

Standard Operating Procedure (SOP)

Odour Complaint Reporting Process

Version: 1.0 - Effective Date: February 25, 2026

1. Purpose

This Standard Operating Procedure (SOP) defines the official process for reporting, investigating, documenting, and following up on odour complaints associated with the Otter Lake Waste Management Facility.

2. Scope

This SOP applies to all odour complaints believed to originate from the Otter Lake Waste Management Facility, including public reporting channels, operator response requirements, regulatory oversight, and CMC review.

3. Reporting Channels

Two reporting channels are outlined in the following sections as a formal odour complaint may be filed with HRM either by Phone or electronically over E-mail.

By Phone

Given that odour events frequently occur in the evening (e.g., temperature inversions, low wind conditions), best practice as defined by this SOP is to:

- Report odour directly at the time of occurrence, even if after hours. (After-hours calls are logged and will still be actioned.)

Members of the public may report odour complaints by calling the HRM Service Centre:

Dial: #311

Important to Note:

- HRM 311 Service Hours: Monday to Friday, 8:00 AM – 4:30 PM
- Closed: Evenings, weekends, and statutory holidays
- These are the standard staffed intake hours for live operator service.

Should an odour event occurs outside 311 operating hours, the typical escalation pathways shall be:

1. Call HRM 311 contact centre and leave a voicemail.
 - When dialing 311 outside regular contact centre hours the system will route you to after-hours urgent service for issues such as waste management facility odour concerns. This is the designated after-hours line for HRM urgent municipal concerns.

OTTER LAKE LANDFILL COMMUNITY MONITORING COMMITTEE (CMC)

2. Call Mirror Nova Scotia (Facility Operator) – 902-453-3490
3. Nova Scotia Environment and Climate Change (NSECC) – 1-877-936-8476

Online

For Halifax Regional Municipality (HRM) landfill-related odour complaints, residents may submit odour complaints at any time via e-mail to the posted 311 Contact Centre e-mail address:

contactus@311.halifax.ca

It is suggested to utilize the following e-mail template when contacting the 311 Contact Centre on-line:

Odour Complaint Email Template

(For submission to contactus@311.halifax.ca)

Subject: Odour Complaint – [Your Area] – [Date]

Hello,

I would like to report an odour concern in my area.

Location:

(Street name or nearest intersection)

Date & Time Observed:

(When it started and whether it is ongoing)

Description of Odour:

(For example: garbage, rotten eggs, sewage, chemical, etc.)

Strength of Odour:

(Mild / Moderate / Strong)

Duration:

(How long it lasted or if still ongoing)

Wind Direction (if known):

(e.g., calm, light wind from west, etc.)

This odour has *[not occurred before / happened previously on the following dates: ___]*.

Please log this complaint and provide a service request number for tracking.

Thank you,

[Full Name]

[Address or general area]

[Phone number or email]

4. Mandatory Operator Response Requirements

Upon receipt of a complaint, the Approval Holder (Mirror) must:

1. Conduct immediate investigation of the cause.
2. Record complainant details and time of complaint.
3. Record wind direction, wind speed, temperature, and humidity.
4. Document corrective actions taken.
5. Provide records to NSECC upon request.

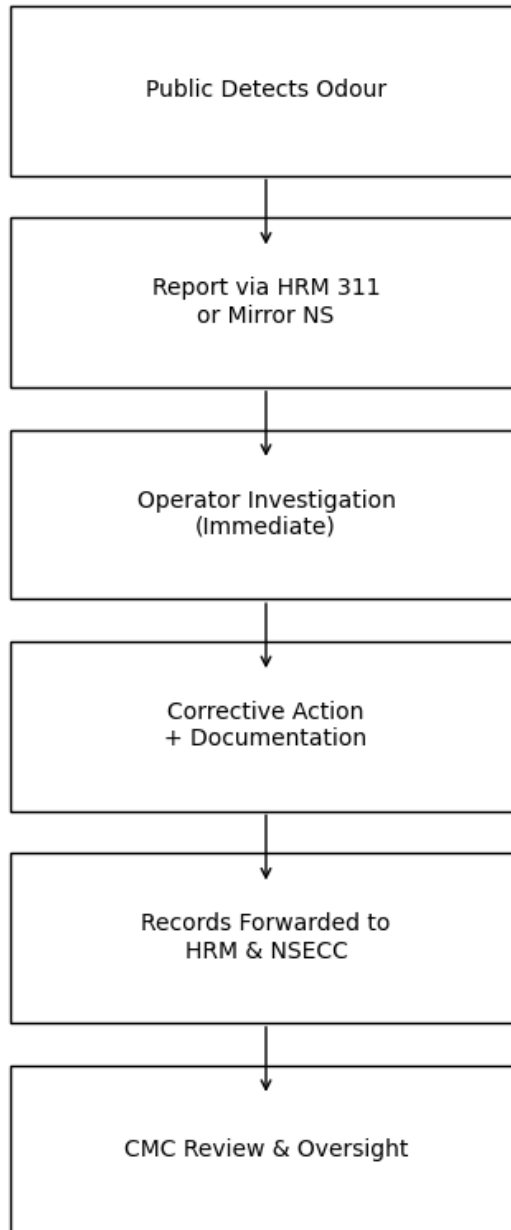
5. Regulatory Oversight

NSECC retains regulatory authority and may require additional monitoring, mitigation measures, or quantitative odour limits if off-site impacts are deemed excessive.

6. Role of the CMC

The Otter Lake Landfill Community Monitoring Committee reviews complaint summaries, monitors trends, and may escalate systemic concerns to HRM and NSECC.

Odour Complaint Reporting Flowchart



OTTER LAKE LANDFILL COMMUNITY MONITORING COMMITTEE (CMC)

Standard Operating Procedure Approval Signatures

Signature / Date

CMC Chair

Name: Reg Rankin

CMC Environmental Consultant Engineer

 02-25-2026

Name: Phil MacKenzie, PEng

Revision History

Version	Date	Description of Change	Approved By
1.0	2026-02-25	Initial Issue	CMC