

From: [DES: SolidWasteInfo](#)
To: [Mills, Austin](#)
Cc: [Jones, Emily](#)
Subject: FW: Incident Report
Date: Friday, November 22, 2024 3:30:24 PM
Attachments: [11 22 24 Primary Incident Report Submission FNL.pdf](#)
[image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)

Fyi, ty neo

Nelson E. Ordway, Executive Secretary
New Hampshire Department of Environmental Services,
Waste Management Division, Solid Waste Management Bureau
29 Hazen Drive, PO Box 95
Concord, NH 03302-0095
phone: 603.271.2925
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NHDES would greatly appreciate your feedback and wants to hear from you. Please take a moment to fill out our short (5-question) [NHDES Customer Service Satisfaction Survey](#).



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From: Melissa Stevens <melissa.stevens@casella.com>
Sent: Friday, November 22, 2024 2:51 PM
To: DES: SolidWasteInfo <SolidWasteInfo@des.nh.gov>
Cc: Kimberly Crosby <Kimberly.Crosby@casella.com>; Lindsey Menard <lindsey.menard@casella.com>
Subject: Incident Report

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

On behalf of North Country Environmental Services, Inc., I have attached for submission to NHDES an Incident Report addressing an incident that occurred on November 20 -21, 2024.

Thank you, and please reach out with any questions or concerns.

Melissa Stevens

Associate General Counsel
25 Greens Hill Lane, Rutland, VT 05701
p. 802.772.2201 • c. 802-417-9661
e. melissa.stevens@casella.com • w. casella.com

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Incident Report Form for Solid Waste Management Facilities – Permitted and Permit-Exempt Facilities

Waste Management Division, SWMB



RSA/Rule: [Env-Sw 1005.09\(c\)](#)

Instructions: Complete form in its entirety, utilizing additional pages, as necessary. Maps and diagrams are recommended for clarity. A written report is due within 5 working days of the incident / situation date. Form meets the requirements of Env-Sw 1005.09(c) for “written report” if completed in its entirety and submitted in accordance with submission timeframe requirements.

Section I – General Information		
1. Date & Time of Incident / Situation:	2. Date of Report Submission to NHDES:	3. Name of Person Preparing Report:
11/20/24 - 11/21/24	November 22, 2024	Lindsey Menard
4. Facility Name:	5a. Affected Area Within Facility	5b. Physical Address, Town / City:
North Country Environmental Services	North Country Environmental Services	581 Trudeau Road Bethlehem, NH 03574
6. NHDES SW Permit Number:	7. Permittee Name on Permit:	8. Mailing Address:
DES-SW-SP-03-002	North Country Environmental Services	P.O.Box 9 Bethlehem, NH 03574

Section II – Parties Involved in Incident / Situation			
9. Persons:			
	Name:	Title:	Affiliation:
a.	Bruce Grover	Operations Manager	Casella
b.	Kim Crosby	Director of Compliance	Casella
c.	Robert Cox	Director of Landfill Operations	Casella
d.			
e.			
f.			

Section III – Details
10. The quantity and types of wastes and material(s) involved in the incident or situation and in the clean-up activities:
<p>On November 20, 2024 at approximately 3:10 PM the site experienced an exceedance of head on the liner at Pump Station #3. Site staff responded immediately upon notification and determined that third party electricians were needed to diagnose the malfunction. Electricians arrived on site within 30 minutes to diagnose. The sump was manually pumped down, and the electricians temporarily resolved the issue for the night, but were unable to determine the root cause of the malfunction. Further evaluation the following day by the electrical contractor and site staff determined the cause to be a single loose signal wire connection at a terminal triggering a pump safety inhibit which prevented the pump from pumping. The connection was fixed and checked, and pumping returned to normal service. During the malfunction, levels exceeded the one foot threshold for short durations, approximately two hours overall, as troubleshooting and diagnostics occurred. These overages were from 3:10 pm to 3:30 pm on November 20, and 9:10 am to 9:30 am and 10:40 am to 12:10 pm on November 21. Overall, the site and electrical contractor responded quickly and the electrical contractor was successful in diagnosing and</p>

correcting the malfunction. The system pump inhibit performed as designed, preventing pumping as programmed to assure safety while the malfunction due to a loose signal wire connection was occurring. The electrical contractor will be returning to site to complete a preventative wire connection check to assure tight connections of signal and electrical wiring before winter.

Kim Crosby, Director of Compliance at Casella, provided verbal notification to NHDES at 7:00 p.m. via voicemail message to Jaime Colby.

11. Measures employed to contain releases caused by the incident or situation:

No releases to the environment occurred.

12. Assessment of actual or potential hazards to the environment, safety and human health related to the incident:

Actual or potential hazards to the environment, safety, and human health related to the incident were assessed and determined to be absent. Leachate continues to be managed within the primary leachate collection system, and we have ensured that there has been no release of leachate outside the lined area of the landfill, and that leachate is being managed in a manner that is fully protective of groundwater and the environment.

13. Measures the permittee has or intends to apply to reduce, eliminate, and prevent a recurrence of the incident or situation:

Site personnel will continue to monitor to ensure that the pump has returned to full function, and that sump levels remain in compliance, below the regulatory threshold.

14. If measures not completed by time of report submission, expected date of completion:

N/A

Section IV – Signatures**15a. Person Preparing Report:**

Name:	Title / Affiliation:	Signature:
Lindsey Menard	Environmental Analyst	<i>Lindsey Menard</i>
Phone Number:	Email Address:	
802-585-0551	lindsey.menard@casella.com	

15b. Permittee:

Name:	Title / Affiliation:	Signature:
Kim Crosby	Director of Environmental Compliance	<i>Kimberly Crosby</i>
Phone Number:	Email Address:	
802-585-5442	kimberly.crosby@casella.com	

Form Submittal Instructions:

Submit the completed report in PDF via email to SolidWasteInfo@des.nh.gov.