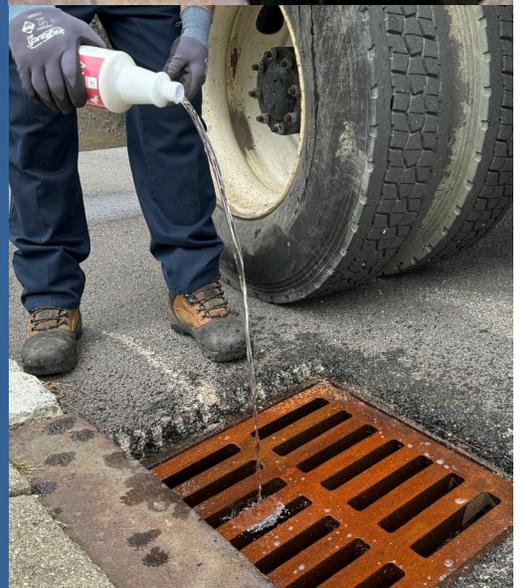
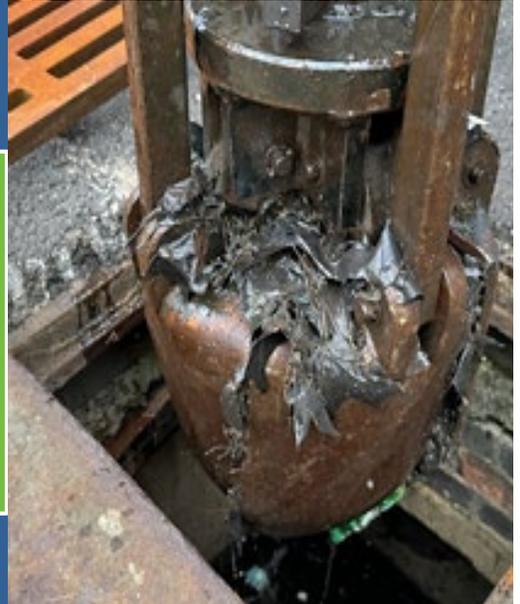


ODOR RESPONSE STANDARD OPERATING PROCEDURES (SOP) v2.0 March 2026





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1.0 PURPOSE

1.1 As the entity responsible for surface stormwater drainage, sanitary collection and treatment within Louisville and surrounding counties, MSD receives requests from the community regarding odors. Some of these requests are called or emailed directly to MSD Customer Relations. Others are relayed to MSD through the “Smell My City” app or Metro 311. MSD responds to these requests through various departments, providing mitigation and feedback to the community when possible. Additionally, MSD takes a proactive approach to odors by providing canvassing and adding water to assets in key areas within the combined sewer system during the Odor Season. The purpose of these efforts is to minimize odors in the community that are a natural part of the wastewater process.

2.0 SCOPE

2.1 When odor-related requests are received at MSD, an initial determination is made by the appropriate department to provide a field response when necessary. The responding department field staff will assess the odor concern to determine if MSD assets are the possible cause and mitigate the issue when possible. Field staff will provide feedback to the customer reporting the concern and make updates to MSD’s IPS system to document the response and any additional action that needs to take place. This Procedure outlines the path of an odor request and the proactive steps taken within the Odor Response Program.

3.0 DEFINITIONS

The following definitions apply to terms as they are used in the procedures. Terms defined may be uncommon or have a specialized meaning with these procedures. Terms below are listed in alphabetical order.

- 3.1 **Canvassing:** The proactive drive-thru inspection of streets within the combined sewer system during the Odor Season to detect odors.
- 3.2 **clAIRity webpage:** The site used to provide information to the community on MSD odor mitigation efforts and to report odor concerns.
- 3.3 **Combined Sewer System:** The sanitary sewer conveyance system through which surface stormwater is also collected.
- 3.4 **IPS:** MSD software that houses asset data along with customer requests and the associated work orders to address those reported concerns.
- 3.5 **Enhanced Call Back:** In the context of this procedure, an Odor Mitigation Program Manager calls the customer to discuss the odor concern in more detail and to offer an on-site meeting.
- 3.6 **Metro 311:** The customer service center for Louisville Metro that operates 24 hours a day and 7 days a week. Metro 311 is the service line available to the citizens of Louisville. The site is used to request services, offer suggestions, ask questions, share opinions, register Reports, and forward concerns to other agencies as appropriate.



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- 3.7 **Odor Season:** Time of year during which the temperatures are high, and conditions are dry, causing an increase in frequency and intensity of odors from the sewer system. This is currently recognized as June through October. Odors will occur year-round, but they are more prevalent during the Odor Season.
- 3.8 **Service Request (SR):** A formal request entered into the MSD system, identifying assets and providing the necessary information to perform work.
- 3.9 **“Smell My City” app:** A smart phone app designed to crowdsource reports of public pollution odors experienced in the city.
- 3.10 **Upstream:** Geographic Information System (GIS) software that houses MSD’s assets, customer requests and work orders in visual/mapped form and links to the data within IPS.

4.0 RESPONSIBILITIES

Below are the major responsibilities each party has in connection with these procedures.

- 4.1 **Customer Relations Department Staff:** Responsible for receiving concerns from customers and creating Service Requests (SR) in the IPS system. Performs office reviews of the locations in question and decides the appropriate department to respond. Responsible for the communications related to odor reports. Responsible for ensuring proper documentation is entered into the system for work performed.
- 4.2 **Operations Field Staff:** Responsible for investigating the location of the reported odor once notified by Customer Relations. Field employees are responsible for inspecting and determining MSD responsibility. Responsible for performing the necessary action(s), including providing on-site updates to customers.
- 4.3 **Operations Administrative Staff:** Are responsible for initiating work orders to track Operations activities in IPS. Additionally, they may assist in updating/closing work orders and the associated service requests once Operations Field Staff have completed their activities.
- 4.4 **GIS Records:** Is responsible for updating and maintaining asset records related to Odor Control Program activities within IPS and Upstream, and updates asset information when provided.
- 4.5 **Odor Mitigation Managers:** Responsible for reviewing odor requests and the MSD response to ensure all avenues of improvement or mitigation have been addressed. They determine when it is appropriate to perform canvassing and ensure IPS records of this activity are documented. This team also provides reports related to the Odor Response Program and maintains communication with the Louisville Water Company regarding their hydrant flushing routes during the Odor Season which assists in odor control.

5.0 PROCEDURES

- 5.1 Customer Relations receives a customer concern regarding an odor and enters it into the MSD IPS system.



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- 5.2** Customer Relations reviews the information provided by the customer and makes an initial assessment of which Operations Department should provide a field response, routing the request to that department.
- 5.3** Operations Administrative Staff enters any needed work orders and assigns to the appropriate Operations Field Staff for response.
- 5.4** Operations Field Staff assesses the odor issue at the location of the request and determines if MSD assets are the cause, providing mitigation if possible. If mitigation is not possible, the field staff may route the request for further action.
- 5.5** Operations Field Staff will update the IPS request with any actions taken and provide communication to the customer/community regarding resolution or additional actions to be taken regarding their request. Additionally, they will update work orders to the accurate asset related to the odor as appropriate. At times, these updates will be addressed by the Operations Administrative Staff.
- 5.6** GIS Records will update in Upstream and IPS any asset information provided to them in response to the inspection or mitigation of the odor request.
- 5.7** The Odor Mitigation Program Managers will review the odor request and MSD's response to ensure all avenues of improvement or mitigation have been addressed. If not, they will make recommendations for further actions to be taken.
- 5.8** Customer Relations will send a follow-up letter to every customer regarding the status and action taken of their odor request.
- 5.9** In the event three or more Odor Reports are received within thirty (30) days from the same location, enhanced contact will be provided.
- 5.10** The Odor Mitigation Managers will determine when canvassing is needed during the Odor Season and enter service requests and associated work orders in IPS for the designated Canvassing Areas to be driven. They will review the details and make additional updates within IPS, and they may create a request for further action if necessary.
- 5.11** The Odor Mitigation Managers will initiate the partnership with LWC Management to coordinate fire hydrant flushes within the combined sewer system during the Odor Season.
- 5.12** The Odor Mitigation Managers will work with Operations Field Staff to allocate trucks to deliver water to the combined sewer system throughout the community. MSD assigns internal personnel to routinely water catch basins in neighborhoods with high odor concerns.
- 5.13** Odor Reports will be tracked and posted to the clAIRity webpage.

6.0 REVIEW / POSTING



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- 6.1 These procedures will be reviewed periodically, and revisions posted timely.
- 6.2 These procedures will be maintained on the cIAIRity webpage.

7.0 DISCLAIMER

- 7.1 These procedures are intended to guide MSD employees in their response activities.
- 7.2 MSD reserves the right to act in variance with the procedures and to update at any time with or without prior notice.