



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

**TO:** File

**FROM:** Austin Mills, Waste Management Specialist III, Solid Waste Management Bureau, NHDES

**SUBJECT:** Incident Report

**DATE:** 4/24/2025

On April 24, 2025 at 1:49PM, SWMB personnel received a phone call from Lindsey Menard from North Country Environmental Services to report a leachate pumping and head on primary liner incident at the NCES Stage VI Landfill. The details from the call are below:

Incident Date	4/23/2025 11:00AM
Incident Type	Leachate pumping system failure and head on primary liner system
Summary of Incident	<p>At 1:49PM, I received a phone call from Lindsey Menard of Casella / NCES to notify NHDES of an incident which had occurred at the NCES landfill at some point prior to 11:00AM April 23, 2025.</p> <p>Lindsey said that at approximately 11:00AM on April 23, 2025, facility operators noticed that the primary liner leachate pump in Pump Station #3 was not operating. During the investigation, they discovered that wiring for the primary head level transducer at Pump Station #3 had been damaged during the ongoing leachate system cleaning operations.</p> <p>Lindsey stated that the operations management had contacted Gates Electric who arrived on site in the morning on April 24, 2025. The electrician was able to replace the transducer and repair the associated wiring, restoring normal operation to the pumping system by 10:30AM. I asked her what the primary transducer level was upon restoration of the system. She said that the transducer read 100+ inches when the operation was restored. She said that as of the time of the notification, this level is currently reading at 14 inches.</p> <p>I asked her if anyone from NCES had made any notifications to NHDES since finding out about the pumping system operational failure at around 11:00AM on April 23, 2024. She said that no, this was the first call that they had made. I reminded her about the requirement in Env-Sw 1005.09 which requires the permittee to notify the department as soon as practicable and that we were over 24 hours since they were first aware of an issue. She said that she would remind the operations staff at NCES.</p> <p>I reminded her that the written incident report would be due April 29, 2025. I thanked her for the notification and the call ended.</p>