

Helping Pollution Control Plant Clean Up Waste Services Issues.

Think Green.®

When a private company needs emergency waste services, a delay can cost hundreds, if not thousands, of dollars. But when a public utility needs waste services help, more than money is at stake, which is why in times of need, the public sector usually turns to an industry leader.

The Duffin Creek Water Pollution Control Plant (WPCP) in Pickering, Ontario, provides sewage and waste treatment services for Durham and York regions near Toronto. Processing thousands of gallons of waste water daily, the Duffin Creek plant generates vast amounts of waste, including

grits and screenings waste as well as up to 20 tons of incinerator ash. These wastes must be collected and disposed of properly seven days a week. Any delay can force the WPCP to reduce or even halt its operations, something that can be immediately detrimental to the residents and businesses in its service area.

In April 2003, a contract

dispute with its incumbent waste hauler caused the Duffin Creek WPCP to issue an immediate request for service quotes to other waste companies in the area. One of these companies was Waste Management, which had helped the



Region of Durham on other projects and was well known as a company capable of handling special wastes.

Waste Management immediately assembled a team that examined Duffin Creek's situation and quickly returned with a Total Waste Solution that included using containers large enough to hold up to 20 tons of incinerator ash daily, special tarping and sealing procedures during the waste's transportation phase and disposal at the company's Pine Tree Acres Landfill in Lenox, Michigan.

Impressed with the speed and thoroughness of its response, Duffin Creek chose Waste Management to complete the approximately 15 months remaining on its former hauler's contract. With its program now running smoothly, Waste Management is expected to win an extension when the contract comes up for renewal.

"In a word, I would describe Waste Management's service as excellent. We rely on them to meet our ever-changing operational needs, and they're always more than willing to help us on issues we might have. Their logistical support is excellent. Personally, I don't see a need to deal with anybody else."

Brad Dobson
Project Superintendent
Duffin Creek Water
Pollution Control Plant

Expert service is more than a pipe-dream when you choose Waste Management.

From everyday collection to environmental protection, Think Green. Think Waste Management.

