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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF ENVIRONMENTAL SERVICES  
Solid Waste Management Bureau  
**Memo to File – FACILITY INCIDENT**

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**TO:** File – North Country Environmental Services, Inc. Landfill  
Permit No. DES-SW-SP-03-002

**FROM:** Jaime M. Colby, P.E., Supervisor, EPS, Solid Waste Management Bureau, NHDES

**SUBJECT:** Verbal Incident Report

**DATE:** 11/21/2024

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On November 21, 2024, I retrieved my voicemails. I had a voicemail from Kim Crosby, of Casella, stating that a head level exceedance of 12-inches occurred at the North Country Environmental Services, Inc. (NCES) landfill in Bethlehem, NH. The voicemail was left on November 20, 2024 at about 6:59 pm, and details of the voicemail are below.

Incident Date	11/20/2024
Incident Type	Head on liner >12 inches
Summary of Incident	Kim Crosby reported that NCES had a high-level alarm for Pump Station #3. Gates Electric was called to fix the issue, and head levels have been pumped back to compliance (less than 12 inches). Kim stated that a written incident report will be submitted.

JMC;jmc