

## **Dimmer Community Liaison Group update**

Having considered the latest government guidance on Covid-19, we intend to hold the next meeting at Carymoor Environmental Centre in a covered outdoor space on Friday 25<sup>th</sup> June at 15:00. Places at the meeting are restricted and will be allocated to those who respond first. Consequently, we advise that groups which would normally send more than one representative only send one person. Attendees must complete a negative lateral flow test prior to the event, face masks must be worn if entering the main Carymoor building to use the toilets or obtain refreshments and social distancing must be observed.

We have prepared the following pre-read report to update you on site activities. Should you have any further questions for us, please email these to the dedicated email address we have set up for the Community Liaison Group: [DimmerLiaison@viridor.co.uk](mailto:DimmerLiaison@viridor.co.uk) ahead of the meeting.

## **Viridor News**

### **Viridor agrees to sell collections business and majority of recycling locations**

On 21<sup>st</sup> May 2021 Viridor announced the agreement to sell our collections business and a number of recycling assets to Biffa which includes some of its businesses based at Dimmer, Castle Cary.

This agreement will take several months to complete and there is no immediate change to the great local service, focused on reliability and customer service, provided to our collections and recycling customers by Viridor.

There is currently no need for customers to contact either Viridor or Biffa in regard to the announcement. We promise that as the sale progresses you will be kept informed and fully supported with any changes that may take place.

For now, it is very much business as usual. Thank you for your continued support.

### **What does this mean for existing Viridor business waste customers?**

Existing Viridor customers will continue to receive the same great local service, focussed on reliability and customer service. There is no need to contact either Viridor or Biffa.

### **I'm a Viridor customer and need to speak to Customer Services - who should I call?**

From 21<sup>st</sup> May 2021 onwards, Viridor customers should continue to contact the Viridor Customer Services teams as normal:

- For customers wishing to discuss an invoice or amend details on their account, please email [creditcontrol@viridor.co.uk](mailto:creditcontrol@viridor.co.uk) or telephone 01823 721 461
- Customers wishing to make a payment can visit [www.payviridor.co.uk](http://www.payviridor.co.uk) - you will need your account number and invoice number
- For suspension of services during this time, please either email your local servicing depot (details at the top of your invoice) or [creditcontrol@viridor.co.uk](mailto:creditcontrol@viridor.co.uk)
- For supplier enquiries, including payment of invoices, please email [accountspayable@viridor.co.uk](mailto:accountspayable@viridor.co.uk) or call 01823 721 400



**For all other existing customer queries, please contact your local depot on one of the following email addresses:**

Taunton [tauntonadmin@viridor.co.uk](mailto:tauntonadmin@viridor.co.uk)

Dorset [dorset@viridor.co.uk](mailto:dorset@viridor.co.uk)

General enquiries should be emailed to [enquiries@viridor.co.uk](mailto:enquiries@viridor.co.uk) or alternatively please call 01823 721 400.

For all new sales enquiries, e-mail [sales@viridor.co.uk](mailto:sales@viridor.co.uk).

For further information please contact:

[communications@viridor.co.uk](mailto:communications@viridor.co.uk)

### **Transfer Station Report:**

Update:

Since the last meeting, the Avonmouth ERF plant had some issues within the operation this did not affect the running of Transfer Station as we diverted the waste to other facilities, Kevin Nicholls from the EA attended site 23/4/21 during Avonmouth's outage to ensure we were complying with our permit.

On Thursday 10<sup>th</sup> June Dimmer had a fire within the Transfer Station at approx. 09.25hrs

The Dimmer Liaison group was informed of the on the day of the event.

Going forward the waste has been diverted to another facility until the repairs have taken place. We haven't been given a timescale on the repairs yet but as we receive an update, we will inform the liaison group.

### **Landfill Operational Report**

Update:

Restoration of the capped landfill area continues as the weather permits and appropriate soils become available. We have also moved forward with the infilling of the "woodchip" area to bring the area up the match the levels of the surrounding ground.

It is hoped to complete the restoration of the landfill area during the summer of 2021 and then prepare and sow with grass as required by current planning permission in the autumn.

A road sweeper is deployed as required on Dimmer Lane to keep it free from mud.

Tonnage of material imported during this quarter (up to 8<sup>th</sup> June) is 5,394tonnes.



## **Organics Operational Report**

Update:

Compost has remained in high demand through the pandemic, boosted in part due to increased production of peat reduced and peat-free growing media products for the retail trade.

Staffing levels at Dimmer have been unaffected by C-19 to date.

The site has received one odour-related complaint since the last report which resulted from a change in wind direction during a compost aeration operation of a windrow undergoing the sanitisation phase of composting.

The Environment Agency is to review the Environmental Permit as regards the biodegradable waste activities on site.

## **Dimmer Leachate Treatment Plant (LTP)**

Update:

Leachate extraction from the Landfill, delivery to the Treatment Plant and data reported to the Environment Agency as per the Permit conditions continues.

## **Environmental & Regulatory Matters**

Update:

### **Compost / Waste Transfer Activity**

During April, the EA was aware that, due to issues at the Avonmouth Energy Recovery Facility, there were local concerns regarding possible increased volumes of waste being stored at the site.

A conversation took place with the Viridor to ensure the company would remain compliant with the site permit, a weekly update of onsite waste volumes was provided. A site inspection took place (23 April) to confirm compliance.

The EA (National Permitting Service) has sent a Regulation 61 notice to Viridor (Requirement to provide information). This notice informs Viridor of the EA's intention to review the permit, in particular the current green waste composting activity, to ensure it fulfils the standards of Best Available Techniques.

A report was received (2 June) from a member of the public of odours arising from the composting activity.

It was confirmed by Viridor that there was some limited activity taking place at the time of the report.

### **Landfill**

Viridor has notified the EA of the installation of a new site flare (included a commissioning report).

Viridor has submitted its annual environmental review for the landfill (phase 2) to the EA.



Viridor has confirmed that the willow beds for the leachate discharge will not be used this year.

An amended leachate management plan for phase 1 and 2 has been agreed (amended to reflect the commissioning of leachate treatment plant and future draw down of leachate across landfill phase 1)

Following the fire at the transfer station, the site was visited by the EA on Friday morning (11th) and a compliance assessment report (CAR report) has been issued to Viridor.

**Date of next meeting: September 23<sup>rd</sup> 2021 at 14:30.**