

odor, nuisance and operational complaints regarding the Facility. The hotline shall be operated and monitored 24 hours a day, seven days a week.

- V. Third-Party Complaint Monitoring Program - Southbridge Recycling & Disposal Park, Inc.** shall maintain such contracts and procedures necessary for a third-party odor monitoring program, under which an independent odor monitor (i.e. inspector) will respond to all odor complaints associated with the Facility, subject to the following conditions:
1. Southbridge Recycling & Disposal Park, Inc. shall fund and maintain the 24-hour complaint hotline (the "hotline"). Any odor complaints made to the hotline shall be immediately relayed to the following: the third-party odor monitor, appropriate Southbridge Recycling & Disposal Park, Inc. personnel, the Town of Southbridge Board of Health, the Board of Health of the municipality where the complainant resides, and appropriate MassDEP personnel (complaints received directly by MassDEP personnel will be relayed to hotline);
 2. SRDP shall ensure that a qualified, third-party odor monitor responds to all odor complaints in a timely fashion, as soon as reasonably and practically possible. The odor monitor shall be capable of recognizing and discerning various landfill-related odors (e.g., landfill gas, leachate, and newly-received waste) and shall have received training in odor recognition and the determination of odor intensity by standard methods (e.g. ASTM or other recognized methods). Except in the case of extenuating circumstances, all odor inspections shall be initiated not later than one hour after a complaint is received by the hotline;
 3. During each odor complaint inspection, the third-party odor monitor shall, at a minimum, perform the following actions: upon arrival at the Facility, walk the area of the complaint back and forth at least once, for a minimum time of 10 minutes; monitor the residential drop-off area, closest point of Landfill perimeter, and Landfill working face for odors; record weather conditions (temperature and wind direction, at a minimum); and, upon leaving the Facility, walk the area that is the subject of the complaint back and forth at least once, for a minimum time of 10 minutes;
 4. The odor monitor shall submit copies directly to MassDEP, the complainant, the Southbridge Board of Health, and the Board of Health of the municipality where the complainant resides and without prior review by Southbridge Recycling & Disposal Park, Inc. or any outside party, reports detailing the results of each odor complaint inspection (with copies to Southbridge Recycling & Disposal Park, Inc.) within 6 (six) hours of the inspection. Such reports may be submitted via electronic mail, where applicable, and shall include, without limitation, the following information: the date and time of the complaint and the inspection; the name of the inspector; a statement as to whether odors attributable to the Landfill

were or were not present during the inspection at any locations outside the Landfill property, and specifically at the location of the complainant; and a certification statement, certifying that the odor monitoring inspection and report was completed in an independent fashion, outside the control or influence and without the prior review of Southbridge Recycling & Disposal Park, Inc.;

5. Third-party odor monitoring shall be performed at the Facility until such time as the Department may, in writing, approve the discontinuance of such monitoring; and

6. The Department reserves the right to modify, in writing, the requirements for the third-party odor monitoring system, at any time as deemed necessary by the Department.

W. Record Keeping and Reporting - Southbridge Recycling & Disposal Park, Inc. shall maintain the following operating records for a minimum of three (3) years and make them available for inspection by Department personnel upon request:

1. The tonnage of waste accepted at the Facility each operating day, broken down by type of waste (i.e., C&D Residuals and MSW); and

2. The total number of vehicles bringing waste to the Facility each operating day.

The most recent twelve (12) months of these required operating records shall be maintained at the Facility.

In addition, Southbridge Recycling & Disposal Park, Inc. shall submit a monthly operations report to James McQuade, MassDEP Solid Waste Section Chief, the Town of Southbridge, the Town of Charlton and the Town of Sturbridge by no later than the 15th day of the subsequent calendar month. The operations reports shall include the following information:

1. A summary of the quantity (in tons) of all solid waste received during the previous calendar month and the total quantity of solid waste received to date during the current calendar year. The quantities of solid waste accepted shall be itemized as MSW, non-MSW, approved daily cover materials (clean soil, catch basin cleanings, street sweepings, comm-97-001 soils, ash), and road base material;

2. A summary of the quantity (in tons) of all daily cover materials, including but not limited to clean soils, alternative daily cover materials, and contaminated soils (divided into categories of materials) received during the previous calendar month and the total quantity received to date during the current calendar year. The report shall detail the source and LSP of record for contaminated soils received