

## COMMUNITY STATUS REPORT: August 6, 2009

To the residents of the Collingwood community,

I am writing to provide you with an update on a number of complaints regarding noise and odours we received over the course of this past long weekend.

I want to assure you that we take all community complaints very seriously and we review and investigate each one very carefully - not because we have to, but because we want to. We really do want to get things right and your feedback is critical to helping us to do just that.

As you know we have a dedicated Environmental Health and Safety (EHS) inspector – Marni Saunders – who is responsible for reviewing, investigating and reporting on every complaint. Marni was on-site throughout the three-day weekend to follow up with residents in the areas where complaints originated. During the course of the investigations, Marni could not detect noises to the extent of those identified in the complaints, but did note an intermittent corn-drying odour on August 2<sup>nd</sup> and on the morning of August 4<sup>th</sup>. We are by no means questioning what some of the residents reported hearing or smelling at various times, we are only reporting on what Marni experienced when she was in the area.

In addition to Marni personally investigating every complaint, we conducted a thorough assessment of all processes and equipment as the complaints began to come in and concluded that the plant was operating as normal, other than periods where specific pieces of equipment were shut down for repairs. On the evening of August 2<sup>nd</sup> the mill was shut down for approximately 2 hours to repair a fibre dewatering screen and on the afternoon on August 3<sup>rd</sup> the yeast dryer was shut down until the morning of August 4<sup>th</sup> for mechanical repairs.

We cannot confirm with absolute certainty that the corn-drying odour was a result of repairs that had to be made to the mill or the yeast dryer, but I assure you that we continue to monitor our operations very closely and do so in conjunction with the MOE. What we do know is that our facility did not appear to be the source of noise issues that were brought to our attention by some of our neighbours.

To give you a bit of background on that, a recent independent acoustic audit report determined that the MOE noise limits for the area in question are 50 decibels (dB) during the day and 45 dB at night. Ambient background noise (traffic etc.) was measured at 55 dB. This same report also assessed the noise generated by the plant, which was found to be 48 dB during the day and 42 dB during the night. While yet to be confirmed by the MOE, these measurements indicate the sound emissions from the AGP facility are in compliance with the MOE noise limits. As required by the MOE, AGP's acoustic audit report was reviewed by an independent third-party engineering firm, which validated the conclusions of the report.