteurization temperature and residency time requirements set out in the Standards Document may be transferred from the Site:
  - i. for use as a non-agricultural source material in accordance with the NMA;  
or
  - ii. for use at a waste disposal facility approved to receive this type of waste.
- f. Finished Compost which does not exceed the maximum concentrations for metals as set out in Table 3.1 of the Standards Document and which complies with the foreign matter quality requirements, the pathogen reduction requirements and the pasteurization temperature and residency time requirements but not with the maturity requirements set out in the Standards Document is considered to be an Immature Compost and a waste and shall:
  - i. be re-tested and/or shall continue to undergo curing at the Site; or
  - ii. be disposed of as waste at a waste disposal site approved by the Ministry, or its equivalent if in jurisdictions outside of Ontario, to accept such waste.

- g. Finished Compost which does not exceed the maximum concentrations for metals as set out in Table 3.1 of the Standards Document and which complies with the foreign matter quality requirements, the maturity requirements but not with the pathogen reduction requirements and the pasteurization temperature and residency time requirements set out in the Standards Document is considered to be a waste and shall:
    - i. be returned to the Composting process for pasteurization as set out in this Approval; or
    - ii. be disposed of as waste at a waste disposal site approved by the Ministry, or its equivalent if in jurisdictions outside of Ontario, to accept such waste.
  - h. If Finished Compost exceeds the maximum concentrations for metals in Compost for its intended end use, as set out in Table 3.1 of the Standards Document, but meets the maximum concentrations for metals in the incoming Leaf and Yard Waste referred to as feedstock in Table 3.2 of the Standards Document, it may be returned to the composting process as waste for re-processing and handled in accordance with the applicable end use requirements.
4. The Owner shall maintain, at the Leaf and Yard Waste compost facility for a minimum of two (2) years, a log book or electronic file format the following information on the days the site is open:
- a. date of record;
  - b. quantities and source of leaf and yard waste received;
  - c. the amount of finished compost and/or rejected compost shipped from the Site;
  - d. a record of daily inspections including the following information as a minimum:
    - i. time and date of inspection;
    - ii. name and title of inspector;
    - iii. potential impacts noted;
    - iv. remedial actions taken; and
    - v. measures to prevent the problem from recurring;
  - e. windrow temperature readings;
  - f. composting activities undertaken (e.g. windrow formation, turning, screening etc);
  - g. meteorological information including ambient temperature, wind direction and wind speed; and
  - h. with respect to the compost sampling required by condition 10.3, the Owner shall maintain the following records as a minimum:
    - i. sample collection locations and volume of the samples collected;
    - ii. day and time of collection;
    - iii. sample handling procedures;
    - iv. parameters tested for and the resulting concentrations;
    - v. name of the laboratory facility doing the testing; and
    - vi. conclusions drawn with respect to the results of the monitoring and

testing.

5. By May 31st of each year, the Owner shall include the following information as a minimum in the Annual Report required under the condition 6.6:
  - a. a monthly summary of the quantity of leaf and yard waste received;
  - b. a monthly summary of finished compost transferred and the amount and destination of any rejected compost;
  - c. analytical results of samples taken from the Finished Compost;
  - d. a description of any environmental or operational problems, that could negatively impact the environment, encountered during the operation of the leaf and yard waste compost facility and the mitigative actions taken;
  - e. a statement as to compliance with all conditions of this Approval and with the inspection and reporting requirements of the conditions herein; and
  - f. any recommendations to minimize environmental impacts from, or improve the operations of, the leaf and yard waste compost facility.

#### **General Requirements for Testing of Feedstock and Finished Compost**

6. The Owner shall maintain a Quality Assurance/Quality Control (QA/QC) program for sampling and analysis of the Feedstock and the Finished Compost, as required by this Approval, and shall make the results of the QA/QC program, including all analyses carried out by an accredited laboratory service provider, available for inspection upon request by the District Manager, the Director and any Provincial Officer.
7. All required analytical results shall be from a laboratory service provider accredited by a Canadian Association for Laboratory Accreditation or equivalent.

#### **Sample Preparation and Testing Methods and Procedures**

8. The Owner shall contact their laboratory service provider for recommended sample preparation methods, sample containers, and other materials and instructions for sample collection and handling and shall prepare a written sampling protocol. This protocol shall be made available to the Ministry staff, upon request.
9. The Feedstock and the Finished Compost sampling/composite sample preparation and testing methods and procedures shall be as set out in Appendix 1 and Appendix 2 of the Standards Document.

#### **Re-testing**

10. Re-testing due to sample failure is as set out in the Standards Document.



## 11. HOUSEHOLD HAZARDOUS WASTE

1.
  - a. The HHW Depot shall operate in accordance with Item 10 of Schedule 1. Administrative amendments to Item 12 of Schedule 1 (i.e. HHW Depot Operations Manual) shall be submitted to the District Manager for approval;
  - b. The operation of the HHW Depot is limited to the receipt and transfer of household hazardous waste consisting of classes 112, 113, 114, 122, 123, 135, 145, 146, 147, 148, 212, 213, 221, 232, 241, 242, 252, 261, 263, 269, 312 and 331 as defined in the "New Ontario Waste Classes" dated January 1986 or as amended; and
  - c. The HHW Depot shall not receive any pathological waste (class 312) other than syringes, lancets and needles.
2.
  - a. The total amount of liquid waste stored at the HHW Depot, at any one time, shall not exceed 7,000 litres (7 cubic metres) or equivalent;
  - b. The total amount of solid waste stored at the HHW Depot, at any one time, shall not exceed 40 tonnes;
  - c. No HHW waste shall be stored at the Depot for a period longer than three (3) months without written approval of the District Manager.
3. The Depot may receive HHW only during hours of operation of the Site unless prior approval is given in writing, by the District Manager.
4. The Depot shall be maintained in a secure manner such that unauthorized persons cannot enter the HHW building nor access the storage areas outside.
5. No radioactive wastes shall be accepted at the Depot.
6. No PCBs (243) shall be accepted at the Depot. Oil and oil based paints which have been manufactured prior to 1972, or whose manufacturing date cannot be determined, may contain PCBs, shall be handled in the following manner:
  - a. Oil and oil based paints shall not be mixed or bulked with other paints prior to testing. Paints which are lab-packed are not considered to be mixed under this Approval.
  - b. Oil and oil-based paints shall be tested by a certified laboratory for PCB content and shall be handled in the manner as prescribed in this Approval.
  - c. If the oil and oil-based paints are found to have PCBs at 50 parts per million or above, it shall be forthwith reported to the District Manager and shall be managed in accordance with Regulation 362/92 and stored or removed from the Depot to an

approved PCB storage facility in accordance with written instructions from the District Manager.

- d. Oil and oil-based paints shall not be distributed for reuse if any measurable PCBs are found after being tested by a certified laboratory for PCBs.
7. Except for oil and oil-based paints having any measurable PCB content, paints collected at the Depot may be returned or sold to the general public for reuse provided all transactions are recorded by invoice. Information on the type and volume of paint returned to the public through this Depot shall be recorded in a log book kept at the Depot.
8. The Log Book shall record, on each day of operation:
  - a. date of record;
  - b. types, quantities and source of waste received;
  - c. quantities of waste stored at the Depot;
  - d. quantities and destination of waste shipped from the Depot;
  - e. quantities of paints returned or sold to the general public;
  - f. results of routine, visual inspection of the Depot; and
  - g. any reporting of spills or upsets and actions taken to contain and manage the waste.
9. Sufficient numbers of drums and lab-packed containers shall be available at the Depot such that all HHW, in quantities unanticipated or otherwise, can be safely stored.
10. The Owner shall conduct routine, visual inspection of the entire Depot area to ensure its security and to minimize off-site impacts such as odour, dust, litter and other nuisance factors.
11. Emergency response in the event of a spill or upset shall be undertaken in accordance with the "Spill Contingency and Emergency Response Plan" prepared by the City of Kawartha Lakes, as contained in Item 5 of Schedule 1.
12. A copy of the "Spill Contingency and Emergency Response Plan" shall be kept at the Depot at all times and made easily available to all staff.
13. The Owner shall ensure that all contingency equipment and materials as outlined in Item 5 of Schedule 1 are immediately available at the Depot at all times, in a good state of repair and fully operational.
14. All operators of the Depot shall be trained with respect to the following areas:
  - a. terms, conditions and operating requirements of this Approval as related to the operation of the Depot;
  - b. operation and management of the Depot;
  - c. responsibilities of Depot personnel;

- d. personnel training protocols;
  - e. environmental concerns pertaining to wastes to be handled, mixed, transferred;
  - f. receiving and recording procedures including procedures to record wastes which are refused at the Depot;
  - g. waste paint identification, analysis information and separating procedures;
  - h. storage, handling, sorting and shipping procedures;
  - i. occupational health and safety concerns pertaining to the wastes;
  - j. relevant waste management legislation and regulations;
  - k. use, operation of contingency equipment and related materials; and
  - l. emergency procedures.
15. Within four (4) months of the scheduled closure of the Depot, the Owner shall submit a detailed Closure Plan for approval by the Director. The Closure Plan shall include, as a minimum, description of the work required to close the Depot, schedule of works and decommissioning of the HHW area.

## **12. REUSE CENTRE**

- 1. The Owner may operate a "Reuse Centre" located adjacent to the HHW Depot for the handling, temporary storage of reusable items.
- 2. The Owner shall ensure that the "Reuse Centre" is only open during regular Site hours and that the facility is securely locked during other times.
- 3. Any solid, non-hazardous residual wastes arising from the operation of the Reuse Centre shall be disposed of at the Site as part of regular and normal operations.

## **13. WASTE DIVERSION**

- 1. The Owner shall ensure that:
  - a. all bins and waste storage areas are clearly labelled;
  - b. all lids or doors on bins shall be kept closed during non-operating hours and during high wind events; and
  - c. if necessary to prevent litter, waste storage areas shall be covered during high winds events.
- 2. The Owner/Operator shall remove the refrigerant as defined in O. Reg. 463/10 in accordance with the following:
  - a. all White Goods containing refrigerants which have not been tagged by a licensed technician to verify that the equipment no longer contains refrigerants, shall be stored in a separate area in an upright position; and
  - b. White Goods containing refrigerants received at the Site shall be shipped off-Site

in order to have the refrigerants removed by a licensed technician in accordance with O. Reg. 463/10; or

- c. the refrigerant shall be removed at the Site by a licensed technician, in accordance with O. Reg. 463/10, prior to shipping White Goods off-Site; and
  - d. a detailed log of all White Goods containing refrigerants received shall be maintained. The log shall include the following:
    - i. date of the record;
    - ii. types, quantities and source of White Goods containing refrigerants received;
    - iii. details on removal of refrigerants as required by O. Reg. 463/10; and
    - iv. the quantities and destination of the White Goods and/or refrigerants transferred from the Site.
3. Propane cylinders shall be stored in a segregated area in a manner which prevents cylinders from being knocked over or cylinder valves from breaking.
4. The Owner shall transfer waste and recyclable materials from the Site as follows:
  - a. recyclable materials shall be transferred off-site once their storage bins are full;
  - b. scrap metal shall be transferred off-site at least twice a year;
  - c. tires shall be transferred off-site as soon as a load for the contractor hired by the Owner has accumulated or as soon as the accumulated volume exceeds the storage capacity of its bunker; and
  - d. immediately, in the event that waste is creating an odour or vector problem.
5. The Owner shall notify the appropriate contractors that waste and recyclable wastes that are to be transferred off-site are ready for removal. Appropriate notice time, as determined by the contract shall be accommodated in the notification procedure.

## Schedule 1

1. Hydrogeology Study, Phase 3, Fenelon Landfill, Fenelon TP, Victoria County, prepared by Middle Earth Hydrogeology Inc., dated 31 March 2000.
2. Fenelon Landfill Site-Design and Operations Report, prepared by Gartner Lee Limited, dated March 2000.
3. Fenelon Landfill, Natural Environment Assessment, prepared by D.G. Cunningham & Associates and Michael Michalski Associates, dated April 2000.
4. Design and Operations Report For the Establishment of Permanent Household Hazardous Waste (HHW) Depot at the Fenelon Landfill Site, prepared by the County of Victoria, dated November 2000.
5. City of Kawartha Lakes, Household Hazardous Waste Depot, Spill Contingency and Emergency Response Plan, prepared by the City of Kawartha Lakes, undated.
6. Landfill Safety and Emergency Response Procedures, prepared by the City of Kawartha Lakes, dated February 2002.
7. Letter dated February 22, 2001 from the City to MOE regarding responses to questions posed in letter from MOE to the City dated January 23, 2001, complete with Figures 1, 2 and 3, and Attachments A to F inclusive.
8. The application dated May 15, 1996, and the supporting information as provided in the document entitled "The Use of Paper Fibre Product as Daily, Interim and Final Cover at Municipal Solid Waste Landfill Sites" prepared by Transportation and Public Works Department dated February 1996.
9. The letter dated May 15, 1996 to Mr. Wilfrid Ng, MOE, from P. Jeffrey Seaton, County Engineer, The Corporation of the County of Victoria outlining the operational considerations for the use of "paper fibre product" as daily and interim cover.
10. Letter dated August 22, 2005 from Bill Pickard, Manager of Solid Waste Services, City of Kawartha Lakes, to Chris Johnston, MOE, with information regarding the continued operations plan.
11. Letter dated September 19, 2007 from Bill Pickard, Manager of Solid Waste Services, City of Kawartha Lakes, with further information on vehicle counts and dealing with leachate seeps.
12. Application for a Provisional Certificate of Approval for a Waste Disposal Site dated January 16, 2009 and signed by Andrew Boyd, Supervisor, Solid Waste Services including the City of Kawartha Lakes Household Hazardous Waste Depot Operations Manual dated January 2009.
13. E-mail dated August 21, 2009 (4:08 PM) from Heather Van Bruinessen, Regulatory Compliance Officer to B. Wilkinson, MOE re: storage of batteries (on shelving unit with roof) & oil bins (double-lined walls).
14. Application for a Provisional Certificate of Approval for a Waste Disposal Site, signed by Bill Packard, Manager of Solid Waste Services, dated February 1, 2008.

15. Design and Operations Report, Compost Facility at Fenelon Landfill, City of Kawartha Lakes, prepared by Totten Sims Hubicki Associates, dated December 2007.
16. Letter from R. Perdue, City of Kawartha Lakes, to MOE Environmental Assessment and Approvals Branch, dated July 17, 2008 re: additional information on the source separated organics compost pilot project.
17. Application for an Environmental Compliance Approval dated December 7, 2011 including supporting documentation attached to the application for the contaminant attenuation zone and a revision to the record retention condition.
18. Application for an Environmental Compliance Approval dated December 7, 2011 including supporting documentation attached to the application requesting the increasing of storage times for the composting operation.
19. Letter report dated November 12, 2012 from Amy Burke, Golder Associates to Ranjani Munasinghe, Ministry of the Environment in response to Ministry's letter dated September 12, 2012.
20. Report titled "Annual Status Report (2011) - Fenelon Waste Disposal Site" dated July, 2012 prepared by Golder Associates.
21. Application for an Environmental Compliance Approval, signed by David Kerr, dated 2013/10/15.
22. Updated Design and Operation Report, Fenelon Landfill Site (rev. B)., by Golder Associates, dated November, 2015.
23. Environmental Compliance Approval Application dated November 29, 2018 including the attached supporting documentation titled "Alternative Daily and Interim Cover (ADC) Materials Fenelon Landfill Site" dated July 2018 and prepared by the City of Kawartha Lake.
24. Environmental Compliance Approval Application dated and signed March 26, 2024, including the attached supporting documentation for the Fenelon Landfill Expansion Plan, dated April 2, 2024, and prepared by WSP.
25. Report titled "Fenelon Landfill, Landfill Expansion Plan" dated April 2, 2024 and prepared by Mohsen Zafari, PhD and Cristina Olarte, P.Eng., EP, WSP Canada Inc.

**Schedule 2**  
**Surface Water Monitoring Program**

<b>Monitoring Station</b>	<b>Frequency</b>	<b>Parameters</b>
SW2*, SW3*, SW4*, SW12 (10m), SW13 (10m), SW15 (10m), SW13 (30m), SW14, SW15 (30 m), SW16*, SW17 & WP4 (30 m)	Seasonal (April / May, July & September / October)  * Martin Creek locations only sampled April / May & September / October	Total Kjeldahl Nitrogen (TKN), Nitrate, Nitrite, Ammonia, Unionized Ammonia, Alkalinity, Hardness, Chloride, Calcium, Magnesium, Total Phosphorous, Phosphorous, Sulfate, Phenols, Dissolved Organic Carbon (DOC), Aluminum, Antimony, Arsenic, Barium, Beryllium, Boron, Cadmium, Chromium, Cobalt, Copper, Fluoride, Iron, Lead, Manganese, Mercury, Molybdenum, Nickel, Potassium, Selenium, Silver, Sodium, Thallium, Vanadium, Zinc, pH, Conductivity, Total Dissolved Solids (TDS), Chemical Oxygen Demand (COD), Biochemical Oxygen Demand (BOD), Free Cyanide, Colour, Turbidity, Total Suspended Solids (TSS),  Additional filtered metals analysis for all locations except SW2, SW3 & SW4.
SW12 (10m), SW13 (10m), SW15 (10m), SW14		Toluene

\* - PFAS parameters included at WP1 (30m), WP2 (30m), WP3 (30m), WP4 (30m), WP5 (30m) for the Spring 2025 monitoring event.

**Schedule 3  
Groundwater Monitoring Program**

<b>Monitoring Station</b>	<b>Frequency</b>	<b>Parameters</b>
MW1*, MW2*, MW3*, MW3A*, MW4*, MW5*, MW5A*, MW6*, MW6A*, MW-7*, MW10, MW11A, MW12, MW13, MW14, MW15, MW15A, MW15B, MW16, MW17, MW18, MW18A, MW18B, MW19, MW22, MW22A, MW22B, MW23, MW23A, MW23B, MW26, MW26-1, MW26-2, MW27-II, MW27-III, MW28-I, MW28-II, MW28-III, Office, WP1, WP2, WP3, WP4, WP5 & WP6, new western property boundary well	Semi-Annual (April / May & September / October)	Total Kjeldahl Nitrogen (TKN), Nitrate, Nitrite, Ammonia, Unionized Ammonia, Alkalinity, Hardness, Chloride, Calcium, Magnesium, Total Phosphorous, Phosphorous, Sulfate, Phenols, Dissolved Organic Carbon (DOC), Aluminum, Antimony, Arsenic, Barium, Beryllium, Boron, Cadmium, Chromium, Cobalt, Copper, Fluoride, Iron, Lead, Manganese, Mercury, Molybdenum, Nickel, Potassium, Selenium, Silver, Sodium, Thallium, Vanadium, Zinc, pH, Conductivity, Total Dissolved Solids (TDS), Chemical Oxygen Demand (COD).  * - Water Level Measurements Only During Fall Monitoring Event
MW-7, MW12, MW14, MW15, MW15A, MW15B, MW16, MW26, MW26-1, MW26-2, MW27-II, MW27-III, MW28-I, MW28-II, MW28-III, WP1, WP2, WP3, WP4, WP5 & WP6		VOCs



*The reasons for the imposition of these terms and conditions are as follows:*

- The reason for conditions 1.1, 1.2, 1.6, 1.7, 1.8, 1.9, 1.10, 1.11, 1.12, 1.20, 1.21 and 1.22 is to clarify the legal rights and responsibilities of the Owner and Operator under this Approval.
- The reasons for condition 1.3, 1.4 and 1.5 are to ensure that the Site is designed, operated, monitored and maintained in accordance with the application and supporting documentation submitted by the Owner, and not in a manner which the Director has not been asked to consider.
- The reasons for condition 1.13 are to ensure that the Site is operated under the corporate name which appears on the application form submitted for this approval and to ensure that the Director is informed of any changes.
- The reasons for condition 1.14 are to restrict potential transfer or encumbrance of the Site without the approval of the Director and to ensure that any transfer of encumbrance can be made only on the basis that it will not endanger compliance with this Approval.
- The reason for condition 1.15 is to ensure that the successor is aware of its legal responsibilities.
- The reasons for conditions 1.16, 1.17 and 1.18 are that the Part II.1 Director is an individual with authority pursuant to Section 197 of the Environmental Protection Act to require registration on title and provide any person with an interest in property before dealing with the property in any way to give a copy of the Approval to any person who will acquire an interest in the property as a result of the dealing.
- The reason for condition 1.19 is to ensure that appropriate Ministry staff has ready access to the Site for inspection of facilities, equipment, practices and operations required by the conditions in this Approval. This condition is supplementary to the powers of entry afforded a Provincial Officer pursuant to the Act, the OWRA, the PA, the NMA and the SDWA.
- Condition 1.23 has been included in order to clarify what information may be subject to the Freedom of Information Act.

## **SITE OPERATION**

- The reasons for conditions 2.1, 2.5 and 6.3 are to ensure that the Site is operated, inspected and maintained in an environmentally acceptable manner and does not result in a hazard or nuisance to the natural environment or any person.
- The reason for conditions 2.2, 2.3 and 2.4 is to ensure that users of the Site are fully aware of important information and restrictions related to Site operations and access under this Approval.

- The reasons for condition 2.6.a and 2.6.b are open burning of municipal waste is unacceptable because of concerns with air emissions, smoke and other nuisance effects, and the potential fire hazard and to make sure burning of brush and wood are carried out in accordance with Ministry guidelines.
- The reasons for condition 2.7, 2.8 and 2.9 are to specify the hours of operation for the landfill site and a mechanism for amendment of the hours of operation, as required.
- The reasons for condition 2.10 and 2.11 are to ensure that the Site is supervised by properly trained staff in a manner which does not result in a hazard or nuisance to the natural environment or any person and to ensure the controlled access and integrity of the Site by preventing unauthorized access when the Site is closed and no site attendant is on duty.

### **EMPLOYEE TRAINING**

- The reason for condition 3.1 is to ensure that the Site is supervised and operated by properly trained staff in a manner which does not result in a hazard or nuisance to the natural environment or any person.

### **COMPLAINTS RESPONSE PROCEDURE**

- The reason for condition 4.1 is to ensure that any complaints regarding landfill operations at this Site are responded to in a timely and efficient manner.

### **EMERGENCY RESPONSE**

- Conditions 5.1 and 5.2 are included to ensure that emergency situations are reported to the Ministry to ensure public health and safety and environmental protection.
- Conditions 5.3 and 5.4 are included to ensure that emergency situations are handled in a manner to minimize the likelihood of an adverse effect and to ensure public health and safety and environmental protection.

### **INSPECTIONS, RECORD KEEPING AND REPORTING**

- The reason for conditions 6.1 and 6.2 is to ensure that accurate waste records are maintained to ensure compliance with the conditions in this Approval (such as fill rate, site capacity, record keeping, annual reporting, and financial assurance requirements), the EPA and its regulations.
- The reason for conditions 6.4 and 6.5 is to ensure that detailed records of Site inspections are recorded and maintained for inspection and information purposes.
- The reasons for conditions 6.6 and 6.7 are to ensure that regular review of site development, operations and monitoring data is documented and any possible improvements to site design, operations or monitoring programs are identified. An Annual Report is an important tool used in

reviewing site activities and for determining the effectiveness of site design.

### **LANDFILL DESIGN AND DEVELOPMENT**

- The reason for conditions 7.1 to 7.7 inclusive is to specify the approved areas from which waste may be accepted at the Site and the types and amounts of waste that may be accepted for disposal at the Site, based on the Owner's application and supporting documentation.
- The reasons for condition 7.8 and 7.9 are to ensure that daily/weekly, intermediate and final covers are used to control potential nuisance effects, to facilitate vehicle access on the Site, and to ensure an acceptable site appearance is maintained. The proper closure of a landfill site requires the application of a final cover which is aesthetically pleasing, controls infiltration, and is suitable for the end use planned for the Site.
- The reason for conditions 7.10 to 7.15 is to state the alternative cover materials approved for this Site.
- Condition 7.16 is to ensure minimum waste compaction is achieved as per industry standards.
- Condition 7.17 is included to provide minimum requirements for the geosynthetic clay final cover if the Owner proposes to use geosynthetic clay for the final cover.

### **LANDFILL MONITORING**

- Reasons for condition 8.1 are to ensure that landfill gas is monitored and all buildings at the Site are free of any landfill gas accumulation, which due to a methane gas component may be explosive and thus create a danger to any persons at the Site.
- Condition 8.2 is included to provide the groundwater and surface water limits to prevent water pollution at the Site.
- Conditions 8.3 and 8.4 are included to require the Owner to demonstrate that the Site is performing as designed and the impacts on the natural environment are acceptable. Regular monitoring allows for the analysis of trends over time and ensures that there is an early warning of potential problems so that any necessary remedial/contingency action can be taken.
- Conditions 8.5, 8.6 and 8.7 are included to ensure the integrity of the groundwater monitoring network so that accurate monitoring results are achieved, and the natural environment is protected.
- Conditions 8.8 to 8.10 inclusive are added to ensure the Owner has a plan with an organized set of procedures for identifying and responding to potential issues relating to groundwater and surface water contamination at the Site's compliance point.
- Conditions 8.11 and 8.12 are included to streamline the approval of the changes to the

monitoring plans and trigger mechanisms and contingency plans.

### **CLOSURE PLAN**

- The reasons for condition 9 are to ensure that final closure of the Site is completed in an aesthetically pleasing manner, in accordance with Ministry standards, and to ensure the long-term protection of the health and safety of the public and the environment.

### **COMPOSTING**

- Condition 10 was added to ensure that composting is undertaken in a manner which does not result in a nuisance or a hazard to the health and safety of the environment or people.

### **HOUSEHOLD HAZARDOUS WASTE**

- The reasons for the condition 11 are to approve collection of household hazardous waste and to ensure that the wastes are managed in a manner that protects the health and safety of the environment and the public.

### **REUSE CENTRE**

- Condition 12 is added to ensure the Owner has approval to receive and store various material types material at the Site and in a manner that conforms to this Approval.

### **WASTE DIVERSION**

- Condition 13 is included to ensure that the recyclable materials are stored in their temporary storage location and transferred off-site in a manner as to minimize a likelihood of an adverse effect or a hazard to the natural environment or any person.

**Upon issuance of the environmental compliance approval, I hereby revoke Approval No(s). A321206 issued on January 20, 2016**

In accordance with Section 139 of the *Environmental Protection Act*, you may by written notice served upon me and the Ontario Land Tribunal within 15 days after receipt of this notice, require a hearing by the Tribunal. Section 142 of the *Environmental Protection Act* provides that the notice requiring the hearing ("the Notice") shall state:

- a. The portions of the environmental compliance approval or each term or condition in the environmental compliance approval in respect of which the hearing is required, and;
- b. The grounds on which you intend to rely at the hearing in relation to each portion appealed.

Pursuant to subsection 139(3) of the *Environmental Protection Act*, a hearing may not be required with respect to any terms and conditions in this environmental compliance approval, if the terms and conditions are substantially the same as those contained in an approval that is amended or revoked by this environmental compliance approval.

The Notice should also include:

1. The name of the appellant;
2. The address of the appellant;
3. The environmental compliance approval number;
4. The date of the environmental compliance approval;
5. The name of the Director, and;
6. The municipality or municipalities within which the project is to be engaged in.

And the Notice should be signed and dated by the appellant.

This Notice must be served upon:

Registrar\*  
Ontario Land Tribunal  
655 Bay Street, Suite 1500  
Toronto, Ontario  
M5G 1E5  
OLT.Registrar@ontario.ca

and

The Director appointed for the purposes of Part II.1 of  
the *Environmental Protection Act*  
Ministry of the Environment, Conservation and Parks  
135 St. Clair Avenue West, 1st Floor  
Toronto, Ontario  
M4V 1P5

\* Further information on the Ontario Land Tribunal's requirements for an appeal can be obtained directly from the Tribunal at: Tel: (416) 212-6349 or 1 (866) 448-2248, or [www.oltt.gov.on.ca](http://www.oltt.gov.on.ca)

The above noted activity is approved under s.20.3 of Part II.1 of the *Environmental Protection Act*.

DATED AT TORONTO this 17th day of March, 2025



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Mohsen Keyvani, P.Eng.

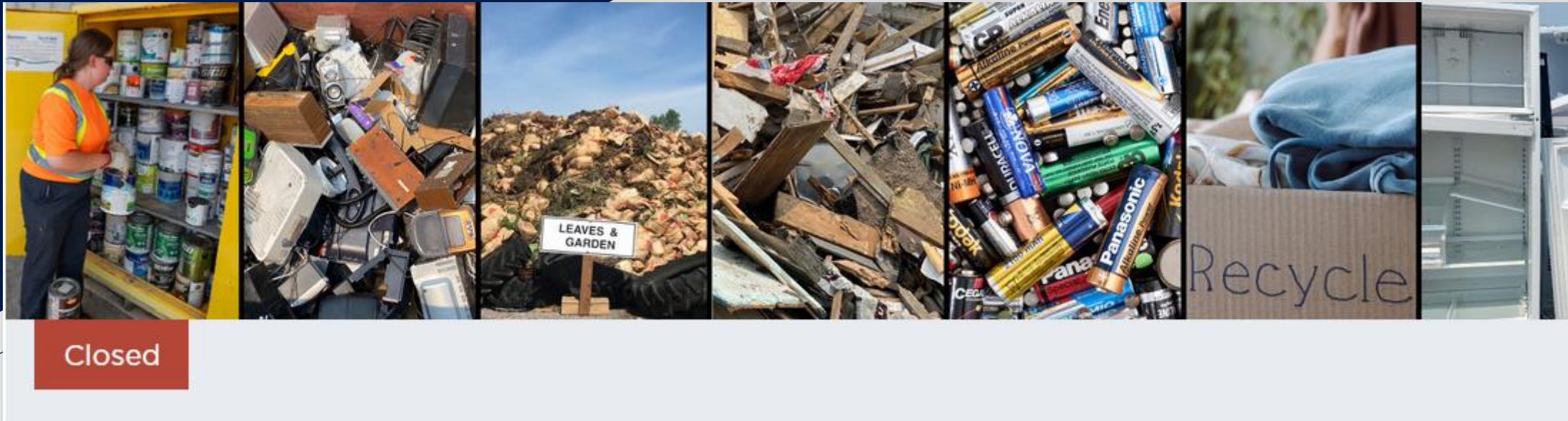
Director

appointed for the purposes of Part II.1 of the  
*Environmental Protection Act*

RM/

c: District Manager, MECP Peterborough  
Cristina Olarte, WSP Canada Inc.

# Results Summary: 2024 Landfill Customer Satisfaction Survey



Closed

**Survey completed by:** CKL Staff, Lindsay Ops & Fenelon Landfill Public Review Committee Members  
**Presentation by:** Kayla Pantaleo, Regulatory Compliance Officer

# Survey Overview

- Public Review Committee's Work Plan Goal for 2024 was to develop and execute a Customer Service Survey.
- The Survey was live on the **Kawartha Lakes Jump In** page for four months.
- Collected customer satisfaction data for all 5 landfill sites.

## Key Dates



**Friday June 07, 2024**

Customer Satisfaction Survey Start



**Monday September 30, 2024**

Customer Satisfaction Survey End

# Survey Participation

- **483** participants responded
- **Goal of 500** nearly achieved
- Overall great response rate!

GOAL: 500 PARTICIPANTS







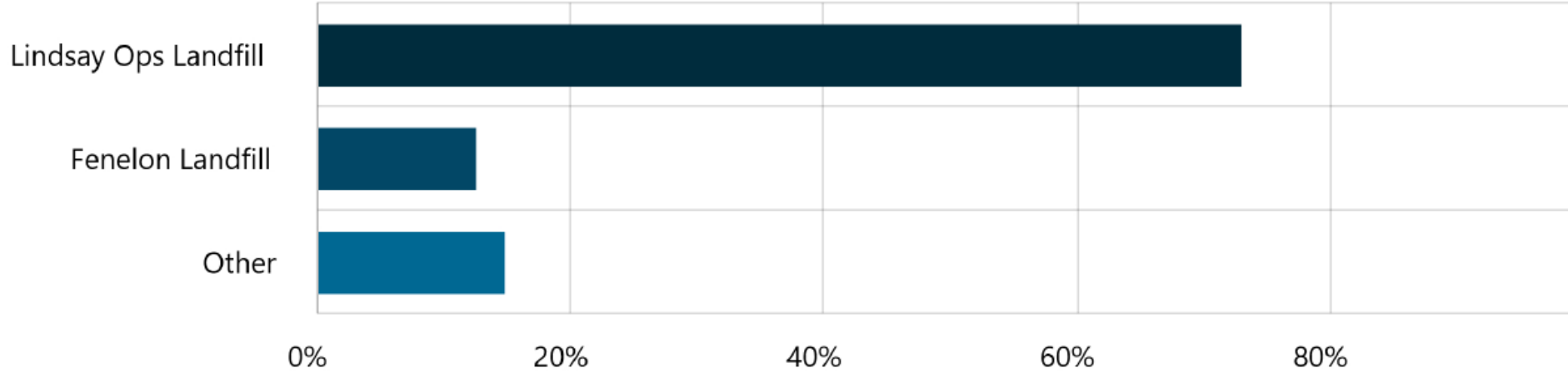
# Survey Questions

Results Summary



### 1. Which landfill did you last visit? Required

Select Box | Skipped: 0 | Answered: 483 (100%)



Answer choices	Percent	Count
Lindsay Ops Landfill	72.88%	352
Fenelon Landfill	12.42%	60
Other	14.70%	71
<b>Total</b>	<b>100.00%</b>	<b>483</b>

72.8% of the respondents visited Lindsay Ops (open 5 days/week)

## 2. When was your last visit to the landfill? Required

Date | Skipped: 53 | Answered: 430 (89%)

Month Visited	Count
May	98
June	108
July	46
August	73
September	72

## Key Dates



Friday June 07, 2024

Customer Satisfaction Survey Start



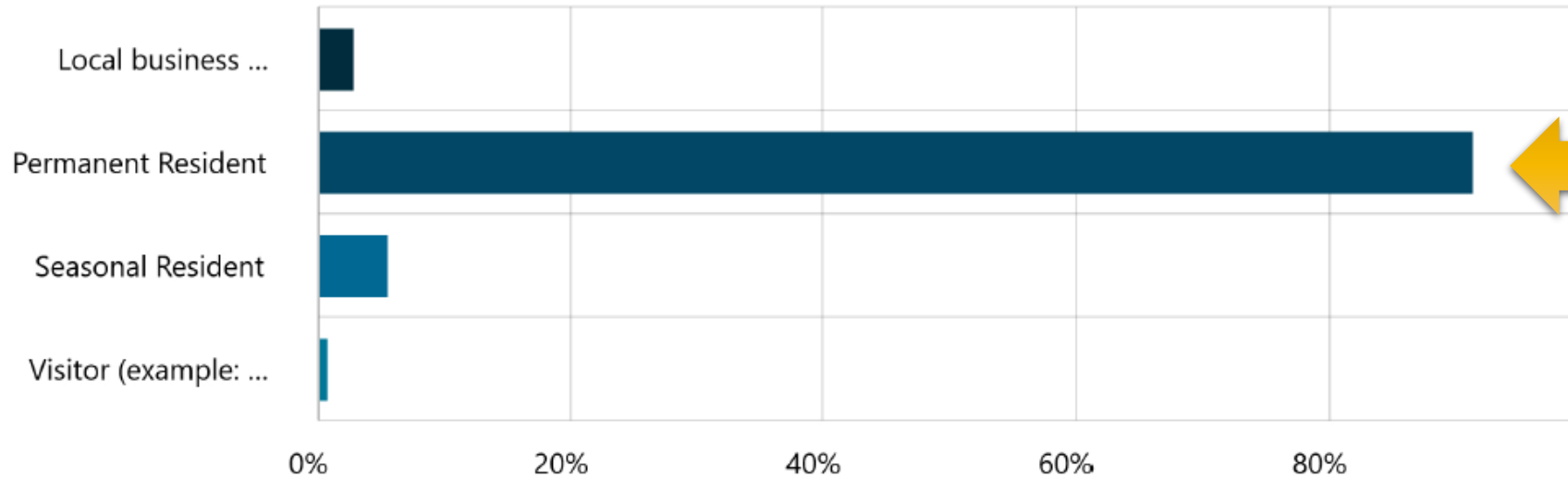
Monday September 30, 2024

Customer Satisfaction Survey End

- High response rate for **May & June**
- Typical for surveys to see a drop in participation after initial kick-off

### 3. Are you visiting the landfill as a: Required

Select Box | Skipped: 0 | Answered: 483 (100%)

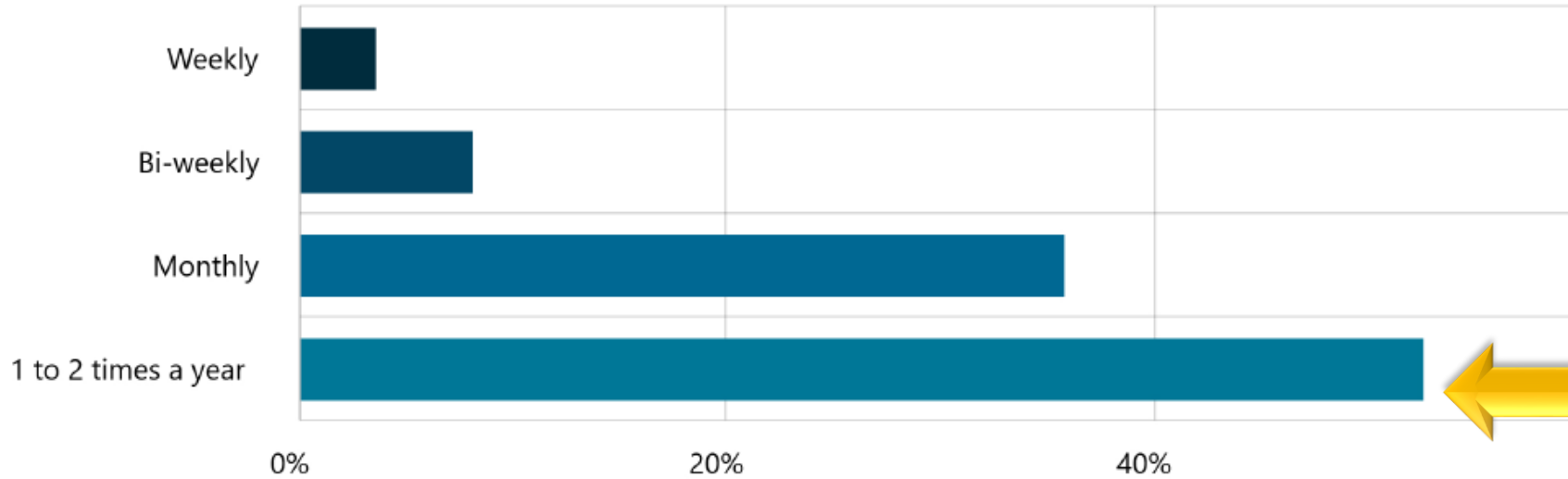


**91.3%**  
 The majority of users that submitted the survey are **permanent residents**

Answer choices	Percent	Count
Local business owner/employee	2.69%	13
Permanent Resident	91.30%	441
Seasonal Resident	5.38%	26
Visitor (example: cottage renter, temporary stay/vacation in Kawartha Lakes, etc.)	0.62%	3
<b>Total</b>	<b>100.00%</b>	<b>483</b>

#### 4. How often do you visit the landfill? Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)



**52.59%** of respondents are visiting the landfill **1-2 times a year**

Answer choices	Percent	Count
Weekly	3.52%	17
Bi-weekly	8.07%	39
Monthly	35.82%	173
1 to 2 times a year	52.59%	254
<b>Total</b>	53 <b>100.00%</b>	<b>483</b>

**5. What services did you use at the landfill? Select all that apply Required**

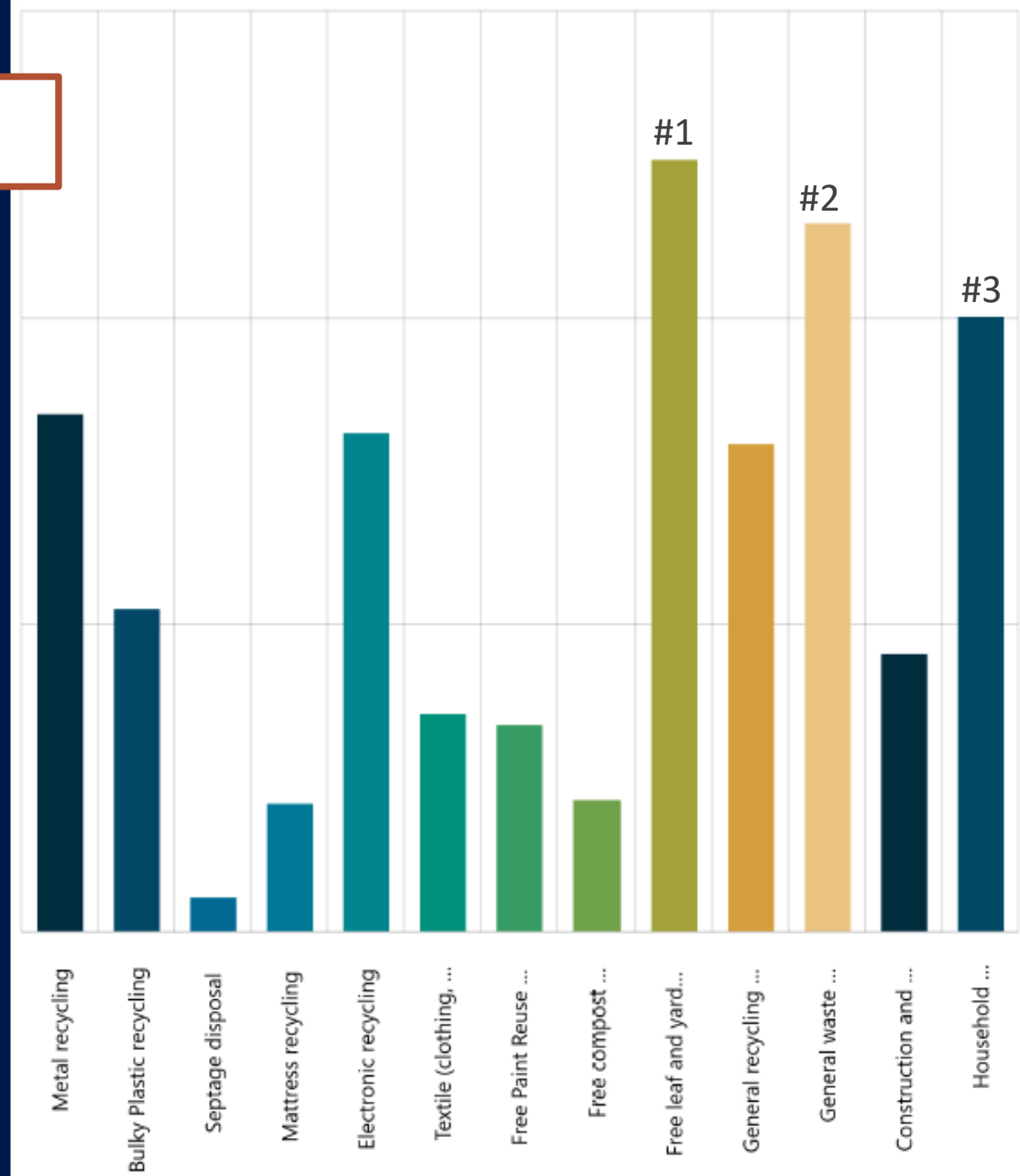
Multi Choice | Skipped: 73 | Answered: 410 (84.9%)

Answer choices	%	Count
Free leaf and yard disposal	50	206
General waste (garbage)	46	189
Household Hazardous Waste	40	164
Metal recycling	34	138
Electronic recycling	32	133
General recycling	32	130
Bulky Plastic recycling	21	86
Construction & Demolition	18	74
Textile recycling	14	58
Free Paint Reuse Program	13	55
Free compost pick-up	9	35
Mattress recycling	8	34
Septage disposal	2	9

40%

20%

0%



**6. When you're considering making a trip to the landfill, is there anything that causes you to not want to go?**  
 Required  
 Select Box | Skipped: 0 | Answered: 483 (100%)

Answer choices	Percent	Count
Hours	8.70%	42
Line-ups	14.70%	71
Lack of Transportation	0.83%	4
Cost of Services	11.39%	55
No, there isn't anything that causes me to not want to make the trip	51.97%	251
Other (Next slide)	12.42%	60
<b>Total</b>	<b>100.00%</b>	<b>483</b>

 Great!

**6. When you're considering making a trip to the landfill, is there anything that causes you to not want to go?**  
 Required  
 Select Box | Skipped: 0 | Answered: 483 (100%)

Other	12.42%	60
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Other Reasons Summarized	Count
Tires/ Road Conditions	11
Distance ( incld. variety of programs @ local landfill)	10
Staff interactions	6
Cash not accepted	5
Weather	3
Scale twice	2
Cost	1
Noted Comments	7

- Noted Public Comments:**
- *“The entrance to the landfill is on a dangerous curve on hwy 36 and hard to find when driving at highway speeds on a bend”*
  - *“More L&Y pick-ups needed (mention 2x)”*
  - *“Tarping my load”*
  - *I realise it's Wednesday !*
  - *“When recycling, like paper plates and plastic cups, can't be recycled. We shouldn't have to pay a fee for it.”*



**7. What about our landfill hours prevents you from going to the landfills? Required**

Multi Choice | Skipped: 442 | Answered: 41 (8.5%)

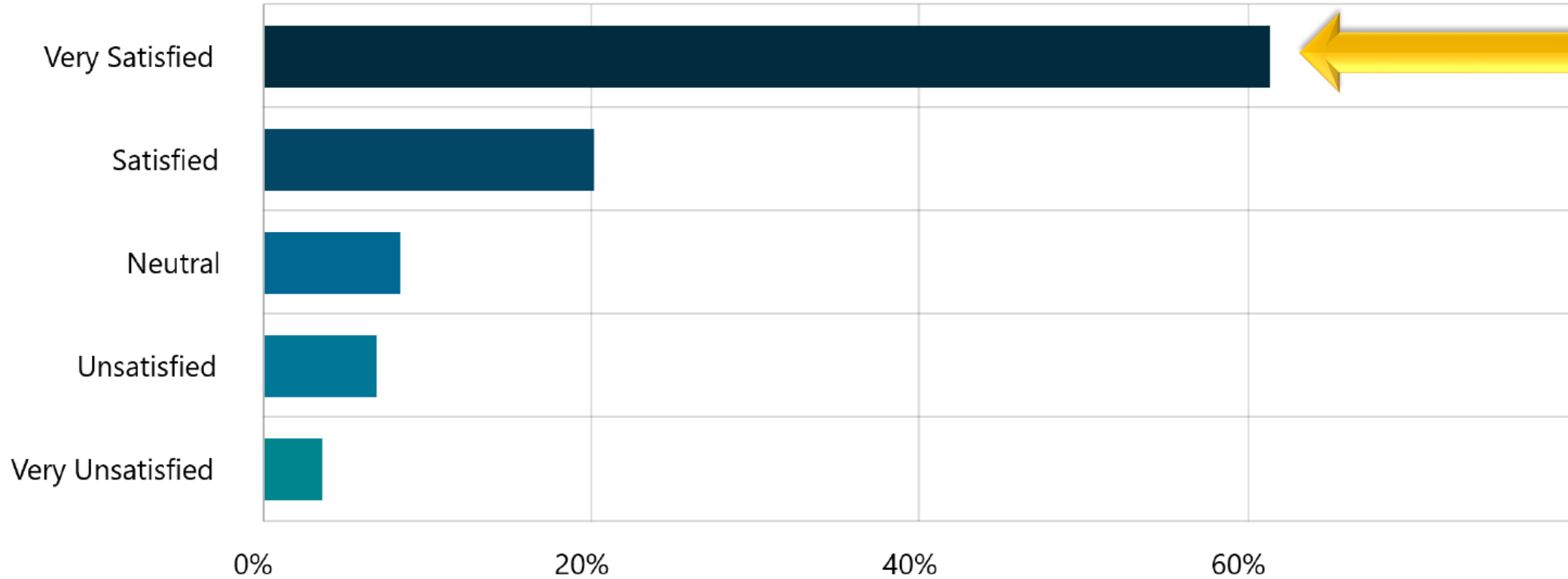
Answer choices	Percent	Count
The landfill should open sooner on weekends	24.39%	10
The landfill should close later on weekends	34.15%	14
The landfill should open sooner on weekdays	14.63%	6
The landfill should close later on weekdays	34.15%	14
Other	41.46%	17

**Other Public Comments:**

- *Open Wednesday's*
- *Open more days a week*
- *Odd Sunday should be open*
- *You should operate this facility like a retail location 8am-8am, 7 days a week.*

### 8. How satisfied are you with your last customer service experience at the landfill? Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)



Great news!  
**62.3%**  
are VERY  
satisfied

**9. If you were very unsatisfied with your last customer service experience at the landfill, why?** Required  
 Short Text | Skipped: 466 | Answered: 17 (3.5%)

Reasons Summarized	Count
Staff	5
Wait Times	3
Hours	2
Cost	2
Limits	2
Maintenance issue (scales down)	1
Signage	1

- Some public comments:
- *Use 4 wheel drive every time I come.*
  - *Wait times*
  - *One weigh scale.*
  - *The sign on the bins was on the ground.*
  - *Price is too high-discourages Recycling*
  - *Poor service times and the obvious lack of respect of visiting public.*
  - *A few comments about unsatisfactory service from staff*

**10. If you were very satisfied with your last customer service experience at the landfill, why? Required**

Short Text | Skipped: 188 | Answered: 295 (61.1%)

*“Great people, tough job, always nice and helpful .”*

*“I am pleased that I have the opportunity to safely and environmentally dispose of a wide variety of things.”*

*“Staff are friendly and helpful. The site is always tidy; yard waste area is easy to access & waste set up is orderly. Site is well organized.”*

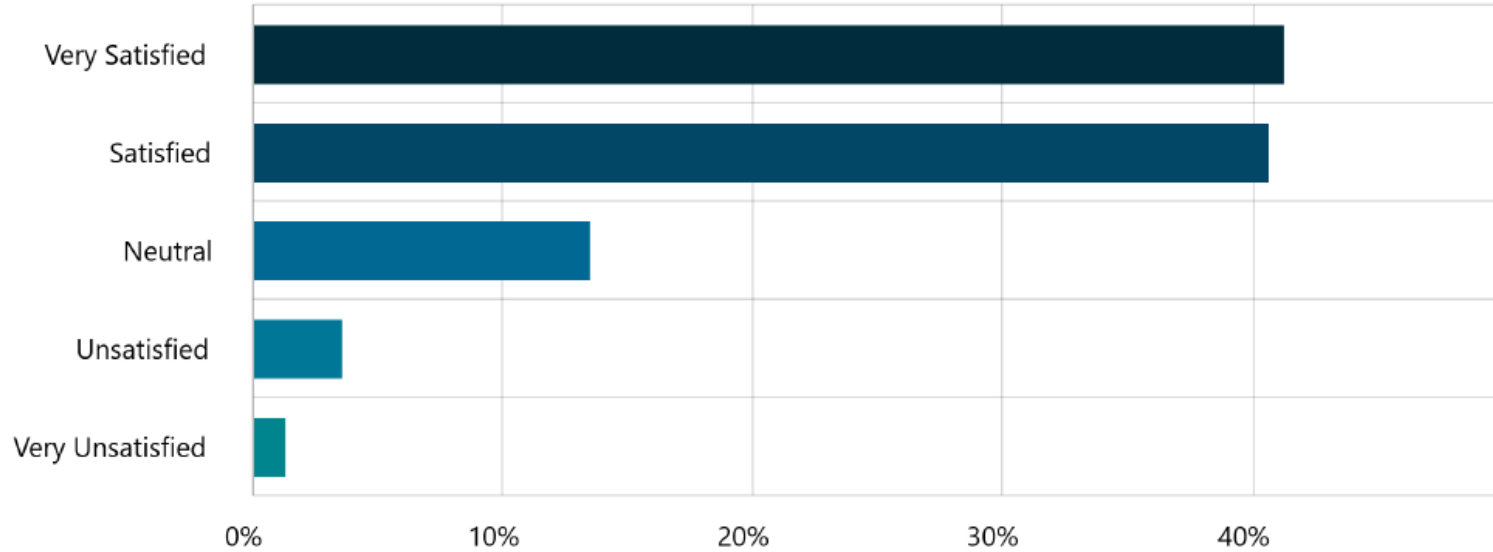
*“The process of moving through the facility seems very efficient. Signage explaining the process is good, but additional signage to be absolutely clear of where to proceed next, especially after the weigh scale, could be added.”*

*“It was busy and very hot. Staff were excellent despite the heat. Yes it was on a slower pace as a scale was being repaired however, things moved well. Very happy to have this service. Great staff.”*

*“My husband & I have consistently remarked how professional and helpful all of the landfill staff has been on every visit we’ve made. We moved to CKL permanently in 2020.”*

*“The operators and the attendants are wonderful people. Very knowledgeable and great customer service”*

**11. How satisfied are you with the diversion programs that the municipality offers at the landfill?** Required  
Multi Choice | Skipped: 0 | Answered: 483 (100%)



Answer choices	Percent	Count
Very Satisfied	41.20%	199
Satisfied	40.58%	196
Neutral	13.46%	65
Unsatisfied	3.52%	17
Very Unsatisfied	1.24%	6
<b>Total</b>	<b>100.00%</b>	<b>483</b>



GREAT!

**12. If you were very unsatisfied with the diversion programs we offer, why? Required**

Short Text | Skipped: 476 | Answered: 7 (1.4%)

*“Most diversion is not offered at my local dump and I am required to drive 60 minutes to dump does diversion”*

*“It’s a time waster..”*

*“Not aware of them”*

*“Ridiculous rules”*

*“To expensive to do”*

*“YOU CHARGE FOR SCRAP METAL, WHILE YOU TAKE IT TO THE SCRAP YARD AND GET MONEY. THEREFORE YOU MAKE DOUBLE THE MONEY, HIGHWAY ROBBERY. YOU CHARGE FOR DEHUMIDIFYERS AND REFRIGERATORS 25.00 DOLLARS AGAIN”*

**13. Are there other waste diversion programs that you've seen or used in other municipalities that you think we should offer? Required**

Short Text | Skipped: 165 | Answered: 318 (65.8%)

*"I think the Ops landfill should offer a 'free spot' where people can drop off items that are still usable and others can take and reuse them free of charge. I've seen similar programs"*

*"Not really but it would be very helpful if the Fenelon landfill was kept open to the end of leaf gathering season; say the end of November or the first week of December."*

*"Organics"*

*"The waste diversion programs should be consistent between locations"*

*"Toilets and sinks"*

*"Styrofoam, fast food coffee cups"*

*"Tires"*

*"food waste collection, and more yard waste pick up dates"*

*"No they are far too selective, picky and generally a waste of taxpayers time money and environmental benefit. Why not offer to use proper solutions for industry and farming first."*

*"Book recycling/giveaway"*

*"Shingle, gypsum, wood recycling. Also the mattress "program" is not a program, it is a prohibition it at minimum should be available at ever landfill."*

**14. Where do you find information about the landfill? (select all that apply) Required**

Multi Choice | Skipped: 0 | Answered: 483 (100%)

Answer choices	Percent	Count
The Municipality's Website	59.63%	288
The Municipality's Waste Calendar	71.64%	346
Customer Service Call Centre (calling Kawartha Lakes Customer Service)	5.18%	25
Recycle Coach - Waste App (mobile phone app)	13.66%	66
The Municipality's Social Media (Facebook, or X/Twitter)	8.28%	40
Other	5.80%	28

**\*\*The Calendar is a very valuable resource for waste/landfill information for our residents**



# Areas of Improvement

Issue/Concerns	Solutions & Goals
Line-ups	Lindsay Ops – Capital project to improve traffic flow and added cameras. Fenelon – To be considered for the design of the future transfer station.
Road conditions	Review requirements and expectations with staff at next training event. Supervisor to follow up with staff especially in the busy months with increased traffic. Consider other improvement options.
Distance/program availability	Being considered through the Integrated Waste Management Strategy
Complaints about Staff	Positive and negative comments were discussed at Fall training event. Customer Service expectations will be revisited at the Spring training session.
Landfill hours	No plans to change at this time, maybe considered in the future.

# Key Takeaway

- Majority of the participants are happy to utilize the services at the Landfill Sites;
- Good information provided as to valuable diversion programs to residents;
- 81.78% said they were satisfied or very satisfied with the diversion programs available;
- Good information on areas of improvement for future consideration;
- The Calendar is a very valuable resource for waste/landfill information for our residents; and
- Overall participants were with satisfied with the Customer Service received (62.3% are VERY satisfied).



# Thank You.



Kayla Pantaleo



705.324.9411



[kpantaleo@kawarthalakes.ca](mailto:kpantaleo@kawarthalakes.ca)

Kawartha Lakes

