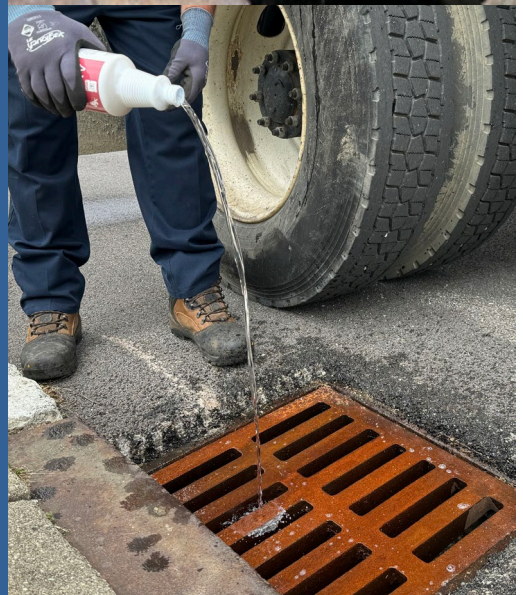


ODOR RESPONSE
STANDARD OPERATING PROCEDURES
(SOP)
October 2024





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1.0 PURPOSE

- 1.1 MSD is responsible for surface stormwater drainage, sanitary collection and treatment, and flood protection within Louisville and surrounding counties. MSD receives concerns from the community regarding odors. High temperatures and dry conditions can result in odorous air from sewer systems. The purpose of this Standard Operating Procedure (SOP) is to outline the steps for odor response.

2.0 SCOPE

- 2.1 These procedures explain the steps taken by MSD when an odor concern is reported. These procedures also include the additional activities performed during Odor Season by MSD and its partners.

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, a Customer Relations employee or designee who 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 complaints, and forward concerns to other agencies as appropriate.
- 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.



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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 Employees: 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 complaints including enhanced call-backs. Responsible for determining when and where to perform canvassing. Responsible for ensuring proper documentation is entered into the system for work performed.

4.2 Operations Field Employees: 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 Management: Responsible for partnering with the Louisville Water Company (LWC) to coordinate their flushing efforts to target adding water to catch basins in high odor areas during Odor Season.

4.4 GIS Records: Responsible for updating and maintaining asset records as provided within IPS and Upstream.

5.0 PROCEDURES

5.1 Customer Relations receives a customer concern via phone call, email, cIAIRity webpage reporting, “Smell My City” app, or Metro 311.

5.2 Customer Relations reviews the information within IPS and Upstream for the location provided by the customer and makes an initial assessment of which operations department should respond.

5.3 Customer Relations enters the Service Request into IPS and routes to the appropriate department. The assigned Operations field employee investigates to determine the source of the odor, providing mitigation if possible. MSD strives to respond to odor concerns within 24 hours but may be delayed during peak times or due to extenuating circumstances. If mitigation is not possible, the field employee may route the request for further action to another team member or department.

5.4 If at any time the odor is determined to be an internal issue, MSD will provide the customer with tips to address their concern. Customers should contact their plumber for assistance.

5.5 The Operations field employee will update the IPS request with any actions taken and provide communication to the customer regarding resolution or pending further actions.



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- 5.5.1 If there are no further actions, the Service Request is closed.
- 5.5.2 If there are further actions, they are routed to the correct department or team member for completion.

- 5.6 Once the Service Request is closed, Customer Relations calls the customer (if contact number provided).
- 5.7 If there is no contact number, but a specific service address was provided to MSD, a letter will be sent.
- 5.8 The call or letter will notify the customer that their request was received and provide the results of the investigation, including any actions performed.
- 5.9 If revisions to assets are required, GIS Records will update information in Upstream and IPS.
- 5.10 In the event three or more odor complaints are received within thirty days from the same location, an enhanced contact will be provided.
- 5.11 Odor complaints will be tracked and posted to the cIAIRity webpage monthly.

6.0 ADDITIONAL PROCEDURES (ODOR SEASON)

To further enhance responsiveness to odors during Odor Season, MSD performs the below additional actions to improve odors in the community.

- 6.1 MSD performs canvassing in high odor complaint areas when the temperatures have been consistently high with a lack of rain for three or more days.
- 6.2 If odors are detected during canvassing, Service Requests are created, and the process outlined in section 5.0 is followed.
- 6.3 MSD partners with Louisville Water (LW) to target its flushing to high odor areas. As part of its normal operations, Louisville Water turns on fire hydrants throughout the community to flush their water system. The water that is flushed through the hydrants flows to the ground and into the catch basins. This addition of water into the catch basins helps contain odors.
- 6.4 MSD allocates trucks to deliver water to catch basins throughout the community. MSD assigns internal and/or external personnel to routinely water catch basins in neighborhoods with high odor concerns.

7.0 REVIEW / POSTING

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



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8.0 DISCLAIMER

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