

CONNECTICUT RESOURCES RECOVERY AUTHORITY

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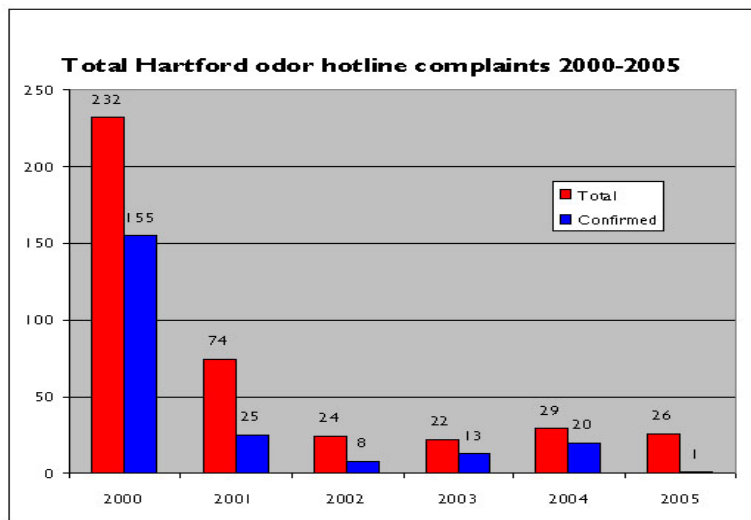
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CRRA Efforts Produce Sharp Drop in Odor Complaints Only One Confirmed Complaint about Hartford Facilities in 2005

HARTFORD, Conn. – Efforts to control odors at solid waste disposal facilities recorded their greatest success in 2005, as the number of confirmed odor complaints about the Connecticut Resources Recovery Authority waste processing facility (WPF) and landfill totaled just one for the entire year.



Just five years ago, in 2000, CRRA investigated 232 complaints telephoned to its toll-free odor hotlines and confirmed 155 of them. But a \$15 million odor control system installed at the WPF, and improved landfill management techniques, drove down those totals. In 2004, CRRA received 29 complaints and confirmed 20 of them.

“We recognize our obligation to be the best possible neighbors we can,” said CRRA President Thomas D. Kirk. “While we’re proud of our results in 2005, even that one odor emission is one too many.

“Our goal for 2006 – and every year – is zero odor complaints.”

CRRA maintains toll-free odor complaint hotlines 24 hours a day, 365 days a year – 1-800-480-7133 for the landfill, 1-800-472-8630 for the WPF. All calls to these hotlines are answered immediately. A representative answering a call will ask the caller for some detailed information to help pinpoint the source of the complaint, and each complaint investigated by a specially trained odor technician. The responder also offers to meet with the complainant. If the technician determines the odor is coming from a CRRA facility, CRRA immediately begins efforts to eliminate the odor.

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In 2005, CRRA investigated 20 complaints about the WPF and confirmed none, while only one of the five complaints about the landfill was confirmed.

The Connecticut Resources Recovery Authority is a quasi-public agency whose mission is to work for – and in – the best interests of the municipalities of the state of Connecticut. CRRA’s new board of directors and new management team develop and implement environmentally sound solutions and best practices for solid waste disposal and recycling management on behalf of municipalities. CRRA’s four solid waste projects serve 118 Connecticut cities and towns. CRRA also runs environmental and recycling educational programs through its Visitors Center and Trash Museum in Hartford and Children’s Garbage Museum in Stratford. For more information about CRRA and its activities, visit <http://www.crra.org>.

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EDITORS: To obtain a high-resolution .jpg version of the table embedded in this release, contact Paul Nonnenmacher at (860) 757-7771 or pnonnenmacher@crra.org.