

## **Brunn, Lisa M ENV:EX**

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**From:** Little, Stephanie ENV:EX  
**Sent:** Friday, October 28, 2016 4:23 PM  
**To:** Brent Rogers  
**Subject:** Re: Air Quality in North End Kelowna

Thanks for the heads up Brent. I'm go my to forward this to the reactive group so they can get in front of it.

Sent from my iPhone

On Oct 28, 2016, at 3:19 PM, Brent Rogers <[Brent.Rogers@tolko.com](mailto:Brent.Rogers@tolko.com)> wrote:

Hi Steph. Just an FYI that this email will be heading out to residents. I am not sure if you will hear anything extra, but just in case. We still meet with the North end group and have a good relationship with them. One of the "new" residents penned the letter.  
Brent.

**From:** Lisa Masini [<mailto:kdkmneighbourhood@gmail.com>]  
**Sent:** Friday, October 28, 2016 11:45 AM  
**To:** Brent Rogers <[Brent.Rogers@tolko.com](mailto:Brent.Rogers@tolko.com)>  
**Subject:** RE: Air Quality in North End Kelowna  
No, it was written by Mary Lund.  
Lisa

**From:** Brent Rogers [<mailto:Brent.Rogers@tolko.com>]  
**Sent:** Friday, October 28, 2016 11:31 AM  
**To:** Lisa Masini  
**Subject:** Re: Air Quality in North End Kelowna  
Did you write this?  
Brent

Sent from my iPhone

On Oct 28, 2016, at 10:25 AM, Lisa Masini <[kdkmneighbourhood@gmail.com](mailto:kdkmneighbourhood@gmail.com)> wrote:

Dear residents,  
Please find below a message inviting us to take action on improving our air quality.  
Please save this information in a place where it is handy for future reference.  
**To the Residents of the North End of Kelowna.**  
**We deserve clean air.**  
**If you or your neighbours are experiencing black residue (soot), wood particulate matter or any other particulate matter on your boat, garden furniture, car or deck, the Environmental Minister wants to know about it.**  
**Please take a photograph and send it to [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca). Also to [mary.polak.MLA@leg.bc.ca](mailto:mary.polak.MLA@leg.bc.ca) .**  
**If you do nothing , they will do nothing.**  
Kind regards,  
Lisa  
Lisa Masini, President  
Kelowna Downtown Knox Mountain  
Neighbourhood Association

250-862-1931  
[www.kdkm.org](http://www.kdkm.org)

**Brunn, Lisa M ENV:EX**

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**From:** Little, Stephanie ENV:EX  
**Sent:** Monday, September 26, 2016 11:43 AM  
**To:** Vroom, Bryan ENV:EX  
**Subject:** Tolko 2082 permit  
**Attachments:** PA-2082 2011 permit copy.pdf

Hey Bryan,

Quick question, in doing a routine compliance inspection late August at Tolko in Kelowna, it came to my attention that section 3.3 states:

**3.3 Standard Conditions**

For the administration of this permit all gaseous volumes must be converted to standard conditions of 293.15 K and 101.325 kPa with zero percent moisture. All gas measurements relating to subsection 1.1 must be corrected to 12% O<sub>2</sub>.

The permitte has been conducting all historical stack testing corrected to 12% CO<sub>2</sub> which was what was identified in the July 31, 1996 version of the permit. Later Amendments in 1997 and 2006 had no specific requirement, and the 2011 was the first version to state 12% O<sub>2</sub> with nothing in the ministry assessment about why the change.

My understanding is the current approach is to correct to 8%O<sub>2</sub>, but in 2011, 12%CO<sub>2</sub> would have still be the norm. It appears to me as though the 12%O<sub>2</sub> was likely a typo (missed the C), so my question is, how do we correct this minor issue...change the permit from 12% O<sub>2</sub> to 12% CO<sub>2</sub>, or get them up to current approach with 8% O<sub>2</sub>? Do I need to make some sort of recommendation?

Let me know what you think.

Thanks,

*Stephanie Little*

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program)  
24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service)  
[www.gov.bc.ca/env](http://www.gov.bc.ca/env)



July 12, 2011

Tracking Number: 196310  
Authorization Number: 2082

**REGISTERED MAIL**

Tolko Industries Ltd.  
820 Guy Street  
Kelowna, BC V1Y 7R5

Dear Permittee:

Enclosed is Amended Permit 2082 issued under the provisions of the *Environmental Management Act*. Your attention is respectfully directed to the terms and conditions outlined in the permit. An annual fee will be determined according to the Permit Fees Regulation.

This permit does not authorize entry upon, crossing over, or use for any purpose of private or Crown lands or works, unless and except as authorized by the owner of such lands or works. The responsibility for obtaining such authority rests with the Permittee. This permit is issued pursuant to the provisions of the *Environmental Management Act* to ensure compliance with Section 120(3) of that statute, which makes it an offence to discharge waste, from a prescribed industry or activity, without proper authorization. It is also the responsibility of the Permittee to ensure that all activities conducted under this authorization are carried out with regard to the rights of third parties, and comply with other applicable legislation that may be in force.

This decision may be appealed to the Environmental Appeal Board in accordance with Part 8 of the *Environmental Management Act*. An appeal must be delivered within 30 days from the date that notice of this decision is given. For further information, please contact the Environmental Appeal Board at (250) 387-3464.

Administration of this permit will be carried out by staff from the Okanagan Region. Plans, data and reports pertinent to the permit are to be submitted to the Regional Manager, Environmental Protection, at Ministry of Environment, Regional Operations, Okanagan Region, 102 Industrial Pl., Penticton, BC V2A 7C8.

Yours truly,

Sajid A. Barlas, Ph.D., P.Ag.  
for Director, *Environmental Management Act*  
Okanagan Region

Ministry of Environment

Environmental Protection  
Division

102 Industrial Pl.  
Penticton, BC V2A 7C8

Okanagan Region  
Telephone: (250) 490-8200  
Facsimile: (250) 490-2231



Enclosure

cc: Environment Canada

Registered office: 1200 Waterfront Center, 200 Burrard Street, P.O. Box 48600,  
Vancouver, BC V7X 1T2



MINISTRY OF  
ENVIRONMENT

PERMIT

2082

*Under the Provisions of the Environmental Management Act*

**TOLKO INDUSTRIES LTD.**

**820 Guy Street  
Kelowna, BC V1Y 7R5**

is authorized to discharge contaminants to the air from a plywood, lumber and power plant complex located in Kelowna, British Columbia, subject to the terms and conditions listed below. Contravention of any of these conditions is a violation of the *Environmental Management Act* and may lead to prosecution.

This permit supersedes and amends all previous versions of PA-02082 issued under Part 2, Section 14 of the *Environmental Management Act*.

**Definitions:**

Measurement unit abbreviations used in this permit are defined as follows:

m<sup>3</sup> = cubic metre, min = minute,

"Director" means the director or a person delegated to act on behalf of the director, as defined in the *Environmental Management Act*.

**1. AUTHORIZED DISCHARGES**

**1.1 Authorized Source**

This section applies to the discharge of air from AN ELECTROSTATIC PRECIPITATOR (ESP) TREATING EMISSIONS FROM THREE POWER BOILERS. The site reference number for this discharge is E105676.

1.1.1 The maximum rate of discharge is 2100 cubic metres per minute.

1.1.2 The authorized discharge period is continuous.

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(most recent)

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for Director, *Environmental Management Act*  
Okanagan Region


- 1.1.3 The characteristics of the discharge must be equivalent to or better than:
- |                          |          |                       |
|--------------------------|----------|-----------------------|
| Total Particulate Matter | Maximum: | 120 mg/m <sup>3</sup> |
| Opacity                  | Maximum: | 10 %                  |
- 1.1.4 The smoke opacity of the discharge must not exceed 10% for more than three (3) minutes in any thirty (30) minute period. For the purposes of this permit "opacity" means the degree to which an emission reduces the passage of light or obscures the view of an observer and is expressed numerically from 0.0% to 100% (opaque). For the purposes of this permit an "opacity reader" means a person who holds a valid certificate to measure the opacity of air contaminants or approved continual monitoring device.
- 1.1.5 The opacity requirements of subsections 1.1.3 and 1.1.4 do not apply during start ups (up to 90 minutes), and upset conditions caused by factors which are beyond the control of the Permittee- e.g. power failure, mechanical breakdown etc.
- 1.1.6 The wood residue fueled power boilers must not be used for the incineration of any substances other than wood residues without prior written consent of the Director. Wood residues treated or mixed with any other wastes, including, but not limited to, treated wood must not be burned without the prior written consent of the Director.
- 1.1.7 The authorized works are three wood residue fueled power boilers, multicyclones, ducting, electrostatic precipitator stack and related appurtenances approximately located as shown on Site Plan A.

## 1.2 Authorized Source

This section applies to the discharge of air from two (2) CYCLONES THROUGHOUT THE MILL. The site reference number for this discharge is E212176.

- 1.2.1 The maximum rate of discharge is:
- |  |                         |
|--|-------------------------|
| a) Planer trim saw dust collection cyclone | 675 m <sup>3</sup> /min |
| b) Planer dust collection cyclone          | 675 m <sup>3</sup> /min |
- 1.2.2 The authorized discharge period is continuous.
- 1.2.3 The characteristics of the discharge must be equivalent to or better than:

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for Director, *Environmental Management Act*  
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Total Particulate Matter      Maximum:    116 mg/m<sup>3</sup>

- 1.2.4 The authorized works are two (2) cyclones, ducting, and related appurtenances approximately located as shown on Site Plan A.

**1.3 Authorized Source**

This section applies to the discharge of air from LUMBER DRY KILN VENTS. The site reference number for this discharge is E212177.


- 1.3.1 The maximum rate of discharge is 5300 cubic metres per minute (combined).
- 1.3.2 The authorized discharge period is continuous.
- 1.3.3 The characteristics of the discharge must be equivalent to or better than typical steam heated lumber dry kiln exhaust.
- 1.3.4 The authorized works are forty-one (41) roof vents on steam heated lumber dry kilns, and related appurtenances approximately located as shown on Site Plan A.

**1.4 Authorized Source**

This section applies to the discharge of air from OPEN END PIPES TO RAIL CAR CHIP LOADING AND CHIP STORAGE. The site reference number for this discharge is E212180.

- 1.4.1 The maximum rate of discharge is 180 cubic metres per minute (combined).
- 1.4.2 The authorized discharge period is continuous.
- 1.4.3 The characteristics of the discharge must be typical of emissions from the transportation of wood chips.
- 1.4.4 The authorized works are two (2) pneumatic conveyors, with a total of four (4) open ended pipes to chip storage and one (1) open ended pipe to chip loadout, and related appurtenances approximately located as shown on Site Plan A.

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for Director, *Environmental Management Act*  
Okanagan Region

### 1.5 Authorized Source

This section applies to the discharge of air from two (2) BAG FILTERS LOCATED THROUGHOUT THE MILL. The site reference number for this discharge is E226451.

1.5.1 The maximum rate of discharge is:

- a) Power house conveyor dust collection bag filter 764 m<sup>3</sup>/min
- b) Planer shavings bag filter 764 m<sup>3</sup>/min

1.5.2 The authorized discharge period is continuous.

1.5.3 The characteristics of the discharge must be equivalent to or better than typical bag filter emissions.

1.5.4 The authorized works are two (2) bag filter units, ducting and related appurtenances approximately located as shown on Site Plan A.

### 1.6 Authorized Source

This section applies to the discharge of air from TWO (2) LUMBER END PAINT SPRAY BOOTH EXHAUSTS. The site reference number for this discharge is E226452.

1.6.1 The maximum rate of discharge is 1020 cubic metres per minute.

1.6.2 The authorized discharge period is 24 hours per day, 5 days per week.

1.6.3 The characteristics of the discharge must be equivalent to or better than typical lumber end paint spray exhaust.

1.6.4 The authorized works are a fume hood, particulate filters, ducting, blowers and two (2) stacks and related appurtenances approximately located as shown on Site Plan A.

### 1.7 Location of Facilities

The location of all facilities from which the authorized discharges originate in Section 1 above and the location of all authorized points of discharge is Lot A, D.L. 5104, Plan 27467, Osoyoos Division of Yale District.

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for Director, *Environmental Management Act*  
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## 2. GENERAL REQUIREMENTS

### 2.1 Maintenance of Works and Emergency Procedures

The Permittee must inspect the authorized works regularly and maintain them in good working order. In the event of an emergency or condition beyond the control of the Permittee which prevents effective operation of the authorized works or leads to unauthorized discharge, the Permittee must comply with all applicable statutory requirements, immediately (within one business day) notify the Director, Environmental Protection, and take appropriate remedial action for the prevention or mitigation of pollution. The Director may reduce or suspend operations to protect the environment until the authorized works have been restored and/or corrective steps have been taken to prevent unauthorized discharges.

During and/or after the emergency event or condition, the Permittee must conduct sampling and analysis of discharges which might be non-compliant with this permit and/or applicable statutory requirements, and as they become available, provide the results to the Director, Environmental Protection, or designated Officer.

Within 30 days of the emergency event or condition, provide a report including results of sampling and analysis, non-compliance with this permit and/or applicable statutory requirements, corrections to the operational system, root cause of the emergency event or condition, and decisions for corrective and preventive action.

### 2.1 Baghouse Operations

2.1.1 The baghouses must be operated and maintained in accordance with the manufacturer's specifications.

2.1.1.1 The operating pressure drop must be maintained within the design conditions specified by the manufacturer's performance warranty. The baghouses must be equipped with a gauge or meter, which indicates the pressure drop across the control device. If the manufacturer's specifications are unavailable then the pressure drop must not be less than 1.0 inches of water column or more than 10.0 inches of water column.

2.1.1.2 The Permittee must comply with the manufacturers

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for Director, *Environmental Management Act*  
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recommended schedule for inspecting and maintaining control equipment. If the inspection frequency is not specified by the manufacturer, recommended inspection and maintenance activities must be conducted at least once per quarter.

- 2.1.2 The filters must be made of fibres appropriate for operating conditions expected to occur (e.g. temperature limits).
- 2.1.3 The Permittee must maintain an operating and maintenance log of all monitoring, inspection and maintenance activities, including:
1. Incidents of malfunction, with impact on emissions, duration of event, probable cause, and corrective actions;
  2. Maintenance activities, with inspection schedule, repair actions, and replacements, lock out times etc.;
  3. Pressure drop (at least once daily);
  4. Flow rate (if applicable);
  5. Opacity. If visible emissions exist, inspect equipment for evidence of malfunction, including broken bags. Also, record any corrective action taken;
  6. Dust removal (as needed); and,
  7. Maintain log on site for inspection by Environmental Protection staff.

## 2.2 Bypasses

The discharge of contaminants which have bypassed the authorized treatment works is prohibited unless the prior approval of the Director is obtained and confirmed in writing.


## 2.3 Process Modifications

The Director must be notified prior to implementing changes to any process that may adversely affect the quality and/or quantity of the discharge. The approval of the Director must be received prior to implementing the process modifications

## 2.4 Disposal of Ash

The residue of combustion removed from the power boilers, multicyclones and dry electrostatic precipitator authorized in Section 1.1 above must be disposed

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of on a site and in a manner approved by the Director.

**2.5 Compliance Assurance Monitoring (CAM) Program**

The Permittee must develop a Compliance Assurance Monitoring program to establish relationships between emission levels and operational parameters for the boiler and ESP stack emissions. The CAM Program is to ensure that the Permittee maintain their control devices at the levels that assure compliance. A draft plan for the CAM program must be submitted to the Director by **December 31, 2011**. Based on these submissions, the Director may change the stack sampling requirements.

**2.6 Continuous Opacity Monitoring**

Should the opacity limits listed in Section 1.1.3 be exceeded, the permittee must take immediate remedial measures to maintain compliance with these opacity limits.

Exceedances that last more than one hour and that are greater than 10% of the opacity limit (based on either visual inspection or data from opacity monitor) must be reported to the Director on the next business day.


**2.7 Excess Emissions Reports (EER)**

Quarterly excess emissions reports are required; these reports are a summary of instances in which the opacity exceeds the applicable limit specified in Section 1.1.3 of this permit for more than one hour. Provide in an addendum report to the CAM program, the continuous opacity monitoring readings which exceed the discharge limits in Section 1.1. The EER reports should also include opacity monitor downtime (due to malfunction, maintenance and QA/QC procedures including calibrations). Written documentation of the malfunction, including results of any sampling and analysis conducted, non-compliance with this permit and/or applicable statutory requirements, corrections to the operational system, root cause of the emergency event or condition, and decisions for corrective and preventative action, must be submitted in writing within 30 days of the event. For other periods of invalid opacity readings, report the cause of the invalid opacity readings and the corrective action/s taken.

**2.8 Fugitive Dust Control**

The Permittee must suppress fugitive dust created within the operation area.

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for Director, *Environmental Management Act*  
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The measured dustfall data will be compared to the Ministry Objective value of 1.75 mg/dm<sup>2</sup>/d. If the measured ambient air quality compares unfavourably to the Objective value, the Director will evaluate the sensitivity of the receiving environment, the contribution of the Permittee's dustfall sources to the measured ambient values, plus any other pertinent information and may, at his discretion, require the Permittee to implement additional monitoring and control measures on fugitive dust sources.

## 2.9 Grate Cleaning and Soot Blowing

The Director may authorize opacity levels higher than that specified in section 1.1 above, during grate cleaning and/or soot blowing operation, provided the Permittee is able to demonstrate to the Director's satisfaction that all reasonable measures are taken to minimize these emissions. In the event that the Director judges these emissions to be unacceptable, the Permittee may be required to undertake process modifications and/or other action the Director considers necessary.

## 3. MONITORING AND REPORTING REQUIREMENTS

### 3.1 Sampling Location and Techniques

All sampling locations, techniques, and equipment must be acceptable to the Director. Sampling and monitoring data, including the rate of discharge, must be accompanied by process data relevant to the operation of the source of the emissions and the performance of the pollution abatement equipment involved in the testing.


### 3.2 Stack Testing Requirements

The Permittee must carry out stack tests according to the following schedule:

Permit Section	Source	Contaminant	Sampling Frequency
1.1	Power boiler electrostatic precipitator stack	particulate matter	quarterly

On the basis of the stack test results, the Director may require additional stack tests.

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Sajid A. Barlas, Ph.D., P.Ag.  
for Director, *Environmental Management Act*  
Okanagan Region

### 3.3 Standard Conditions

For the administration of this permit all gaseous volumes must be converted to standard conditions of 293.15 K and 101.325 kPa with zero percent moisture. All gas measurements relating to subsection 1.1 must be corrected to 12% O<sub>2</sub>.

### 3.4 Operational Conditions – Power Boiler

Stack testing is to be done under “normal” operating conditions when the Permittee is able to document that the operating conditions of the authorized equipment represents at least a 90<sup>th</sup> percentile in terms of production or loading for the ninety days prior to the date the sample is taken.

### 3.5 Sampling Procedures

All sampling including stack testing and opacity measurements (visual or using an opacity monitor) must be carried out in accordance with the procedures described in the "British Columbia Field Sampling Manual for Continuous Monitoring and the Collection of Air, Air-Emission, Water, Wastewater, Soil, Sediment, and Biological Samples, 2003 Edition (Permittee)", or most recent edition, or by suitable alternative procedures as authorized by the Director.

A copy of the above manual may be purchased from the Queen's Printer Publications Centre, P. O. Box 9452, Stn. Prov. Gov't. Victoria, British Columbia, V8W 9V7 (1-800-663-6105 or 250-387-6409) or via the internet at [www.crownpub.bc.ca](http://www.crownpub.bc.ca). A copy of the manual is also available for review at all Environmental Protection offices.

### 3.6 Analytical Procedures

Analyses are to be carried out in accordance with procedures described in the most recent edition of the “British Columbia Laboratory Methods Manual for the Analysis of Water, Wastewater, Sediment, Biological Materials and Discrete Ambient Air Samples”, or by suitable alternative procedures as authorized by the Director.

A copy of the above manual may be purchased from the Queen's Printer Publication Centre, P.O. Box 9452, Stn. Prov. Gov't. Victoria, British Columbia, V8W 9V7 (1-800-663-6105 or (250) 387-6409). The manual is also available for review at all Environmental Protection offices.

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for Director, *Environmental Management Act*  
Okanagan Region

### 3.7 Sampling Facilities

The Permittee must provide sampling ports with nearby electrical and pneumatic outlets and, where required, approved access ladders and adequately sized platforms, for the discharges covered by Sections 1.1 of the permit to enable monitoring of these emissions.

### 3.8 Visual Monitoring of Miscellaneous Discharges

Visual monitoring of the discharges authorized by Section 1.1 to 1.6 of the permit may be carried out by Environmental Protection staff as part of an ambient monitoring program for the entire mill operation. Based on these monitoring results, the Permittee may be required to undertake additional emissions monitoring.

### 3.9 Ambient Air Quality

The Director may require that the Permittee undertake ambient air quality monitoring and related studies. The Director may impose limits on the daily emission contaminant loadings, based on these and/or other studies of air quality impact.

### 3.10 Quality Assurance

- a. The Permittee must obtain from the analytical laboratory (ies) their precision, accuracy and blank data for each sample set submitted as well as an evaluation of the data acceptability, based on the criteria set by the laboratory.
- b. A duplicate sample must be prepared and submitted for analysis for each parameter sampled at each monitoring site and each monitoring period.
- c. The analytical laboratory (ies) must be registered in accordance with Canadian Association for Laboratory Accreditation (CALA) unless otherwise instructed by the Director.

### 3.11 Reporting

Maintain data of analyses and flow measurements for inspection and submit the data, suitably tabulated, to the Director, within 60 days of the end of each sampling period.

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for Director, *Environmental Management Act*  
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1. Stack tests data must be accompanied by records of boiler steam loads, grate cleaning activity throughout the testing period.
2. Submit a notification of out of compliance opacity readings.
3. The EER report (per Sec 2.8) must be submitted to the Director no later than thirty (30) days following the end of the quarter.

### 3.12 Annual Report

The Permittee must submit to the Director annually a report within 90 days of the end of the year covering the results of the monitoring program specified in PA-02082, subsection 3.1, as well as the performance of the air pollution control facilities. The review must include, without limitation, the following:

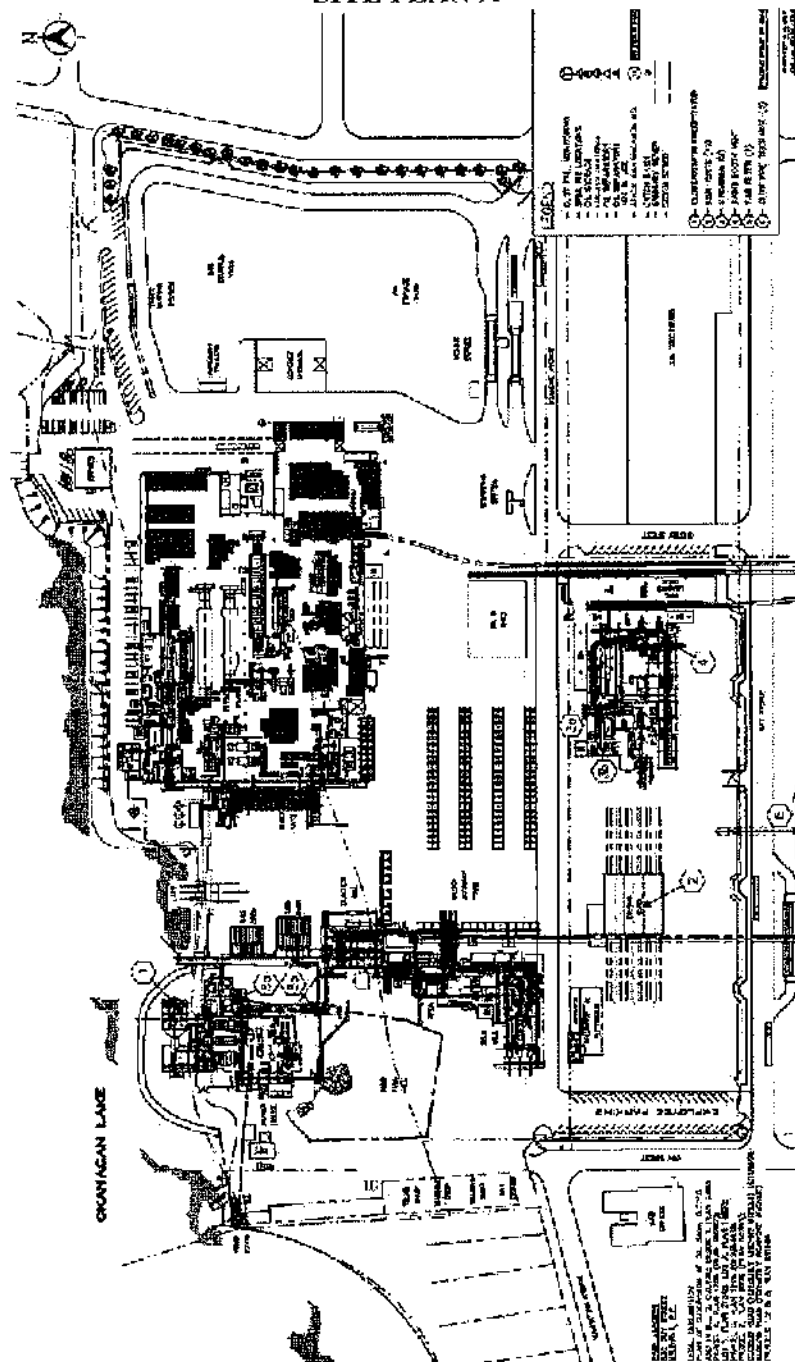
- A summary of stack data collected according to the monitoring program;
- A trend analysis using this data and that of the previous sampling years; and
- Where permit limits or objectives have been exceeded, a summary and explanation of what occurred and of the corrective measures that were taken along with any proposed plans for air emission control improvements.

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for Director, *Environmental Management Act*  
Okanagan Region

SITE PLAN A



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(most recent)

*Barlas*  
Sajid A. Barlas, Ph.D., P.Ag.  
for Director, Environmental Management Act  
Okanagan Region

## **Brunn, Lisa M ENV:EX**

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**From:** Brent Rogers <Brent.Rogers@tolko.com>  
**Sent:** Friday, September 9, 2016 9:33 AM  
**To:** Little, Stephanie ENV:EX; 'Nancy Mora Castro'  
**Cc:** Ayache, Tarek ENV:EX; ENV Environmental Complaints ENV:EX  
**Subject:** RE: Communication Process for Toiko Kelowna

### **Tolko Update:**

During the month of August the Power House ran steady throughout. There were no interruptions in plant operations. Grate raking is typically done each morning around 0200. This is done while the electrical load on the plant is low due to minimal production activities. The most significant part of our electrical bill is demand charge. The demand is lower at night, so that while grate raking occurs our electrical generation is also lower. The fuel has been very clean so that grate raking is not always required, it is a judgement call by the operators and skipped if at all possible.

On Sept 10/2016 we will be installing new control parameters meant to keep the turbine generator on-line in the event of electrical isolation of the Tolko site from the Fortis electrical grid. If all goes well there will be no interruption to operations. There is the potential that the plant will go offline and have to be restarted. That should only take about 30 minutes, but will be noticeable on the stack emissions. I will send an update next week as to how the testing went. The test is scheduled for 0700

Brent.

250-979-8690

**From:** Little, Stephanie ENV:EX [<mailto:Stephanie.Little@gov.bc.ca>]  
**Sent:** Monday, August 08, 2016 11:05 AM  
**To:** 'Nancy Mora Castro' ; Brent Rogers  
**Cc:** Ayache, Tarek ENV:EX ; ENV Environmental Complaints ENV:EX  
**Subject:** Communication Process for Tolko Kelowna

Good Morning Everyone,

In light of the recent compliant load coming into the Ministry, City of Kelowna and Tolko directly, I believe there is an opportunity to improve communications between us that will help with addressing public complaints.

Brent and I just discussed Tolko providing quick notification to the City of Kelowna and the Environmental Complaints inbox when upset conditions occur (such as the recent power outage that caused a black discharge from the ESP stack). While these events aren't standard or typical, they will continue to happen from time to time. If all people receiving complaints are armed with the facts about what caused the upset condition and how it causes a difference in the discharge, each party can manage their complaints quickly and directly with accurate information to provide to the public.

Nancy, would you be the correct person to receive these updates? Or is there someone else that would be more appropriate?

Brent, perhaps some bullet points around standard maintenance that occurs (like the 2pm grate cleaning) to all parties would also be useful to explain normal operating procedures and variations in discharge due to maintenance?

Brent, here is the complaints inbox that I would request you send these updates to so that our complaints staff has pre-emptive information direct from the site [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

If anyone has any other suggestions I would appreciate any ideas!

Thank you,

**Stephanie Little**

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program)  
24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service)  
[www.gov.bc.ca/env](http://www.gov.bc.ca/env)

## **Brunn, Lisa M ENV:EX**

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**From:** Brent Rogers <Brent.Rogers@tolko.com>  
**Sent:** Wednesday, September 7, 2016 8:35 AM  
**To:** Little, Stephanie ENV:EX  
**Subject:** RE: Stack Testing  
**Attachments:** Integrator sheet.xlsx; 90th percentile.xlsx

Our control system logs the steam flow on each boiler continuously. We log that data each day on a spread sheet. I use the data on the spreadsheet to list the previous 90 days and then take the 10<sup>th</sup> data point. I have included a the spreadsheet that we take the data from and the one used to make the calc.

Normally the way we did the stack test is to leave the plant running exactly as it has been in the days leading up to stack testing so that we test under normal conditions. We are usually running at about 60% of the permitted gas flow out the stack. The data is available for 2015.

Brent.

**From:** Little, Stephanie ENV:EX [<mailto:Stephanie.Little@gov.bc.ca>]  
**Sent:** Wednesday, September 07, 2016 7:55 AM  
**To:** Brent Rogers  
**Cc:** Lahti, Jonathan ENV:EX  
**Subject:** RE: Stack Testing

Welcome back Brent.

We would need to see the 90<sup>th</sup> percentile calculation to assess compliance with section 3.4 of the permit. A brief description of how you capture the data along with the raw numbers would be great.

Was it calculated and adjusted for at the time of stack testing in 2015? Or would you be pulling the data together now?

Glad to hear this will be part of the approach moving forward.

Thank you,

Stephanie Little

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
102 Industrial Place, Penticton, BC  
250.490.8258

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**From:** Brent Rogers [<mailto:Brent.Rogers@tolko.com>]  
**Sent:** Tuesday, September 6, 2016 3:27 PM  
**To:** Little, Stephanie ENV:EX  
**Subject:** Stack Testing



| s.22                      wasn't sure if you wanted me to go back and look at previous stack testing as far as the 90<sup>th</sup> percentile. We are doing our 3<sup>rd</sup> quarter test on Friday of this week and I have looked at the 90<sup>th</sup> percentile from the previous 90 days and will make sure the boilers are operated at that level during the test adjusted up until Friday. Brent.

To: B. Rogers B. Morey Victor Fast

From: G. Hinz

Starting **Aug 28**

				STEAM DIST.		ELECTRICAL LO.	
	#1 BLR.	#6 BLR.	#9 BLR.	TOTAL	DRYERS	KILNS	#2 TG CITY OUT
SUN.	269		136	405		649	129 90
MON.	269		154	423		513	149 61
TUES.	275		158	433		640	145 51
WED.	277		150	427		621	146 46
THUR.	278		152	430		666	142 44
FRIDAY	278		153	431		620	138 51
Saturday	284		151	435		713	143 93
TOTALS	1,930	-	1,054	2,984	-	4,422	992 436
Average lbs	68,382	-	37,344	105,726			
Total Stm P	11,488	-	6,274	17,407		4,422	
Prev. Week	346,863	82,417	166,530	583,890	-	150,428	
Year to Date	358,351	82,417	172,804	601,297	-	154,850	
Load Share	58.4%	13.4%	28.2%				

#### ELECTRICAL GENERATION

CITY IM.	CITY EX.	#1 TG	#2 TG	PH TIE IM.	PH TIE EX.#1TG
2668000	41826000	31768000	670654000	149247651	13491332
2668000	41390000	31768000	669662000	148994091	13491332
0	436,000	0	992,000	253,560	0

Aug 28  
POWER PRO  
178.4  
5905

#### ELECTRICAL DISTRIBUTION

		PDC-3					
GREEN END	FINISHING	PH MAIN	PDC-1	PDC-2	LCU	STUDMILL	PLANER
12658416		45236221	10446436	69152348	27771133	49695706	31980786
12652284		45176175	10364134	69052739	27728157	49589358	31901453
6,132	14,000	60,046	82,302	99,609	42,976	106,348	79,333

Estimated value

	Week	Prev. YTD	YTD
Log Processin	42,976	1,471,710	1,514,686
Sawmill	106,348	3,650,937	3,757,285
Kilns	41,936	1,482,124	1,524,060
Planer	79,333	2,813,035	2,892,368
Vats	2,006	59,760	61,766
Green End	6,132	233,916	240,048
Finishing	14,000	476,000	490,000
Ply Sander	4,853	165,002	169,855
Power House	241,957	8,741,026	8,982,983
	539,541	19,093,510	19,633,051
AC(incl. Loss	16,459	616,490	632,949
		10,968,974	11,283,017

Days 7  
Hours 168  
Mwh 5,905

ADS X1000 KwHrs.		PEGASYS	AIR DISTRIBUTION		
CITY IN	MILL LOAD	DEMAND	PLYWOOD	LCU	#ITG
0	39	1834	54	323	0
0	88	1834	74	1724	0
0	94	1834	81	1879	0
0	100	1834	79	1921	0
0	98	1834	90	2049	0
0	87	0	92	1502	0
0	50	0	86	528	0
-	556		556	9,926	-

REDUCED

%

KW ave.

#### SEWER

0	Litres
0	U.S. Gallons

PLY. IIV	Ply Vats	KILNS	A/C's
	11545830	28519006	
	11543824	28477070	
4,853	2,006	41,936	-75,315

Estimated value

Generated	992,000	5.905
Purchased	0	0.00
Sold	436,000	2.60
Net Consumed	556,000	3.31

	Meter reading	Sorted	Calculated Steam flow
29-May	34		
30-May	363		
31-May	421		
01-Jun	431		
02-Jun	439		
03-Jun	442		
04-Jun	418		
05-Jun	428	484	116160
06-Jun	427	449	107760
07-Jun	419	448	107520
08-Jun	433	446	107040
09-Jun	445	445	106800
10-Jun	429	445	106800
11-Jun	432	444	106560
12-Jun	420	443	106320
13-Jun	439	442	106080
14-Jun	449	442	106080 Target
15-Jun	424	442	106080
16-Jun	438	442	106080
17-Jun	436	442	106080
18-Jun	446	442	106080
19-Jun	434	441	105840
20-Jun	448	440	105600
21-Jun	445	439	105360
22-Jun	442	439	105360
23-Jun	433	439	105360
24-Jun	432	438	105120
25-Jun	427	438	105120
26-Jun	425	436	104640
27-Jun	440	435	104400
28-Jun	443	435	104400
29-Jun	444	435	104400
30-Jun	442	434	104160
01-Jul	439	434	104160
02-Jul	434	433	103920
03-Jul	350	433	103920
04-Jul	413	433	103920
05-Jul	438	433	103920
06-Jul	431	433	103920
07-Jul	441	432	103680
08-Jul	439	432	103680
09-Jul	384	432	103680
10-Jul	409	432	103680
11-Jul	442	432	103680
12-Jul	442	431	103440
13-Jul	430	431	103440

14-Jul	424	430	103200
15-Jul	433	430	103200
16-Jul	411	430	103200
17-Jul	484	430	103200
18-Jul	412	430	103200
19-Jul	389	430	103200
20-Jul	413	429	102960
21-Jul	422	429	102960
22-Jul	432	429	102960
23-Jul	411	429	102960
24-Jul	418	428	102720
25-Jul	424	428	102720
26-Jul	398	427	102480
27-Jul	430	427	102480
28-Jul	430	427	102480
29-Jul	419	426	102240
30-Jul	102	425	102000
31-Jul	141	425	102000
01-Aug	344	424	101760
02-Aug	417	424	101760
03-Aug	430	424	101760
04-Aug	432	424	101760
05-Aug	420	423	101520
06-Aug	414	422	101280
07-Aug	411	420	100800
08-Aug	426	420	100800
09-Aug	429	420	100800
10-Aug	424	419	100560
11-Aug	420	419	100560
12-Aug	429	418	100320
13-Aug	410	418	100320
14-Aug	395	417	100080
15-Aug	418	414	99360
16-Aug	435	413	99120
17-Aug	429	413	99120
18-Aug	430	412	98880
19-Aug	428	412	98880
20-Aug	410	411	98640
21-Aug	412	411	98640
22-Aug	435	411	98640
23-Aug	442	410	98400
24-Aug	432	410	98400
25-Aug	433	409	98160
26-Aug	442	405	97200
27-Aug	425	398	95520
28-Aug	405	395	94800
29-Aug	423	389	93360

30-Aug	433	384	92160
31-Aug	427	350	84000
01-Sep	430	344	82560
02-Sep	431	141	33840
03-Sep	435	102	24480
04-Sep			
05-Sep			
06-Sep			

## **Brunn, Lisa M ENV:EX**

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**From:** ENV Environmental Complaints ENV:EX  
**Sent:** Friday, September 2, 2016 11:21 AM  
**To:** Sahibzada, Rafiullah ENV:EX  
**Subject:** FW: Pollution from Tolko Mill, Kelowna

Rafi, please put a copy of this on the file, thanks.

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**From:** ENVMail ENV:EX  
**Sent:** Thursday, September 1, 2016 4:19 PM  
**To:** s.22  
**Cc:** ENV Environmental Complaints ENV:EX  
**Subject:** RE: Pollution from Tolko Mill, Kelowna

Reference: 303326

*September 1, 2016*

s.22  
Email: s.22

Dear s.22 :

Thank you for your email of August 2, 2016, addressed to the Honourable Mary Polak, Minister of Environment, regarding the air quality in the City of Kelowna. Minister Polak has asked that I respond on her behalf.

The Ministry of Environment's Compliance and Enforcement Policy and Procedure outlines requirements and procedures for ministry staff, to ensure consistent and risk-based assessment and response to non-compliance. The procedures include the use of the Non-Compliance Decision Matrix which involves consideration of the history of non-compliance, willingness to co-operate, evidence of corrective action already taken and potential impact to the environment or human health.

Compliance with permit conditions is assessed either during physical site inspections or by reviewing annual reports and/or emission monitoring reports submitted as required by the permit. There have been six compliance inspections related to the Tolko Kelowna air permit since August of 2012. From these inspections, an Advisory letter was issued on April 24, 2014, for non-compliance related to a single day emissions event. This temporary event was the result of a software issue that failed to announce a pressure differential to staff on site. Environmental Protection staff attended the site while the discharge was occurring and responded with the appropriate tool, in that case the issuance of an Advisory. Since the Advisory letter was issued, the last two inspections identified no issues of non-compliance.

Permits issued under the *Environmental Management Act* require strict compliance with the requirements of the permits and the Act. Site specific complaints can be directed to: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca) or by calling the RAPP line at 1-877-952-7277 to ensure a timely response. On your behalf, I have sent a copy of your email to the Environmental Complaints email inbox.

In terms of ambient air quality, the Ministry of Environment operates a state-of-the-art air quality monitoring station in Kelowna. Air quality data from this station meet the provincial air quality objectives for particulate matter, ozone, nitrogen dioxide and sulfur dioxide. Generally, the main pollutant of concern related to the wood products industry is particulate matter (PM). In the year 2014, the PM<sub>2.5</sub> annual mean was 4.3 micrograms per cubic metre and the 24-hour 98<sup>th</sup> percentile was 15.9 micrograms per cubic metre, well below the provincial air quality objectives of 8 and 25 micrograms per cubic metre, respectively.

Ministry staff regularly review the coverage of ambient air monitoring network across the province. The current level of monitoring in Kelowna has been determined to be adequate at this time.

Based upon the permit compliance record and the ambient air quality monitoring information, there is no regulatory rationale to require the company to change or upgrade the current pollution control equipment. As mentioned earlier, should you observe any unusual emissions from this facility, please contact the RAPP line.

Thank you again for taking the time to write.

Sincerely,

Mark Zacharias  
Assistant Deputy Minister  
Environmental Protection Division

cc: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

From: s.22 [mailto:s.22] ]  
Sent: August 2, 2016 11:11 AM  
To: Polak, MLA, Mary <[Mary.Polak.MLA@leg.bc.ca](mailto:Mary.Polak.MLA@leg.bc.ca)>  
Subject: Pollution from Tolko Mill, Kelowna

Good Day Ms Polak

I would like to bring to your attention the awful air quality in the North end of the city of Kelowna. There has been a wood mill in this area for many years, but the way the city has developed, the wood mill is now very close to the heart of the city. The amount of pollution which they put out is unacceptable. Not only can you often smell the factory ( what is in the air) but you can see the pellets of soot landing on everything from boats to cars and everything between.

The city of Kelowna is aware of the problem , but has done little to address it.

I respectfully request that you get involved, as the health of all residents in the North end is affected.

Yours  
s.22



## **Brunn, Lisa M ENV:EX**

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**From:** Nancy Mora Castro <NMoraCastro@kelowna.ca>  
**Sent:** Tuesday, August 9, 2016 12:01 PM  
**To:** Little, Stephanie ENV:EX; 'Brent Rogers'  
**Cc:** Ayache, Tarek ENV:EX; ENV Environmental Complaints ENV:EX; Cindy Anderson  
**Subject:** RE: Communication Process for Tolko Kelowna

Hi,  
Yes, I am the correct person to receive the updates when upset conditions occur and also please cc Cindy Anderson;  
[Caanderson@kelowna.ca](mailto:Caanderson@kelowna.ca).  
Having at hand the standard maintenance is a great idea.  
Thank you.  
Nancy

**Nancy Mora Castro, P.Eng.**  
Regional Air Quality Coordinator  
250-469-8408 | [nmoracastro@kelowna.ca](mailto:nmoracastro@kelowna.ca)

**From:** Little, Stephanie ENV:EX [<mailto:Stephanie.Little@gov.bc.ca>]  
**Sent:** Monday, August 08, 2016 11:05 AM  
**To:** Nancy Mora Castro ; 'Brent Rogers'  
**Cc:** Ayache, Tarek ENV:EX ; ENV Environmental Complaints ENV:EX  
**Subject:** Communication Process for Tolko Kelowna

Good Morning Everyone,

In light of the recent compliant load coming into the Ministry, City of Kelowna and Tolko directly, I believe there is an opportunity to improve communications between us that will help with addressing public complaints.

Brent and I just discussed Tolko providing quick notification to the City of Kelowna and the Environmental Complaints inbox when upset conditions occur (such as the recent power outage that caused a black discharge from the ESP stack). While these events aren't standard or typical, they will continue to happen from time to time. If all people receiving complaints are armed with the facts about what caused the upset condition and how it causes a difference in the discharge, each party can manage their complaints quickly and directly with accurate information to provide to the public.

Nancy, would you be the correct person to receive these updates? Or is there someone else that would be more appropriate?

Brent, perhaps some bullet points around standard maintenance that occurs (like the 2pm grate cleaning) to all parties would also be useful to explain normal operating procedures and variations in discharge due to maintenance?

Brent, here is the complaints inbox that I would request you send these updates to so that our complaints staff has pre-emptive information direct from the site [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

if anyone has any other suggestions I would appreciate any ideas!

Thank you,

**Stephanie Little**

**Environmental Protection Officer  
Compliance Section**

**Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258**

**24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program)**  
**24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service)**  
**[www.gov.bc.ca/env](http://www.gov.bc.ca/env)**

**Brunn, Lisa M ENV:EX**

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**From:** Brent Rogers <Brent.Rogers@tolko.com>  
**Sent:** Monday, August 8, 2016 10:27 AM  
**To:** Little, Stephanie ENV:EX  
**Subject:** RE: Report required for August 5, 2016  
**Attachments:** Bypass stack 1 Feb 20-2016.jpg; bypass stack 2 Feb 20-2016.jpg

I sent a couple of photos from the last bypass in Feb to show how the lay out is. The #6 boiler running does not show much for opacity and difficult to get a photo from the plant that is representative. The time lapse one are a better view that I sent to you.

If I can send any other operating data, please let me know.

Thanks.

**From:** Little, Stephanie ENV:EX [<mailto:Stephanie.Little@gov.bc.ca>]  
**Sent:** Monday, August 08, 2016 9:47 AM  
**To:** Brent Rogers  
**Subject:** Report required for August 5, 2016

Good Morning Brent,

Can you please forward me the report required by the July 28, 2016 bypass letter that was due to Mr. Vroom on Friday, August 5. I would like to review the photos and correlate it with received complaints.

As soon as possible would be appreciated.

Thank you,

**Stephanie Little**

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258

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[www.gov.bc.ca/env](http://www.gov.bc.ca/env)







## **Brunn, Lisa M ENV:EX**

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**From:** Brent Rogers <Brent.Rogers@tolko.com>  
**Sent:** Monday, August 8, 2016 10:05 AM  
**To:** Little, Stephanie ENV:EX  
**Cc:** Vroom, Bryan ENV:EX  
**Subject:** RE: Report required for August 5, 2016  
**Attachments:** July 30 2016.jpg; July 31 2016.jpg

Here are 2 photos so far that I was able to get.  
Brent.

**From:** Little, Stephanie ENV:EX [<mailto:Stephanie.Little@gov.bc.ca>]  
**Sent:** Monday, August 08, 2016 9:47 AM  
**To:** Brent Rogers  
**Subject:** Report required for August 5, 2016

Good Morning Brent,

Can you please forward me the report required by the July 28, 2016 bypass letter that was due to Mr. Vroom on Friday, August 5. I would like to review the photos and correlate it with received complaints.

As soon as possible would be appreciated.

Thank you,

**Stephanie Little**

Environmental Protection Officer  
Compliance Section

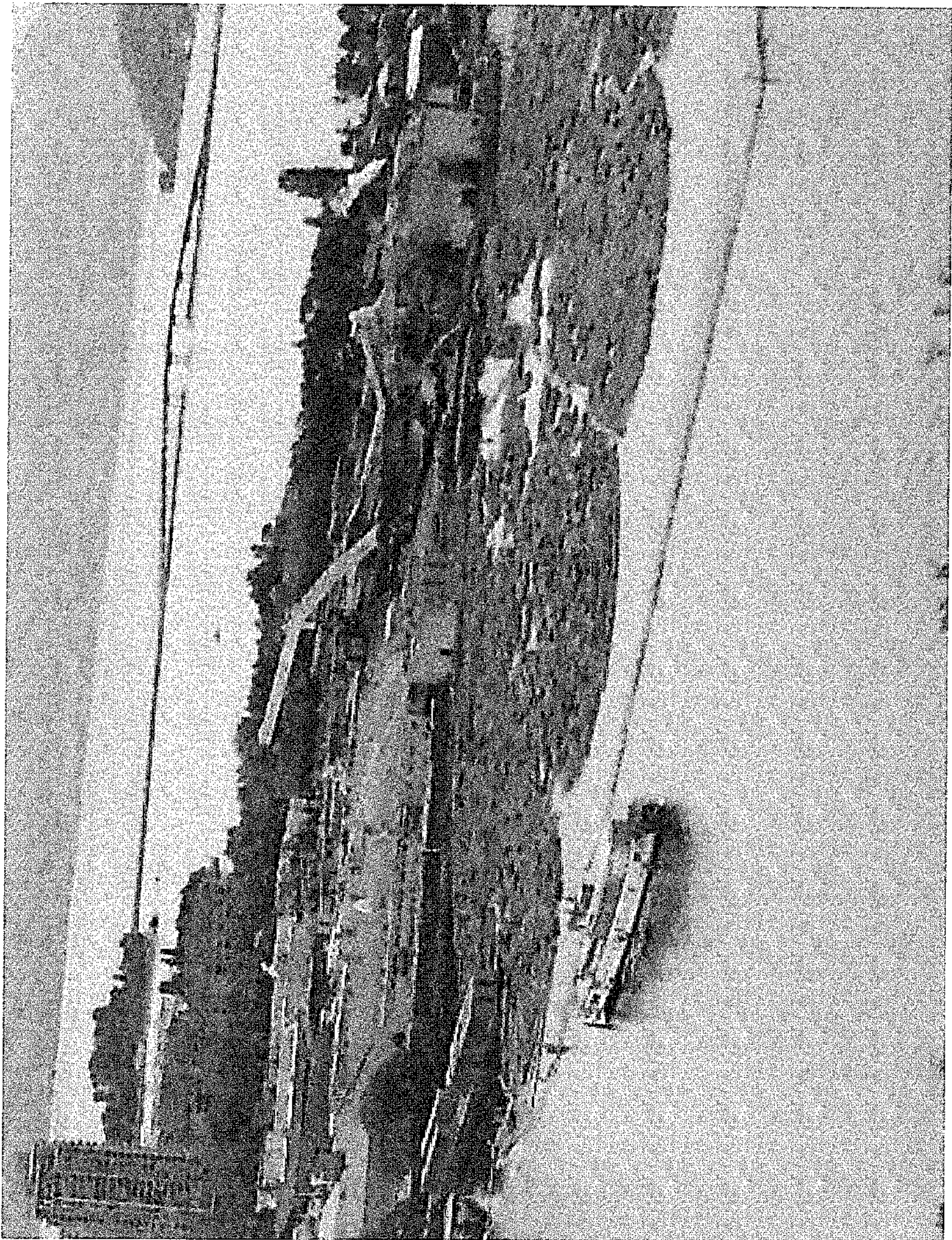
Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
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[www.gov.bc.ca/env](http://www.gov.bc.ca/env)











**Brunn, Lisa M ENV:EX**

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**From:** Brent Rogers <Brent.Rogers@tolko.com>  
**Sent:** Monday, August 8, 2016 9:57 AM  
**To:** Little, Stephanie ENV:EX  
**Subject:** Draft Bypass Auth  
**Attachments:** July 31 Bypass authorization.docx

Hi Stephanie. Here is the report done for Bryan.

Were there complaints from that weekend? I couldn't get the data from the time lapse photos, but will see what I can get.

Brent.

**From:** Brent Rogers  
**Sent:** Friday, August 05, 2016 10:29 AM  
**To:** 'Vroom, Bryan ENV:EX'  
**Subject:** RE: Draft Bypass Auth

Please see attached. The work was completed ahead of schedule.  
Thanks, Brent.

**From:** Vroom, Bryan ENV:EX [<mailto:Bryan.Vroom@gov.bc.ca>]  
**Sent:** Thursday, July 28, 2016 12:01 PM  
**To:** Brent Rogers <[Brent.Rogers@tolko.com](mailto:Brent.Rogers@tolko.com)>  
**Cc:** Leu, George ENV:EX <[George.Leu@gov.bc.ca](mailto:George.Leu@gov.bc.ca)>  
**Subject:** RE: Draft Bypass Auth

Hi Brent, see bypass authorization attached. Bryan



Aug 5, 2016

To Bryan Vroom:

Thank you for the authorization to bypass.

The work on the precipitator was completed ahead of the time line set out in the bypass authorization. Repairs were complete on August 31/2016. The 1<sup>st</sup> cell of the precipitator was repaired and fully functioning. The boiler was not operating for most of Saturday as there was a Fortis power outage that prevented us from operating. As well because of the close proximity to the precipitator we chose not to operate the boiler while workers were inside. I utilized the time lapse camera to check for any excursions over the period of the bypass. This camera records 24 hours a day and is a useful tool to monitor for any issues. The camera doesn't have a save mode to transfer pictures. The Chief Engineer of the power plant monitored the stack while it was operating on a regular basis, mostly full time. On only one occasion did he need to direct the operators to cut back on the boiler to reduce opacity. Through all of this none of the observations were there any occasions of opacity that weren't addressed immediately and of short durations. The operators in the control room also have 2 cameras that monitor the stack on a continuous basis.

There were no public complaints or comments made through the weekend.

Thanks again for your help in this matter. It is beneficial for our mill to keep the dry kilns operating so that the planer mill has a continuous supply of dry lumber. Our next outage in Kelowna is expected to be a full shutdown in October of all equipment and no bypass request will be submitted. Your help in this matter is appreciated.

Sincerely,

Brent Rogers.

## **Brunn, Lisa M ENV:EX**

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**From:** Adams, Ralph ENV:EX  
**Sent:** Wednesday, August 3, 2016 12:52 PM  
**To:** Little, Stephanie ENV:EX; 'Nancy Mora Castro'  
**Cc:** ENV Environmental Complaints ENV:EX; Ayache, Tarek ENV:EX  
**Subject:** RE: Tolko Kelowna Update

I assume this may be a recurrence of the "black spot" issue which has been ongoing for the past 15 years and is associated with grate cleaning of the Tolko power boilers. If it is, we should probably have a call to discuss the history and past activities. Cameras will be of no help if it is what I think it is.

---

**From:** Little, Stephanie ENV:EX  
**Sent:** Wednesday, August 3, 2016 11:46 AM  
**To:** 'Nancy Mora Castro'  
**Cc:** ENV Environmental Complaints ENV:EX; Ayache, Tarek ENV:EX; Adams, Ralph ENV:EX  
**Subject:** Tolko Kelowna Update

Hi Nancy,

Thank you for the phone call today in follow up to recent complaints.

I spoke with our reactive team yesterday (who handle and respond to complaints). They are currently contacting and collecting information for all the received complainants this week and that will be used to support a planned inspection in the very near future. The reactive team is providing guidance to complainants on how to strengthen their complaints with photos that include; time, date, location and preferably taken with the sun at their back if stack photos are being taken. Any evidence of ash leaving the property is also something a photo would be very useful for.

The RAPP line is one option for submitting complaints, but the public (and anyone else including yourself!) can also send complaints with attachments to the new email ENV Environmental Complaints ENV:EX  
[EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

The planned inspection will be unannounced, so I ask you don't provide too much detail outside of your organization about timing.

Once the reactive team has gathered all the information and potential supporting photos from complainants I will use that as part of the onsite inspection. I will keep you informed as we make progress but be assured this is a current priority.

Thank you,

*Stephanie Little*

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258

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[www.gov.bc.ca/env](http://www.gov.bc.ca/env)

## Brunn, Lisa M ENV:EX

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**From:** ENV Environmental Complaints ENV:EX  
**Sent:** Wednesday, August 3, 2016 10:28 AM  
**To:** s.22  
**Cc:** ENV Environmental Complaints ENV:EX  
**Subject:** Your complaint about Tolko

Good morning s.22

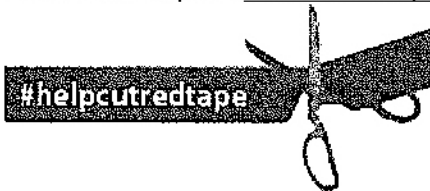
Thank you for your email of July 26, 2016, addressed to the Honourable Mary Polak, Minister of Environment, regarding air quality in Kelowna, British Columbia due to the Tolko sawmill. MOE is following up on your complaint with Tolko. It has come to our knowledge that Tolko is going through a shutdown for maintenance and they attribute the air quality to the maintenance. If you have any photos of the stacks spewing smoke or ash deposits on cars etc., please email them to MOE, that would be very helpful.

Regards

***Dr. Rafiullah Sahibzada, P.Ag.***

Compliance Team, Ministry of Environment  
Prince George, BC  
Phone: (250) 565-6446  
Cell : (250) 612-1957

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program)  
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Environmental Complaints: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)



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**From:** ENVMail ENV:EX  
**Sent:** Thursday, July 28, 2016 9:14 AM  
**To:** s.22  
**Cc:** ENV Environmental Complaints ENV:EX  
**Subject:** RE:

Reference: 302802

*July 28, 2016*

s.22

Email: s.22

Dear s.22 :

Thank you for your email of July 26, 2016, addressed to the Honourable Mary Polak, Minister of Environment, regarding air quality in Kelowna, British Columbia due to the Tolko sawmill. Minister Polak has referred your email to the ministry for review.

Your email has been forwarded to the ministry's Environmental Complaints mailbox ([EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)), where it will be reviewed and prioritized for follow-up, using a risk-based approach. Due to the high volume of complaints, responses are not sent to all enquiries; however, all complaints are logged and the information is used in any necessary-compliance verification activities.

If you believe human health is at risk, or if you observe a violation in progress, please contact the Report All Poachers and Polluters (RAPP) line at 1-877-952-7277 or online at <http://www.env.gov.bc.ca/cos/rapp/form.htm>.

Thank you again for taking the time to write.

Sincerely,

Ministry of Environment  
Webmaster

cc: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

---

**From:** s.22 [mailto:s.22]  
**Sent:** Tuesday, July 26, 2016 12:52 PM  
**To:** Minister, ENV ENV:EX  
**Cc:** [mayorandcouncil@kelowna.ca](mailto:mayorandcouncil@kelowna.ca); OfficeofthePremier, Office PREM:EX; [Stephen.Fuhr@parl.gc.ca](mailto:Stephen.Fuhr@parl.gc.ca)  
**Subject:**

Dear minister Polak

I am writing to you to express my concern over an oily soot that is discharged with increasing frequency from the Kelowna Tolko sawmill. The signs are obvious and everywhere near the mill. This oily soot makes a mess of everything it lands on and anything that touches it. Sitting on a park bench will ruin your clothing. It is not easily cleaned off without harsh chemicals.

Of great concern to the environment ministry is not only the pollution that we are breathing in every day, but the fact that this oily soot is also landing on, and running off into Okanagan lake where we get our drinking water.

This has been going on for years and there is no improvement.

Please have your office investigate this situation. The response that "they are within the guidelines" is not, and should not be good enough. I am certain if you were to see this situation after a discharge, (which seems to happen at night) you would agree.

Thank you

s.22

Kelowna, BC

Sent from Samsung tablet

## **Brunn, Lisa M ENV:EX**

---

**From:** ENV Environmental Complaints ENV:EX  
**Sent:** Wednesday, August 3, 2016 10:05 AM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** RE: Notification of ERS 16-2280 - KELOWNA - KELOWNA

Called the complainant and left a message.

Dr. Rafiullah Sahibzada, P.Ag.  
Compliance Team, Ministry of Environment Prince George, BC  
Phone: (250) 565-6446  
Cell : (250) 612-1957

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program) 24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service) [www.gov.bc.ca/env](http://www.gov.bc.ca/env)  
Environmental Complaints: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

-----Original Message-----

**From:** Beckett, Matthew ENV:EX On Behalf Of ENV Environmental Complaints ENV:EX  
**Sent:** Thursday, July 28, 2016 1:17 PM  
**To:** Sahibzada, Rafiullah ENV:EX  
**Subject:** FW: Notification of ERS 16-2280 - KELOWNA - KELOWNA

A duplicate complaint for Tolko

Regards

Matthew Beckett  
BC MoE

-----Original Message-----

**From:** COS North Okanagan Zone ENV:EX  
**Sent:** Thursday, July 28, 2016 1:15 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** FW: Notification of ERS 16-2280 - KELOWNA - KELOWNA

---

**From:** s.17  
**Sent:** July-28-16 1:14:41 PM (UTC-08:00) Pacific Time (US & Canada)  
**To:** COS North Okanagan Zone ENV:EX  
**Subject:** Notification of ERS 16-2280 - KELOWNA - KELOWNA



Notification of ERS 16-2280 - KELOWNA - KELOWNA

You can access the document at the following URL:

[https://hazard.pep.gov.bc.ca/ECCLog\\_FY1617/COSIncident.nsf/ERSsByDate/76E39739DE113DB8688257FFE006F03C0?OpenDocument](https://hazard.pep.gov.bc.ca/ECCLog_FY1617/COSIncident.nsf/ERSsByDate/76E39739DE113DB8688257FFE006F03C0?OpenDocument)

Enforcement Routing Sheet #16-2280

Complaint Received By: KAREN (Operations 1 ECC) Date / Time received: 2016-07-28 13:12

Area: KELOWNA - KELOWNA - OKANAGAN REGION COORS OR#:

CALLER INFORMATION

Caller Name: s.22 - WWW FORM SUBMISSION Mail / Street Address: s.22

City: KELOWNA BC

Postal Code:

Referred By:

CONTACT NUMBERS

Cellular: s.22

Message/Contact: s.22

VIOLATION DETAILS:

Violation Date: 2016-07-28

Violation Time: ONGOING

Violation in Progress: No

Violation Type: WASTE

Offense Witnessed: polluting environment Offense Location: Tolko Industries, downtown Kelowna Offense Details:

Downtown Kelowna BC, along the waterfront which includes parks, restaurants, shopping, marinas, beaches, residential properties, and parking for all of the above.

Since moving to Kelowna and spending time downtown for work and social activities, I have observed black smoke coming from Tolko Industries Ltd.

exhaust stack resulting in foul smelling smoke that leaves a black, oily residue and lumps of airborne ash on the lake, the beach, patios, boats, buildings and vehicles parked in the area.

Violator Description:

Tolko Industries Ltd.

Records show that Tolko Industries Ltd. is operating without compliance to modern emission standards.

City of Kelowna BC

Records show that the City of Kelowna has permitted residential and public entertainment development in the immediate vicinity of Tolko Industries Ltd. while allowing this entity to operate with outdated emission standards.

Transport Involved:

Tolko Industries Ltd.

\* Wood processing mill

\* Located in close proximity to residential development, retail and office space, and public beaches, parks, and marinas.

\* Operating without compliance to modern environmental standards, causing a detrimental impact to the health, safety and property of person living, working and utilizing public spaces nearby.

-----  
Witnesses:

s.22 , Kelowna BC, s.22 s.22 , Kelowna BC,  
s.22 Numerous other citizens of Kelowna BC

-----  
Additional Comments:

The enforcement of current environmental standards as laid out by the Federal Government of Canada and the Province of British Columbia for industries of this type in similar proximity to residential and public access areas is requested.

## DESCRIPTION

Name (If known):

Sex:

Race:

Height:

Weight:

Eyes:

Hair:

Glasses:

Smoker:

Build:

Complexion:

Distinguishing Features:

Clothing:

Vehicle:

Weapons:

Other Details:

## **Brunn, Lisa M ENV:EX**

---

**From:** ENV Environmental Complaints ENV:EX  
**Sent:** Wednesday, August 3, 2016 9:57 AM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** RE: Notification of ERS 16-2278 - KELOWNA - KELOWNA

I spoke to the **s.22**, the complainant and requested to send some photos. He is going to send the photos.

Dr. Rafiullah Sahibzada, P.Ag.  
Compliance Team, Ministry of Environment Prince George, BC  
Phone: (250) 565-6446  
Cell : (250) 612-1957

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program) 24-hour RAPP  
(Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service) [www.gov.bc.ca/env](http://www.gov.bc.ca/env)  
Environmental Complaints: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

-----Original Message-----

**From:** Beckett, Matthew ENV:EX On Behalf Of ENV Environmental Complaints ENV:EX  
**Sent:** Thursday, July 28, 2016 12:19 PM  
**To:** Sahibzada, Rafiullah ENV:EX  
**Subject:** FW: Notification of ERS 16-2278 - KELOWNA - KELOWNA

One more related to Tolko in Kelowna.

Regards

Matthew Beckett  
BC MoE

-----Original Message-----

**From:** COS North Okanagan Zone ENV:EX  
**Sent:** Thursday, July 28, 2016 12:17 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** FW: Notification of ERS 16-2278 - KELOWNA - KELOWNA

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**From:** **s.17**  
**Sent:** July-28-16 12:16:32 PM (UTC-08:00) Pacific Time (US & Canada)  
**To:** COS North Okanagan Zone ENV:EX  
**Subject:** Notification of ERS 16-2278 - KELOWNA - KELOWNA

Notification of ERS 16-2278 - KELOWNA - KELOWNA

You can access the document at the following URL:

[https://hazard.pep.gov.bc.ca/ECCLog\\_FY1617/COSIncident.nsf/ERSsByDate/19CFB4A01E097C1D88257FFE0069B680?OpenDocument](https://hazard.pep.gov.bc.ca/ECCLog_FY1617/COSIncident.nsf/ERSsByDate/19CFB4A01E097C1D88257FFE0069B680?OpenDocument)

Enforcement Routing Sheet #16-2278

Complaint Received By: KAREN (Operations 1 ECC) Date / Time received: 2016-07-28 12:14

Area: KELOWNA - KELOWNA - OKANAGAN REGION COORS OR#:

CALLER INFORMATION

Caller Name: s.22 - WWW FORM SUBMISSION Mail / Street Address: s.22

City: KELOWNA BC

Postal Code:

Referred By:

CONTACT NUMBERS

Cellular: s.22

Message/Contact: s.22

VIOLATION DETAILS:

Violation Date: 2016-07-28

Violation Time: ONGOING

Violation in Progress: No

Violation Type: WASTE

Offense Witnessed: polluting environment Offense Location: Tolko Mills in Kelowna Offense Details: Pollution... for too long now Tolko Mills in Kelowna has had a blind eye turned to polluting our environment. At night when it is harder to detect their smoke stacks pump out black goop that covers cars and boats and private property in the area.

The soot is a carcinogenic that harms the health of those in the area. I have pictures of the stacks pumping out poisons as recently as July 25th, 2016.

DESCRIPTION

Name (If known):

Sex:

Race:

Height:

Weight:

Eyes:

Hair:

Glasses:

Smoker:

Build:

Complexion:

Distinguishing Features:

Clothing:

Vehicle:

Weapons:

Other Details:

## **Brunn, Lisa M ENV:EX**

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**From:** ENV Environmental Complaints ENV:EX  
**Sent:** Wednesday, August 3, 2016 9:47 AM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** RE: Notification of ERS 16-2253 - KELOWNA - KELOWNA

I spoke to s.22 this morning. She stated that she has already spoken to the environmental manager of the Toiko Mill, who explained that the mill is in shut down for maintenance. s.22 stated that it is a problem that appears year after year. She said that she has photos and will send it to us.

Dr. Rafiullah Sahibzada, P.Ag.  
Compliance Team, Ministry of Environment Prince George, BC  
Phone: (250) 565-6446  
Cell : (250) 612-1957

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program) 24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service) [www.gov.bc.ca/env](http://www.gov.bc.ca/env)  
Environmental Complaints: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

-----Original Message-----

**From:** COS North Okanagan Zone ENV:EX  
**Sent:** Wednesday, July 27, 2016 1:39 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** FW: Notification of ERS 16-2253 - KELOWNA - KELOWNA

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**From:** s.17  
**Sent:** July-27-16 1:39:09 PM (UTC-08:00) Pacific Time (US & Canada)  
**To:** COS North Okanagan Zone ENV:EX  
**Subject:** Notification of ERS 16-2253 - KELOWNA - KELOWNA

Notification of ERS 16-2253 - KELOWNA - KELOWNA

You can access the document at the following URL:

[https://hazard.pep.gov.bc.ca/ECCLog\\_FY1617/COSIncident.nsf/ERSsByDate/88FEF5D93A163EEF88257FFD0070F130?OpenDocument](https://hazard.pep.gov.bc.ca/ECCLog_FY1617/COSIncident.nsf/ERSsByDate/88FEF5D93A163EEF88257FFD0070F130?OpenDocument)

Enforcement Routing Sheet #16-2253

Complaint Received By: BETH (Operations & ECC) Date / Time received: 2016-07-27 13:33

Area: KELOWNA - KELOWNA - OKANAGAN REGION COORS OR#:

CALLER INFORMATION

Caller Name: s.22  
Mail / Street Address: s.22  
City: KELOWNA  
Postal Code:  
Referred By:

**CONTACT NUMBERS**

: s.22

**VIOLATION DETAILS:**

Violation Date: 2016-07-27

Violation Time: ongoing

Violation in Progress: No

Violation Type: WASTE

Offense Witnessed: Black soot

Offense Location: Tolko Mill - 820 Guy Street  
Offense Details: Advised that the mill is emitting black soot into the atmosphere. This is an ongoing problem. The caller states that the soot starts to fall onto clothes and they don't have time to get inside before their clothes are destroyed.

**DESCRIPTION**

Name (If known):

Sex:

Race:

Height:

Weight:

Eyes:

Hair:

Glasses:

Smoker:

Build:

Complexion:

Distinguishing Features:

Clothing:

Vehicle:

Weapons:

Other Details:

## **Brunn, Lisa M ENV:EX**

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**From:** Little, Stephanie ENV:EX  
**Sent:** Tuesday, August 2, 2016 3:32 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** RE: Ash from Tolko

Lets discuss please.

---

**From:** ENV Environmental Complaints ENV:EX  
**Sent:** Tuesday, August 2, 2016 3:31 PM  
**To:** Little, Stephanie ENV:EX  
**Subject:** RE: Ash from Tolko

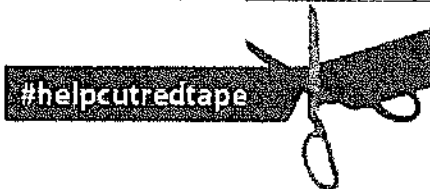
Hello Steph

There has been a plethora of complaints recently about black soot in the air from this site. Please see the emails attached. I am going to call the complainants soon.

***Dr. Rafiullah Sahibzada, P.Ag.***

Compliance Team, Ministry of Environment  
Prince George, BC  
Phone: (250) 565-6446  
Cell : (250) 612-1957

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program)  
24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service)  
[www.gov.bc.ca/env](http://www.gov.bc.ca/env)  
Environmental Complaints: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)



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**From:** Little, Stephanie ENV:EX  
**Sent:** Tuesday, August 2, 2016 12:37 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** FW: Ash from Tolko

Hello Complaints box,

Can I please get a list or snip of any recent complaints regarding Tolko in Kelowna. This file IS on my planned list for this fiscal and have history that I prefer to not get mixed up with a reactive response.

Thank you ,

*Stephanie Little*

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program)  
24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service)  
[www.gov.bc.ca/env](http://www.gov.bc.ca/env)

---

**From:** Air Quality [<mailto:AirQuality@kelowna.ca>]  
**Sent:** Tuesday, August 2, 2016 8:18 AM  
**To:** s.22  
**Cc:** [CorporateCommunications@tolko.com](mailto:CorporateCommunications@tolko.com)  
**Subject:** RE: Ash from Tolko

Hi s.22 ,

Tolkos' air permit is regulated by the provincial government; regulates particulate and opacity. All complaints about Tolko should be redirected to: 24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277.  
I've requested the Ministry to follow up with Tolko as several complaints have been received in the past week. I am still waiting for their response.

I hope they can provide us an answer and an effective solution as soon as possible.

Best Regards,  
Nancy

Nancy Mora Castro, P.Eng.  
Regional Air Quality Coordinator  
250-469-8408 | [nmoracastro@kelowna.ca](mailto:nmoracastro@kelowna.ca)

-----Original Message-----

**From:** s.22 [<mailto:s.22>] ]  
**Sent:** Sunday, July 31, 2016 7:34 AM  
**To:** Air Quality <[AirQuality@kelowna.ca](mailto:AirQuality@kelowna.ca)>  
**Cc:** [CorporateCommunications@tolko.com](mailto:CorporateCommunications@tolko.com)  
**Subject:** Ash from Tolko

My wife and I live in s.22 , Kelowna and are concerned about the significant ash increase from the Tolko plant that is landing on the Discovery Bay Resort and the boats and vehicles parked there. I am sure there have been many complaints to your department and we are wondering if this issue is being rectified. Please advise if any action is being taken. My email address is s.22 I await your response

s.22



Sent from my iPhone

Sent from my iPhone

**Brunn, Lisa M ENV:EX**

---

**From:** Beckett, Matthew ENV:EX on behalf of ENV Environmental Complaints ENV:EX  
**Sent:** Thursday, July 28, 2016 1:17 PM  
**To:** Sahibzada, Rafiullah ENV:EX  
**Subject:** FW: Notification of ERS 16-2280 - KELOWNA - KELOWNA

A duplicate complaint for Tolko

Regards

Matthew Beckett  
BC MoE

-----Original Message-----

**From:** COS North Okanagan Zone ENV:EX  
**Sent:** Thursday, July 28, 2016 1:15 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** FW: Notification of ERS 16-2280 - KELOWNA - KELOWNA

---

**From:** s.17  
**Sent:** July-28-16 1:14:41 PM (UTC-08:00) Pacific Time (US & Canada)  
**To:** COS North Okanagan Zone ENV:EX  
**Subject:** Notification of ERS 16-2280 - KELOWNA - KELOWNA

Notification of ERS 16-2280 - KELOWNA - KELOWNA

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Enforcement Routing Sheet #16-2280

Complaint Received By: KAREN (Operations 1 ECC) Date / Time received: 2016-07-28 13:12

Area: KELOWNA - KELOWNA - OKANAGAN REGION COORS OR#:

**CALLER INFORMATION**

Caller Name: s.22 - WWW FORM SUBMISSION Mail / Street Address: s.22

City: KELOWNA BC

Postal Code:

Referred By:

**CONTACT NUMBERS**

Cellular: s.22

Message/Contact: s.22

**VIOLATION DETAILS:**

Violation Date: 2016-07-28

Violation Time: ONGOING

Violation in Progress: No

Violation Type: WASTE

Offense Witnessed: polluting environment Offense Location: Tolko Industries, downtown Kelowna Offense Details: Downtown Kelowna BC, along the waterfront which includes parks, restaurants, shopping, marinas, beaches, residential properties, and parking for all of the above.

Since moving to Kelowna and spending time downtown for work and social activities, I have observed black smoke coming from Tolko Industries Ltd. exhaust stack resulting in foul smelling smoke that leaves a black, oily residue and lumps of airborne ash on the lake, the beach, patios, boats, buildings and vehicles parked in the area.

**Violator Description:**

Tolko Industries Ltd.

Records show that Tolko Industries Ltd. is operating without compliance to modern emission standards.

**City of Kelowna BC**

Records show that the City of Kelowna has permitted residential and public entertainment development in the immediate vicinity of Tolko Industries Ltd. while allowing this entity to operate with outdated emission standards.

**Transport Involved:**

Tolko Industries Ltd.

- \* Wood processing mill
- \* Located in close proximity to residential development, retail and office space, and public beaches, parks, and marinas.
- \* Operating without compliance to modern environmental standards, causing a detrimental impact to the health, safety and property of person living, working and utilizing public spaces nearby.

**Witnesses:**

s.22, Kelowna BC, s.22, Kelowna BC,  
s.22 Numerous other citizens of Kelowna BC

**Additional Comments:**

The enforcement of current environmental standards as laid out by the Federal Government of Canada and the Province of British Columbia for industries of this type in similar proximity to residential and public access areas is requested.

**DESCRIPTION**

Name (If known):

Sex:

Race:

Height:

Weight:

Eyes:

Hair:  
Glasses:  
Smoker:  
Build:  
Complexion:  
Distinguishing Features:  
Clothing:  
Vehicle:  
Weapons:  
Other Details:

**Brunn, Lisa M ENV:EX**

---

**From:** Beckett, Matthew ENV:EX on behalf of ENV Environmental Complaints ENV:EX  
**Sent:** Thursday, July 28, 2016 12:19 PM  
**To:** Sahibzada, Rafiullah ENV:EX  
**Subject:** FW: Notification of ERS 16-2278 - KELOWNA - KELOWNA

One more related to Tolko in Kelowna.

Regards

Matthew Beckett  
BC MoE

-----Original Message-----

**From:** COS North Okanagan Zone ENV:EX  
**Sent:** Thursday, July 28, 2016 12:17 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** FW: Notification of ERS 16-2278 - KELOWNA - KELOWNA

---

**From:** s.17  
**Sent:** July-28-16 12:16:32 PM (UTC-08:00) Pacific Time (US & Canada)  
**To:** COS North Okanagan Zone ENV:EX  
**Subject:** Notification of ERS 16-2278 - KELOWNA - KELOWNA

Notification of ERS 16-2278 - KELOWNA - KELOWNA

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Enforcement Routing Sheet #16-2278

Complaint Received By: KAREN (Operations 1 ECC) Date / Time received: 2016-07-28 12:14

Area: KELOWNA - KELOWNA - OKANAGAN REGION COORS OR#:

**CALLER INFORMATION**

Caller Name: s.22 - WWW FORM SUBMISSION Mail / Street Address: s.22  
City: KELOWNA BC  
Postal Code:  
Referred By:

**CONTACT NUMBERS**

Cellular: s.22

Message/Contact: s.22

**VIOLATION DETAILS:**

Violation Date: 2016-07-28

Violation Time: ONGOING

Violation in Progress: No

Violation Type: WASTE

Offense Witnessed: polluting environment Offense Location: Tolko Mills in Kelowna Offense Details: Pollution... for too long now Tolko Mills in Kelowna has had a blind eye turned to polluting our environment. At night when it is harder to detect their smoke stacks pump out black goop that covers cars and boats and private property in the area.

The soot is a carcinogenic that harms the health of those in the area. I have pictures of the stacks pumping out poisons as recently as July 25th, 2016.

**DESCRIPTION**

Name (If known):

Sex:

Race:

Height:

Weight:

Eyes:

Hair:

Glasses:

Smoker:

Build:

Complexion:

Distinguishing Features:

Clothing:

Vehicle:

Weapons:

Other Details:

**Brunn, Lisa M ENV:EX**

---

**From:** Beckett, Matthew ENV:EX  
**Sent:** Thursday, July 28, 2016 9:56 AM  
**To:** Sahibzada, Rafiullah ENV:EX  
**Cc:** Oldfield, Devan ENV:EX  
**Subject:** Complaints related to Tolko in Kelowna.  
**Attachments:** FW: Notification of ERS 16-2253 - KELOWNA - KELOWNA; RE:

Hello Rafi

Can you follow-up on these two complaints related to Tolko in Kelowna?

Thank you

**Matthew Beckett**  
**BC MoE**

**Brunn, Lisa M ENV:EX**

---

**From:** ENVMail ENV:EX  
**Sent:** Thursday, July 28, 2016 9:14 AM  
**To:** s.22  
**Cc:** ENV Environmental Complaints ENV:EX  
**Subject:** RE:

Reference: 302802

*July 28, 2016*

s.22

Email: s.22

Dear s.22 :

Thank you for your email of July 26, 2016, addressed to the Honourable Mary Polak, Minister of Environment, regarding air quality in Kelowna, British Columbia due to the Tolko sawmill. Minister Polak has referred your email to the ministry for review.

Your email has been forwarded to the ministry's Environmental Complaints mailbox ([EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)), where it will be reviewed and prioritized for follow-up, using a risk-based approach. Due to the high volume of complaints, responses are not sent to all enquiries; however, all complaints are logged and the information is used in any necessary-compliance verification activities.

If you believe human health is at risk, or if you observe a violation in progress, please contact the Report All Poachers and Polluters (RAPP) line at 1-877-952-7277 or online at <http://www.env.gov.bc.ca/cos/rapp/form.htm>.

Thank you again for taking the time to write.

Sincerely,

Ministry of Environment  
Webmaster

cc: [EnvironmentalComplaints@gov.bc.ca](mailto:EnvironmentalComplaints@gov.bc.ca)

---

**From:** s.22 [<mailto:s.22>]  
**Sent:** Tuesday, July 26, 2016 12:52 PM  
**To:** Minister, ENV ENV:EX  
**Cc:** [mayorandcouncil@kelowna.ca](mailto:mayorandcouncil@kelowna.ca); OfficeofthePremier, Office PREM:EX; [Stephen.Fuhr@parl.gc.ca](mailto:Stephen.Fuhr@parl.gc.ca)  
**Subject:**

Dear minister Polak



I am writing to you to express my concern over an oily soot that is discharged with increasing frequency from the Kelowna Tolko sawmill. The signs are obvious and everywhere near the mill. This oily soot makes a mess of everything it lands on and anything that touches it. Sitting on a park bench will ruin your clothing. It is not easily cleaned off without harsh chemicals.

Of great concern to the environment ministry is not only the pollution that we are breathing in every day, but the fact that this oily soot is also landing on, and running off into Okanagan lake where we get our drinking water.

This has been going on for years and there is no improvement.

Please have your office investigate this situation. The response that "they are within the guidelines" is not, and should not be good enough. I am certain if you were to see this situation after a discharge, (which seems to happen at night) you would agree.

Thank you

s.22

Kelowna, BC

Sent from Samsung tablet

## **Brunn, Lisa M ENV:EX**

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**From:** COS North Okanagan Zone ENV:EX  
**Sent:** Wednesday, July 27, 2016 1:39 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** FW: Notification of ERS 16-2253 - KELOWNA - KELOWNA

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**From:** s.17  
**Sent:** July-27-16 1:39:09 PM (UTC-08:00) Pacific Time (US & Canada)  
**To:** COS North Okanagan Zone ENV:EX  
**Subject:** Notification of ERS 16-2253 - KELOWNA - KELOWNA

Notification of ERS 16-2253 - KELOWNA - KELOWNA

You can access the document at the following URL:  
[https://hazard.pep.gov.bc.ca/ECCLog\\_FY1617/COSIncident.nsf/ERSsByDate/88FEF5D93A163EEE88257FFD0070F130?OpenDocument](https://hazard.pep.gov.bc.ca/ECCLog_FY1617/COSIncident.nsf/ERSsByDate/88FEF5D93A163EEE88257FFD0070F130?OpenDocument)

Enforcement Routing Sheet #16-2253  
Complaint Received By: BETH (Operations & ECC) Date / Time received: 2016-07-27 13:33  
Area: KELOWNA - KELOWNA - OKANAGAN REGION COORS OR#:

### **CALLER INFORMATION**

Caller Name: s.22  
Mail / Street Address: s.22  
City: KELOWNA  
Postal Code:  
Referred By:

### **CONTACT NUMBERS**

: s.22

### **VIOLATION DETAILS:**

Violation Date: 2016-07-27  
Violation Time: ongoing  
Violation in Progress: No  
Violation Type: WASTE  
Offense Witnessed: Black soot  
Offense Location: Tolko Mill - 820 Guy Street Offense Details: Advised that the mill is emitting black soot into the atmosphere. This is an ongoing problem. The caller states that the soot starts to fall onto clothes and they don't have time to get inside before their clothes are destroyed.

### **DESCRIPTION**

**Name (If known):**

**Sex:**

**Race:**

**Height:**

**Weight:**

**Eyes:**

**Hair:**

**Glasses:**

**Smoker:**

**Build:**

**Complexion:**

**Distinguishing Features:**

**Clothing:**

**Vehicle:**

**Weapons:**

**Other Details:**

**Brunn, Lisa M ENV:EX**

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**From:** Little, Stephanie ENV:EX  
**Sent:** Monday, February 15, 2016 11:46 AM  
**To:** 'Brent Rogers'  
**Subject:** RE: Combined Power Boilers Stack test report

Perfect. Glad you were able to get Bryan.

I'm not "looking for a non-compliance" per say, but it does help me to have opacity readings to compare to the corresponding complaint photos.

Thanks for the cc.  
Stephanie

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**From:** Brent Rogers [<mailto:Brent.Rogers@tolko.com>]  
**Sent:** Monday, February 15, 2016 11:18 AM  
**To:** Little, Stephanie ENV:EX  
**Subject:** RE: Combined Power Boilers Stack test report

Hi Stephanie. Here are the opacity reports you requested. You can see when the issues happened around 0200 on Feb 13/2016.

I am not sure if you are looking at a non-compliance issue, but I believe this problem would fall under the clause in our permit where the opacity requirements are not in force due to a mechanical failure. Nonetheless, we will get the system fully functional ASAP. We have the Opacity under 9 at this time. I got in touch with Bryan and will move forward with the authorization to bypass for this weekend, starting Friday night and ending Sunday night. I will cc you on the emails. Thanks, Brent.

**From:** Little, Stephanie ENV:EX [<mailto:Stephanie.Little@gov.bc.ca>]  
**Sent:** Monday, February 15, 2016 10:16 AM  
**To:** Brent Rogers <[Brent.Rogers@tolko.com](mailto:Brent.Rogers@tolko.com)>  
**Subject:** RE: Combined Power Boilers Stack test report

Thanks Brent.

If you could send me the Opacity data from Thursday to today that would be great.

*Stephanie Little*

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258

24-hour Spill/Environmental Emergency Reporting: 1-800-663-3456 (Provincial Emergency Program)

24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service)  
[www.gov.bc.ca/env](http://www.gov.bc.ca/env)

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**From:** Brent Rogers [<mailto:Brent.Rogers@tolko.com>]  
**Sent:** Monday, February 15, 2016 10:14 AM  
**To:** Little, Stephanie ENV:EX  
**Subject:** FW: Combined Power Boilers Stack test report

Last stack test.  
Brent.

**From:** Dan Lawrence [<mailto:s.22>]  
**Sent:** Tuesday, February 02, 2016 11:11 AM  
**To:** Brent Rogers <[Brent.Rogers@tolko.com](mailto:Brent.Rogers@tolko.com)>; Allegra Rogaar <[Allegra.Rogers@tolko.com](mailto:Allegra.Rogers@tolko.com)>  
**Subject:** Combined Power Boilers Stack test report

Hi Brent,

As per usual all good in Kelowna.

Danny Lawrence

McCall Environmental Ltd.  
Office 250 381-7482  
Fax 250 3814-7483  
cell [s.22](tel:s.22)

**Brunn, Lisa M ENV:EX**

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**From:** Little, Stephanie ENV:EX  
**Sent:** Thursday, February 11, 2016 11:42 AM  
**To:** 'Brent Rogers'  
**Subject:** RE: Complaint Received

Perfect, thanks for the offer.

**From:** Brent Rogers [<mailto:Brent.Rogers@tolko.com>]  
**Sent:** Thursday, February 11, 2016 11:41 AM  
**To:** Little, Stephanie ENV:EX  
**Subject:** Re: Complaint Received

You can forward my cell number to that person and I can discuss their concerns. Maybe I can identify what the saw or smelt.

Brent  
s.22

Sent from my iPhone

On Feb 11, 2016, at 11:37 AM, Little, Stephanie ENV:EX <[Stephanie.Little@gov.bc.ca](mailto:Stephanie.Little@gov.bc.ca)> wrote:

Thanks Brent.

**From:** Brent Rogers [<mailto:Brent.Rogers@tolko.com>]  
**Sent:** Thursday, February 11, 2016 11:33 AM  
**To:** Little, Stephanie ENV:EX  
**Subject:** Re: Complaint Received

You can see in the castanet web site, they have a time lapse camera at Knox mountain and it looks at the mill 24/7. I didn't see any dark smoke yesterday or today, nor any day recently.

Sent from my iPhone

On Feb 11, 2016, at 11:25 AM, Little, Stephanie ENV:EX <[Stephanie.Little@gov.bc.ca](mailto:Stephanie.Little@gov.bc.ca)> wrote:

Thanks Brent.

Black or dark smoke sounds unusual.

Stephanie

**From:** Brent Rogers [<mailto:Brent.Rogers@tolko.com>]  
**Sent:** Thursday, February 11, 2016 11:21 AM  
**To:** Little, Stephanie ENV:EX  
**Subject:** Re: Complaint Received

I haven't seen any thing, but I will check the records and get back to you. I will check the camera as well. I know we have had more of an inversion lately and depending on wind direction that could have an impact.

Brent

Sent from my iPhone

On Feb 11, 2016, at 11:15 AM, Little, Stephanie ENV:EX <[Stephanie.Little@gov.bc.ca](mailto:Stephanie.Little@gov.bc.ca)> wrote:

Hi Brent,

I just received a complaint this morning which expressed "for the last couple of days there has been an unusual dark smoke with a strong smell coming out from the stack. He is concern about the wellbeing of his family and would like somebody to follow up. He said the event last several hours."

Have you had any upset conditions or issues in the last couple of days? Please provide any information on what (if anything) happened and what was done to correct the situation.

Thank you,

*Stephanie Little*

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258

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Emergency Program)

24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277  
(Conservation Officer Service)

[www.gov.bc.ca/env](http://www.gov.bc.ca/env)

Year	Complaint #	Received From	Region	Date Received	***City/Municipality ONLY of incident***	Complainant	Issue	Suspected Violator	WDR Sector	Discharge Type	Initial Response Date	Response	Authorization, DGIR or COORS No.	In progress, completed, no action taken, reassigned	EPO Assigned To
2016	4336	Public (email or phone call)	Okanagan	11-Feb-16	KELOWNA	s.22	Hi Stephanie, I received a phone call from a resident Tolko and he states that for the last couple of days there has been an unusual dark smoke with a strong smell coming out from the stack. He is concern about the wellbeing of his family and would like somebody to follow up. He said the event last several hours. His name is s.?? and if you need more details you can reach him at s.??	TOLKO MILL				AS PER STEPHANIE'S EMAIL:  MOE Action was email site for details, called complainant back.		Completed	
2016	4357	Public (email or phone call)	Okanagan	15-Feb-16	KELOWNA	s.??	We had one of the cells in the precip trip off on Friday night. The other 2 are fine. We are cutting back on everything to keep the opacity under 10. We are sitting at 10.3 right now and trending lower. We will continue to drop load on the boilers to stay under 10.	TOLKO MILL				Response was contacted site, precipitator cell down and being repaired this weekend, boilers cut back to reduce opacity, complainant updated.		Completed	
2016	4643	Public (email or phone call)	Okanagan	18-Mar-16	KELOWNA	s.22	I am concerned about changes in the amount, consistency, colour and frequency of smoke-stack emissions from the Tolko Lumber Mill in North Kelowna, BC. MORE IN EMAIL....	tolko saw mill						In Progress	
2016	4712	Public (email or phone call)	Okanagan	27-Mar-16	KELOWNA	s.22	The Tolko lumbermill in North Kelowna has been spouting thick blue smoke all day (Eater Sunday, March 27 2016). The Tolko lumbermill in North Kelowna has been spouting thick blue smoke nearly EVERY day for the last 7 weeks. It was a little lighter earlier this week, but today is again very bad. This is not normal. This is not the usual white steam that dissipates. This blue smoke hangs in the air and makes a long, long, long trail southward down the lake. We have photographs of this. We have s.?? for two years, and this is not the norm. It can't be healthy. My eyes burn. I have a cough now. Please investigate this. This is my second report. I expect a response from you.	Tolko lumbermill						In Progress	
2016	4821	RAPP	Okanagan	06-Apr-16	KELOWNA	s.??	Offense Details: COM reported that the Tolko Lumber Mill has been emitting a significant amount of smoke out of there smoke stack which is affecting the air quality near the COM's home. This has happened several times in the past six weeks.	Tolko lumbermill				VIOLATION IN PROGRESS - COS HANDLING	ERS 16-0121	Reassigned	
2016	4863	RAPP	Okanagan	09-Apr-16	KELOWNA	s.22	I am writing to express my serious concern about the emissions from the Kelowna Tolko Lumber Mill. I live s.?? and have been watching the lumber mill over the last two months. There has been a noticeable increase in the volume, intensity and appearance of the smoke coming from the mill. I have lived here for two years, and this is not normal. I am worried that this smoke is having negative effects on the Okanagan valley air quality and will have negative health effects.	Tolko lumbermill						In Progress	
2016	4896	RAPP	Okanagan	12-Apr-16	KELOWNA	s.??	Offense Details: COM advised that the above location is currently causing a haze over downtown Kelowna. COM stated that he can see blue smoke coming out of the smoke stacks.	Tolko lumbermill					ERS 16-0228	In Progress	
2016	4897	Public (email or phone call)	Okanagan	12-Apr-16	KELOWNA	s.22	Greetings - Update: The Tolko Mill emissions from the big stack today are ATROCIOUS. From 10:30 am. Smoke is now surrounding us. Huge billows of blue, brown and white smoke surrounded our building - Now hangs in a huge dense cloud above the lake - and down Ellis Street toward Downtown Kelowna. This can't be healthy or legal. We have photographs - but you can also refer to the web camera on Knox Mountain. PLEASE LOOK INTO THIS!!!!!! This is NEW. I Must stress that this is NEW - and that this is not the typical steam normally accompanying mill activity. This NEW smoke has been increasing intermittently over the last two months. As they run 24 hours, imagine what they are doing after dark!!!!	Tolko lumbermill						In Progress	
2016	5201	Public (email or phone call)	Okanagan	09-May-16	KELOWNA	s.22	Hi Stephanie, I received your contact information from s.?? (my wife). Despite many attempts to communicate directly with the team at the mill (Brent Rodgers) and get them to address the ongoing issues of smoke and particulate from the mill, nothing has happened. MORE IN EMAIL....	TOLKO MILL						In Progress	
2016	5310	Public (email or phone call)	Okanagan	29-May-16	KELOWNA	s.22	I am writing to report large-scale pollution coming from the Tolko Lumber Mill in Kelowna, BC. It is 9:38 pm on Sunday 29 May 2016, and an enormous volume of thick smoke is billowing from the stack at the mill. I live s.?? the mill, and the smoke is not only visible, but is being blown directly at our building. I can smell it very strongly, and it is causing me eye and throat irritation. MORE IN EMAIL....	TOLKO LUMBER MILL						In Progress	
2016	5377	RAPP	Okanagan	08-Jun-16	KELOWNA	s.??	Offense Details: Reporting that there was thick black smoke pouring out of the mill at the above location on Monday. He thought the place was on fire.	Tolko Mill, Ellis St, north end of Kelowna - 399 Bay Ave					ERS 16-1329	In Progress	
2016	5528	RAPP	Okanagan	12-Jul-16	KELOWNA	s.22	Offense Details: Calling to complain about the Mill Emissions. This is ongoing for years, there is soot that settles all over the boats in the yacht club and the neighbouring condos decks. He does not know what can be done about this, they blow soot out at night when no one is available.	Tolko				Forwarded to Devan Oldfield	ERS 16-1832	In Progress	Oldfield
2016	5541	Public (email or phone call)	Okanagan	14-Jul-16	KELOWNA	s.22	Tolko Kelowna: Concern exists re soot on boats at the Yacht Club. This soot is difficult to clean from boats as when rubbed it smears. My understanding is that something similar was happening a few years ago and that the problem was found to be associated with the nightly screen cleaning process, and once rectified the problem went away. MORE IN EMAIL....	TOLKO				forwarded to Devan		In Progress	Oldfield



2016	5560	RAPP	Okanagan	19-Jul-16	KELOWNA	s.22	Offense Details: Steam or smoke is being vented extremely hard from one of the mills stacks. The stack has become a nuisance and is making lots of noises and more than normal quantity of particulate is coming out of the stack.	TOLKO MILL					Spoke with Brent Rogers of Tolko. He informed me that there was a lightning storm last night that knocked out their power. Residual pressure caused the noise and steam. A safety valve was stuck. Normal production resumed in about an hour. Contacted Mike with the information.	ERS 16-2119	In Progress	O'Malley
2016	5602	RAPP	Okanagan	27-Jul-16	KELOWNA	s.22	Tolko Mill - 820 Guy Street Offense Details: Advised that the mill is emitting black soot into the atmosphere. This is an ongoing problem. The caller states that the soot starts to fall onto clothes and they don't have time to get inside before their clothes are destroyed.	Tolko					Sent to Rafi		In Progress	Sahibzada
2016	5603	Public (email or phone call)	Okanagan	28-Jul-16	KELOWNA	s.??	I am writing to you to express my concern over an oily soot that is discharged with increasing frequency from the Kelowna Tolko sawmill. The signs are obvious and everywhere near the mill. This oily soot makes a mess of everything it lands on and anything that touches it. Sitting on a park bench will ruin your clothing. It is not easily cleaned off without harsh chemicals.  Of great concern to the environment ministry is not only the pollution that we are breathing in every day, but the fact that this oily soot is also landing on, and running off into Okanagan lake where we get our drinking water.  This has been going on for years and there is no improvement.  Please have your office investigate this situation. The response that "they are within the guidelines" is not, and should not be good enough. I am certain if you were to see this situation after a discharge, (which seems to happen at night) you would agree.	Tolko					Sent to Rafi		In Progress	Sahibzada
2016	5608	RAPP	Okanagan	28-Jul-16	Kelowna	s.22	polluting environment Offense Location: Tolko Mills in Kelowna Offense Details: Pollution... for too long now Tolko Mills in Kelowna has had a blind eye turned to polluting our environment. At night when it is harder to detect their smoke stacks pump out black goop that covers cars and boats and private property in the area.  The soot is a carcinogenic that harms the health of those in the area. I have pictures of the stacks pumping out poisons as recently as July 25th, 2016.	Tolko					Forwarded to Rafi		In Progress	Sahibzada
2016	5609	RAPP	Okanagan	28-Jul-16	Kelowna	s.22	Tolko Industries, downtown Kelowna Offense Details: Downtown Kelowna BC, along the waterfront which includes parks, restaurants, shopping, marinas, beaches, residential properties, and parking for all of the above.  Since moving to Kelowna s.?? I have observed black smoke coming from Tolko Industries Ltd. exhaust stack resulting in foul smelling smoke that leaves a black, oily residue and lumps of airborne ash on the lake, the beach, patios, boats, buildings and vehicles parked in the area.	Tolko					Forwarded to Rafi		In Progress	Sahibzada

Levesque, Evan FIN:EX

From: Little, Stephanie ENV:EX  
Sent: Tuesday, August 2, 2016 1:40 PM  
To: ENV Environmental Complaints ENV:EX  
Subject: RE: Ash from Tolko

Wow. Insane. Has there been any calls or contact made???

From: Beckett, Matthew ENV:EX On Behalf Of ENV Environmental Complaints ENV:EX  
Sent: Tuesday, August 2, 2016 12:57 PM  
To: Little, Stephanie ENV:EX  
Subject: RE: Ash from Tolko

Lots from Tolko in the past week

Year	Complaint #	Received From	Region	Date Received	***City/Municipality ONLY of incident***	Complainant	Issue	Suspected Violator	WDR Sector	Discharge Type	Initial Response Date	Response
2016	4336	Public (email or phone call)	Okanagan	11-Feb-16	KELOWNA	s.22	Hi Stephanie, I received a phone call from a resident s.22 Tolko and he states that for the last couple of days there has been an unusual dark smoke with a strong smell coming out from the stack. He is concern about the wellbeing of his family and would like somebody to follow up. He said the event last several hours. His name is s.22 and if you need more details you can reach him at s.22 l.	TOLKO MILL				AS PER STEPHANIE'S EMAIL MOE Action was email site details, called complainant
2016	4357	Public (email or phone call)	Okanagan	15-Feb-16	KELOWNA	s.22	We had one of the cells in the precip trip off on Friday night. The other 2 are fine. We are cutting back on everything to keep the opacity under 10. We are sitting at 10.3 right now and trending lower. We will continue to drop load on the boilers to stay under 10.	TOLKO MILL				Response was contacted. precipitator cell down and repaired this weekend, back to reduce opacity, co updated.
2016	4643	Public (email or phone call)	Okanagan	18-Mar-16	KELOWNA	s.22	I am concerned about changes in the amount, consistency, colour and frequency of smoke-stack emissions from the Tolko Lumber Mill in North Kelowna, BC. MORE IN EMAIL....	tolko saw mill				

2016	4712	Public (email or phone call)	Okanagan	27-Mar-16	KELOWNA	s.22	The Tolko lumbermill in North Kelowna has been spouting thick blue smoke all day (Eater Sunday, March 27 2016). The Tolko lumbermill in North Kelowna has been spouting thick blue smoke nearly EVERY day for the last 7 weeks. It was a little lighter earlier this week, but today is again very bad. This is not normal. This is not the usual white steam that dissipates. This blue smoke hangs in the air and makes a long, long, long trail southward down the lake. We have photographs of this. We have s.22 s.22 for two years, and this is not the norm. It can't be healthy. My eyes burn. I have a cough now. Please investigate this. This is my second report. I expect a response from you.	Tolko lumbermill				
2016	4821	RAPP	Okanagan	06-Apr-16	KELOWNA	s.22	Offense Details: COM reported that the Tolko Lumber Mill has been emitting a significant amount of smoke out of there smoke stack which is affecting the air quality near the COM's home. This has happened several times in the past six weeks.	Tolko lumbermill				VIOLATION IN PROGRESS HANDLING
2016	4863	RAPP	Okanagan	09-Apr-16	KELOWNA	s.22	I am writing to express my serious concern about the emissions from the Kelowna Tolko Lumber Mill. I live s.22 s.22 and have been watching the lumber mill over the last two months. There has been a noticeable increase in the volume, intensity and appearance of the smoke coming from the mill. I have lived here for two years, and this is not normal. I am worried that this smoke is having negative effects on the Okanagan valley air quality and will have negative health effects.	Tolko lumbermill				
2016	4896	RAPP	Okanagan	12-Apr-16	KELOWNA	s.22	Offense Details: COM advised that the above location is currently causing a haze over downtown Kelowna. COM stated that he can see blue smoke coming out of the smoke stacks.	Tolko lumbermill				
2016	4897	Public (email or phone call)	Okanagan	12-Apr-16	KELOWNA	s.22	Greetings - Update: The Tolko Mill emissions from the big stack today are ATROCIOUS. From 10:30 am. Smoke is now surrounding us. Huge billows of blue, brown and white smoke surrounded our building - Now hangs in a huge dense cloud above the lake - and down Ellis Street toward Downtown Kelowna. This can't be healthy or legal. We have photographs - but you can also refer to the web camera on Knox Mountain. PLEASE LOOK INTO THIS!!!!!! This is NEW. I Must stress that this is NEW - and that this is not the typical steam normally accompanying mill activity. This NEW smoke has been increasing intermittently over the last two months. As they run 24 hours, imagine what they are doing after dark!!!!	Tolko lumbermill				
2016	5201	Public (email or phone call)	Okanagan	09-May-16	KELOWNA	s.22	Hi Stephanie, I received your contact information from s.22 s.22 (my wife). Despite many attempts to communicate directly with the team at the mill (Brent Rodgers) and get them to address the ongoing issues of smoke and particulate from the mill, nothing has happened. MORE IN EMAIL....	TOLKO MILL				

2016	5310	Public (email or phone call)	Okanagan	29-May-16	KELOWNA	s.22	I am writing to report large-scale pollution coming from the Tolko Lumber Mill in Kelowna, BC. It is 9:38 pm on Sunday 29 May 2016, and an enormous volume of thick smoke is billowing from the stack at the mill. I live in a high-rise apartment across the street from the mill, and the smoke is not only visible, but is being blown directly at our building. I can smell it very strongly, and it is causing me eye and throat irritation. MORE IN EMAIL...	TOLKO LUMBER MILL				
2016	5377	RAPP	Okanagan	08-Jun-16	KELOWNA	s.22	Offense Details: Reporting that there was thick black smoke pouring out of the mill at the above location on Monday. He thought the place was on fire.	Tolko Mill, Ellis St, north end of Kelowna - 399 Bay Ave				
2016	5528	RAPP	Okanagan	12-Jul-16	KELOWNA	s.22	Offense Details: Calling to complain about the Mill Emissions. This is ongoing for years, there is soot that settles all over the boats in the yacht club and the neighbouring condos decks. He does not know what can be done about this, they blow soot out at night when no one is available.	Tolko				Forwarded to Devan Oldf
2016	5541	Public (email or phone call)	Okanagan	14-Jul-16	KELOWNA	s.22	Tolko Kelowna: Concern exists re soot on boats at the Yacht Club. This soot is difficult to clean from boats as when rubbed it smears. My understanding is that something similar was happening a few years ago and that the problem was found to be associated with the nightly screen cleaning process, and once rectified the problem went away. MORE IN EMAIL....	TOLKO				forwarded to Devan
2016	5560	RAPP	Okanagan	19-Jul-16	KELOWNA	s.22	Offense Details: Steam or smoke is being vented extremely hard from one of the mills stacks. The stack has become a nuisance and is making lots of noises and more than normal quantity of particulate is coming out of the stack.	TOLKO MILL				Spoke with Brent Rogers and he informed me that there was a lightning storm last night that knocked out their power. The pressure caused the noise from the steam. A safety valve was released. Normal production resumed in an hour. Contacted Mike for more information.
2016	5602	RAPP	Okanagan	27-Jul-16	KELOWNA	s.22	Tolko Mill - 820 Guy Street Offense Details: Advised that the mill is emitting black soot into the atmosphere. This is an ongoing problem. The caller states that the soot starts to fall onto clothes and they don't have time to get inside before their clothes are destroyed.	Tolko				Sent to Rafi



2016	5603	Public (email or phone call)	Okanagan	28-Jul-16	KELOWNA	s.22	<p>I am writing to you to express my concern over an oily soot that is discharged with increasing frequency from the Kelowna Tolko sawmill. The signs are obvious and everywhere near the mill. This oily soot makes a mess of everything it lands on and anything that touches it. Sitting on a park bench will ruin your clothing. It is not easily cleaned off without harsh chemicals.</p> <p>Of great concern to the environment ministry is not only the pollution that we are breathing in every day, but the fact that this oily soot is also landing on, and running off into Okanagan lake where we get our drinking water.</p> <p>This has been going on for years and there is no improvement.</p> <p>Please have your office investigate this situation. The responce that "they are within the guidlines" is not, and should not be good enough. I am certain if you were to see this situation after a discharge, (which seems to happen at night) you would agree.</p>	Tolko					Sent to Rafi
2016	5608	RAPP	Okanagan	28-Jul-16	Kelowna	s.22	<p>polluting environment Offense Location: Tolko Mills in Kelowna Offense Details: Pollution... for too long now Tolko Mills in Kelowna has had a blind eye turned to polluting our environment. At night when it is harder to detect their smoke stacks pump out black goop that covers cars and boats and private property in the area. The soot is a carcinogenic that harms the health of those in the area. I have pictures of the stacks pumping out poisons as recently as July 25th, 2016.</p>	Tolko					Forwarded to Rafi
2016	5609	RAPP	Okanagan	28-Jul-16	Kelowna	s.22	<p>Tolko Industries, downtown Kelowna Offense Details: Downtown Kelowna BC, along the waterfront which includes parks, restaurants, shopping, marinas, beaches, residential properties, and parking for all of the above.</p> <p>Since moving to Kelowna s.22 s.22, I have observed black smoke coming from Tolko Industries Ltd. exhaust stack resulting in foul smelling smoke that leaves a black, oily residue and lumps of airborne ash on the lake, the beach, patios, boats, buildings and vehicles parked in the area.</p>	Tolko					Forwarded to Rafi

**From:** Little, Stephanie ENV:EX  
**Sent:** Tuesday, August 2, 2016 12:37 PM  
**To:** ENV Environmental Complaints ENV:EX  
**Subject:** FW: Ash from Tolko

Hello Complaints box,

Can I please get a list or snip of any recent complaints regarding Tolko in Kelowna. This file IS on my planned list for this fiscal and have history that I prefer to not get mixed up with a reactive response.

Thank you ,

*Stephanie Little*

Environmental Protection Officer  
Compliance Section

Regional Operations Branch  
Environmental Protection Division | BC Ministry of Environment  
102 Industrial Place | Penticton, BC | V2A 7C8 | Tel: 250.490.8258

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24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277 (Conservation Officer Service)  
[www.gov.bc.ca/env](http://www.gov.bc.ca/env)

**From:** Air Quality [<mailto:AirQuality@kelowna.ca>]  
**Sent:** Tuesday, August 2, 2016 8:18 AM  
**To:** s.22  
**Cc:** [CorporateCommunications@tolko.com](mailto:CorporateCommunications@tolko.com)  
**Subject:** RE: Ash from Tolko

Hi s.22

Tolkos’ air permit is regulated by the provincial government; regulates particulate and opacity. All complaints about Tolko should be redirected to: 24-hour RAPP (Report All Poachers and Polluters) tip-line: 1-877-952-7277. I've requested the Ministry to follow up with Tolko as several complaints have been received in the past week. I am still waiting for their response.

I hope they can provide us an answer and an effective solution as soon as possible.

Best Regards,  
Nancy

**Nancy Mora Castro, P.Eng.**  
Regional Air Quality Coordinator  
250-469-8408 | [nmoracastro@kelowna.ca](mailto:nmoracastro@kelowna.ca)

-----Original Message-----  
From s.22 [<mailto:s.22>]

Sent: Sunday, July 31, 2016 7:34 AM  
To: Air Quality <[AirQuality@kelowna.ca](mailto:AirQuality@kelowna.ca)>  
Cc: [CorporateCommunications@tolko.com](mailto:CorporateCommunications@tolko.com)  
Subject: Ash from Tolko

My wife and I live in s.22 Kelowna and are concerned about the significant ash increase from the Tolko plant that is landing on the Discovery Bay Resort and the boats and vehicles parked there. I am sure there have been many complaints to your department and we are wondering if this issue is being rectified. Please advise if any action is being taken. My email address is s.22 I await your response

s.22

Sent from my iPhone

Sent from my iPhone