



November 2, 2016

Dear Members of the Richmond Community,

We are sorry. Our facility has been recycling organic material in Richmond for more than 20 years. We are proud to have worked with you toward building the best organics recycling programs with the highest diversion rates in North America. We strive to operate in a manner consistent with being a good neighbour, but it is clear that we have let you down.

We hear you and have taken immediate action. We have:

- Significantly reduced inbound volumes of food waste to our biogas plant
- Completely refurbished the existing composting system infrastructure
- Reduced or eliminated acceptance of the most odourous organic materials
- Increased use of odour-absorbing material in our pretreatment process
- Refreshed our biofilters system

We expect these actions will have a positive impact in the near-term. A full list of our current and planned steps can be found at www.richmondairpermit.ca.

We have also committed to spend millions of dollars on capital improvements and site upgrades for a permanent solution. We are moving forward with the design and testing of these upgrades so we can ensure that we build a solution that delivers results. And while we have filed an appeal over certain of the provisions in our recently-issued air emissions permit, we remain committed to moving forward with our upgrade programme.

We will work to keep you informed of developments regarding our plans and facility upgrades. You can also reach us through regular meetings of our Community Liaison Committee, The Harvest Community Hotline (604-836-8387) or at Richmondairpermit@harvestpower.com.

We appreciate your patience as we work to be a better neighbour.

Sincerely,
Chris Kasper
President and CEO