

7/26/20

Mr. Steven Paterakis  
Northeast Foods, Inc.  
601 South Carolina Street  
Baltimore, Maryland

Dear Mr. Paterakis:

My wife and I live at 215 North Shore Road in Dayville Connecticut in a house that has been in the family for almost ninety years. Our place is about 250 feet from your Automatic Rolls facility.

The other signers to this letter are our neighbors here on Lake Alexander. We are a small, vibrant community of friends who stand together in everything we do - whether volunteering, advocating, donating or participating in events. We support and inspire each other.

We appreciate the range of employment opportunities you provide for so many of our neighbors while sharing our community's local tax burden.

A little history: In 1998 your factory was originally planned to be constructed opposite to its present configuration. The operations side was supposed to face the road out of consideration for those of us on North Shore Road who would, in this way, be spared the noise from the production and the delivery trucks. This didn't happen.

From the first days of operation we knew we had a problem. Some of us went to the town to complain that Automatic Rolls was out of compliance with the town's noise ordinances. Killingly agreed to undertake and pay for a thorough study of the noise emitted to determine if the plant was out of compliance.

The study determined that Automatic Rolls was out of compliance as of 2003. For reasons still unclear, the study was allowed to gather dust while the ordinance violations continued.

About two years ago the plant's additional capacity significantly increased the noise from your plant 24/7. In response to our concern, Automatic Rolls did a quick, three day study which concluded that the plant was in compliance, even though the seventeen year old, extensive, ten day

study had demonstrated an on-going lack of compliance with existing town ordinances back then. Now the plant is considerably louder but the recent, three day study claimed that no action was needed to be taken because you are in compliance.

Several of us are now keeping diaries recording the decibel level we must listen to. We get regular readings of from 54 to 56 decibels, up to 70 decibels when the trucks are beeping, the trucks backing into the docks and the turbines constant thrumming.

Our windows rattle, our sleep is interrupted. We cannot keep doors and windows open. Several of us play ambient music constantly to cover the drone. My wife has now hung quilts across the porch facing the plant which lowers the noise by about two decibels.

Your mission statement claims that you folks are all about "creative solutions" and that you want to make "meaningful change" in our community. You also list, as part of your "commitment to social responsibility", your determination to "Ensure accountability to laws, rules, regulations", and to engage in "...proactive involvement with local, state, and federal environmental authorities ... to assure our compliance..."

We, the undersigned, ask that you live up to your commitments.  
We look forward to a conversation

*Signed by 42 residents*



August 5, 2020

Dear Mr. McWilliams,

I received your letter regarding the Bakery noise and I understand and respect the community's desire for a quiet neighborhood. Our Bakery has been there almost 20 years. I assure you we will look at every opportunity to abate excessive noise with a fresh look. Regarding your comment on original design, I discussed this with our Engineers. We have no records of design drawings placing the trucks facing the road. The elevation fall of the land away from the road provided ideal conditions for the vehicle dock elevation. We did however build a berm along the property line and planted trees to build a sound barrier. Obviously this doesn't meet all your needs.

I have instructed our engineers to look at what we can do to help reduce noise and vibration levels. You may not be aware but several years ago, DOT made it mandatory to have back up alarms on commercial vehicles for safety reasons. We are looking at what options exist while staying within the DOT regulations and without creating a liability issue for us. As you indicated, this is the most annoying sound to the neighborhood.

Our business fluctuates dramatically based on the season. Our summer volumes inherently increase 50% every year. This causes more traffic during the summer.

Solutions: In addition to what DOT will permit to reduce sound, we are looking at replacing our reefers with electric run engines which are quieter and we are investigating new mufflers to quiet the exhaust systems of the current vehicles. We will also need to get cooperation from our outside vendors and we are looking at our Bakery equipment to see if there are any opportunities.

I wanted to respond to your letter and let you know that I have instructed our engineers to think out of the box and find solutions yet still maintain the safety of our employees and compliance with DOT. When we have a more comprehensive plan, we will reach back out to you to update you.

Sincerely,

William J. Paterakis

CEO

September 6, 2020

Dear Mr. Paterakis,

On Friday afternoon Steve Elias stopped by to inform us that you have decided to opt for a 20 foot high berm, extending 460 feet, the length of your property as the main means of reducing noise for us here on North Shore. The expert we had hired and your engineers agree that this should lower the noise level from nine to thirteen decibels. We believe that the berm will make a significant difference.

Steve also told us that Northeast Foods is continuing to explore other measures, including working with your delivery companies, seeking quieter beepers, and examining options which Noise Controlling Engineering, LLC had presented to you at our request.

The commitment Northeast Foods has demonstrated to resolving our concerns, and the immediacy of your response has been heartening to all of us.

We are truly grateful. Welcome to the neighborhood.