



To: The City of Haines City and Surrounding Area Residents  
From: NuTerra Management, LLC  
Date: January 31, 2017

Regarding: Organics Recycling Facility

To Whom it May Concern:

This is the 1<sup>st</sup> letter in a series of letters that will be sent to the staff at The City of Haines City, FL and residents that live near the Organics Recycling Facility located at 851 E Park Rd in Haines City, FL.

The purpose of this letter, and those following, is to explain the current steps being taken to proactively and positively address concerns that have been raised by residents that live near the facility.

**Situation Update:**

- FDEP visited the site to review the operations of the Facility and confirmed that the Facility is in full compliance with FDEP environmental standards and permit requirements. Specifically: the FDEP visited on December 16, 2016, in response to concerns raised by nearby residents to various levels of local, state, and federal government agencies and organizations. Despite no measurable findings by the air quality personnel during this visit, these concerns led to a FDEP formal complaint issued on December 21, 2016. After the second in-person investigation on January 12, 2017, FDEP issued a formal finding on January 13, 2017 confirming that the facility is in full compliance with FDEP regulations.
- Even though the FDEP did not find any issues, NuTerra has begun to spend money and time doing our best to address the concerns raised by nearby residents. See “Actions” (next section).

**Actions Being Taken:**

- NuTerra issued an Elective Improvements Letter to Haines City on 12/14/2016. In that letter, NuTerra informed the City of work that would start immediately to address the following four actions:
  1. Restart Odor Control System. This was completed on 12/23/2016. Redundant system also purchased and installed as of 1/16/2017.
  2. Modify Active Compost Bay ductwork to improve odor and air capture. Completed 01/16/17.
  3. Obtain third party engineering assessment. This is in progress. Expected completion date to be provided in the February 7, 2017 Community Workshop with the City and nearby residents (see “Future” section, below, for details about this Workshop).
  4. Implement community response Standard Operating Procedures (SOPs). Partially complete. First step was to establish an external Hotline established to receive complaints. Number is: 904-520-2622.

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- Truck Wash Standard Operating Procedures (SOPs) have been updated and implemented. NuTerra employees led truck driver training at the Facility during the week of January 23 – 26, 2017 to train each hauling partner / driver on how to properly clean out their trucks. The City's truck wash was also upgraded on 1/26/17 to allow wash-out of inside trailer in addition to DEP requirement. As a result, trucks will be fully washed out before leaving the facility as long as third party drivers follow the updated SOPs.
- Screening of finished compost to allow shipping of product commenced 1/20/2017. This is expected to be completed on or about 1/30/2017, allowing transport off site by February 3, 2017.

**Future Dates / Future Actions to be Taken:**

- Weekly communication via letters to City staff and residents - implemented as of this communication.
- Community Workshop has been planned for Tuesday, February 7, at 6PM EST at the Haines City Library; preliminary agenda for the meeting is to provide facts regarding the Facility's operations and recent the actions completed / underway.
- New roll up door hardware and remote controls procured and on order. Estimate 8 weeks for delivery and 2 weeks for installation.
- Exhausting fans and louvers under engineering review for operational improvements. Target completion February 17, 2017.

Any additional questions or concerns from City Staff or nearby residents should be directed to the new hotline that has been set up for the specific purpose of receiving such calls. The number is: 904-520-2622. Questions and/or concerns reported to this hotline will be documented for the record and will be discussed at future Community Workshops (to-be-scheduled).

Thank you for your time and attention in reading this update about how we are working to improve the Organics Recycling Facility.

Sincerely,



Aaron Zahn  
CEO  
NuTerra Management, LLC