

1.0 PURPOSE

The purpose of this procedure is to establish a process for receiving, responding to and recording odour and noise complaints received from the public, in accordance with S. 5(1) of Certificate of Approval 7057-7PVQRN.

2.0 SCOPE

This procedure is applicable to complaints about noise or odour received at Ashbridges Bay Treatment Plant from a member of the public, and applies to all operations and activities at Ashbridges Bay, including operation of the Pelletizer.

3.0 RESPONSIBILITY

The EHS Field Rep is responsible for maintaining this procedure and ensuring this procedure is communicated to plant management. Team Coordinators are responsible for ensuring this procedure is communicated to relevant staff. Responsibilities specific to this procedure are noted in section 5.0 Procedure.

4.0 DEFINITONS

- a) **Odour Complaint** means a complaint made by a member of the public regarding odour detected outside the ABTP property line.
- b) **Noise Complaint** means a complaint made by a member of the public regarding noise detected outside the ABTP property line.
- c) **Complainant** means a member of the public making an odour or noise complaint complaint.
- d) **Complaint Response Form** means FM-TW-2303-ABTP, Ashbridges Bay Odour / Noise Complaint form,

5.0 PROCEDURE

5.1. Receiving, Documenting, and Responding to Complaints

- 5.1.1. The Plant Manager ensures that direct phone lines at ABTP that have been provided to the public are staffed to receive complaints
- 5.1.2. All odour and noise complaints from the public are forwarded to the Blower Control Technician.
- 5.1.3. The Blower Control Technician
 - a) completes Sections A & B of the Complaint Response Form, contacting other plant personnel where necessary to gather the required information
 - b) determines atmospheric conditions using Environment Canada current conditions for Toronto Island (www.weatheroffice.gc.ca)

- c) notifies the Plant Manager and EHS Field Rep of the complaint by phone/voice-mail or e-mail
 - d) where a potential source of odour has been identified in step 5.1.3a, the Blower Control Technician forwards the form to the relevant Team Coordinator for completion
 - e) files the form in the "Complaint Response Forms" binder in the Blower Control Room.
- 5.1.4.** Where a possible source of noise or odour is identified, plant personnel / Pelletizer personnel on duty take all possible measures to eliminate the source of noise or odour
- 5.1.5.** Where a possible source of noise or odour is identified, the relevant Team Coordinator or the Pelletizer Operations Manager
- a) records actions taken to eliminate the source of noise / odour and records additional planned actions on the form
 - b) submits a copy of the form to the plant manager and the EHS Field Rep within 2 working days of the date of the complaint
 - c) ensures that all planned activities are completed, and that completion dates are recorded on the form
 - d) provides an updated copy of the form to the EHS Field Rep and Plant Manager when all action items are completed
- 5.1.6.** The EHS Field Rep ensures that the Complaint Response Form is completed and submitted to the District Manager, the MoE Environmental Officer assigned to the site, and the Toronto Water Manager of Operations Coordination within 2 business days of receiving the complaint

5.2. Documentation and Recordkeeping

- 5.2.1.** The EHS Field Rep maintains a central file of all complaint forms and ensures that complaint forms are maintained for a minimum of two years.
- 5.2.2.** The Toronto Water Manager of Operations Coordination ensures that Odour Complaints are reported in the Ashbridges Bay Treatment Plant Annual Report in accordance with S. 32 (2) of Certificate of Approval 7057-7PVQRN.

6.0 RELATED DOCUMENTS

Certificate of Approval 7057-7PVQRN

7.0 REFERENCE RECORDS

Completed complaint forms

LAST UPDATED: 23-Apr-09

SECTION A: COMPLAINT DATA - COMPLETED BY BLOWER CONTROL TECHNICIAN

DATE & TIME OF COMPLAINT _____
 DATE & TIME OF ODOUR OR NOISE IF DIFFERENT _____
 NAME OF COMPLAINANT _____ TYPE _____
 ADDRESS _____ PHONE # / E-MAIL _____
 _____ UPDATE REQUESTED BY COMPLAINANT? _____
 LOCATION AND DESCRIPTION OF NOISE / ODOUR _____

PLANT MANAGER & EHS FIELD REP NOTIFIED OF COMPLAINT?

SECTION B: WEATHER CONDITIONS AND OPERATIONAL STATUS - COMPLETED BY BLOWER CONTROL TECHNICIAN

[Environment Canada Weather - Toronto Island](#)

CONDITION _____ TEMPERATURE _____ HUMIDITY _____
 WIND DIRECTION _____ WIND SPEED _____ GUSTS _____

POSSIBLE SOURCES OF ODOUR NOTES
 Odour control equipment out of service _____
 High solids levels _____
 Doors left open _____
 Rags / Screenings stored outside _____
 Tanks drained / out of service _____
 Other _____

POSSIBLE SOURCES OF NOISE NOTES
 HVAC Equipment Status _____
 Pellet Loading _____
 Other potential source of off-site noise _____

POSSIBLE SOURCE OF NOISE / ODOUR IDENTIFIED? _____

FOLLOW UP ASSIGNED TO (Team Coordinator)

SECTION C: CORRECTIVE / PREVENTIVE ACTIONS - COMPLETED BY TEAM COORDINATOR

Actions taken to eliminate noise / odour	Date Completed	TC
Actions planned to prevent similar occurrence	Date Completed	TC

LAST UPDATED: 23-Apr-09

Odour Control Equipment	Operational?
M Building Carbon Adsorption Unit	
T Building Carbon Adsorption Unit	
P Building Scrubber	
Primaries Carbon Adsorption Units	
Aeration Quad Unit	
Truck Loading Biofilter	
Pelletizer Loading Unit	
Pelletizer Conveyance Unit	
Odorous Process Areas	Doors Open?
D Building	
Silo Building	
Truck Loading Facility	