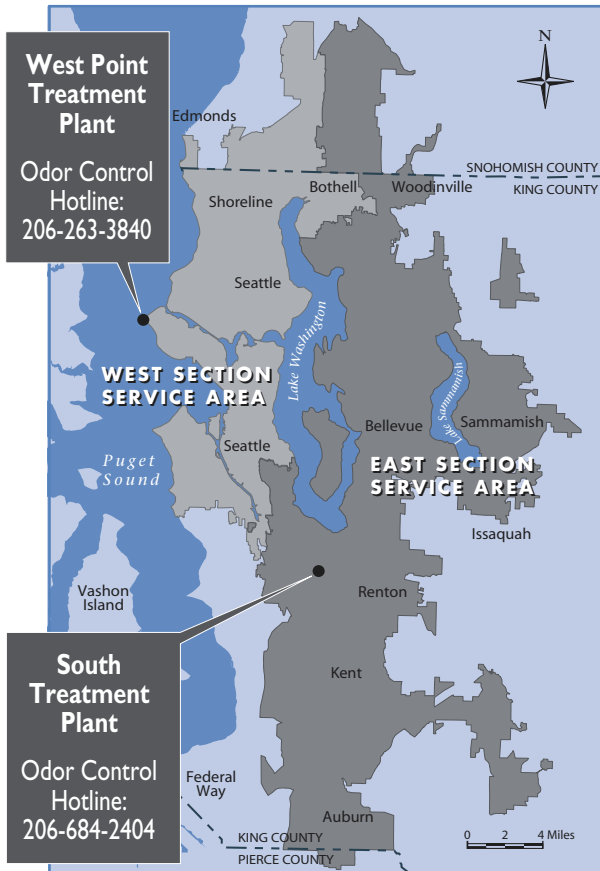


## How to report sewer odor complaints

- Try to locate the source of the odor.
- Report the odor as soon as possible. Give the location of the odor and the time it occurred. That information will ensure the agency responding can locate the odor and take corrective measures to eliminate it.
- For odors occurring in homes, businesses and local storm drains, call your local sewer agency. The phone number to your local agency can be found in your sewer bill.
- For odors that can't be specifically located, call the closest treatment plant's Odor Control Hotline for assistance.



## How to contact us:

Wastewater Treatment Division:  
**1-800-325-6165**

Puget Sound Clean Air Agency:  
**206-343-8800**

West Point Treatment Plant  
Odor Control Hotline:  
**206-263-3840**

South Treatment Plant Odor Control Hotline:  
**206-684-2404**

To identify and contact your local sewer agency, check your sewer bill.

## Find us on the Web:


You can learn more about the Wastewater Treatment Division by visiting our Web site:  
<http://dnr.metrokc.gov/wtd/>

## Alternative formats available

206-684-1280 or  
TTY Relay: 711

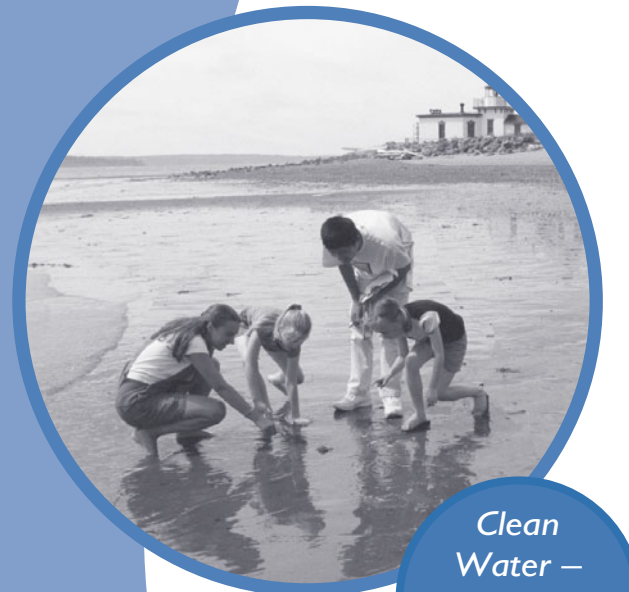
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 **King County**  
Department of  
Natural Resources and Parks  
**Wastewater Treatment Division**  
201 South Jackson Street, Suite 500  
Seattle, WA 98104-3855

# Odor Control

*Working in your neighborhood  
to protect public health and the  
environment*



*Clean  
Water –  
A Sound  
Investment*



King County continues to do extensive research and pilot studies to test and develop cost-effective, cutting-edge odor technology. Improvements are being planned at both treatment plants and throughout our system.

## Being a good neighbor

King County protects public health and the environment by treating 200 million gallons of wastewater every day. Being a good neighbor by controlling odors is a part of the normal operation of every treatment facility. We continuously monitor our pipeline network and pump stations for odor releases and we respond in the following ways:

- Add chemicals or biological enzymes at certain points in our pipeline network
- Install odor scrubbers using either wet chemicals or activated carbon in high-odor areas
- Chlorinate wastewater entering the treatment plant
- Continually explore solutions to odor issues
- Respond immediately to citizen complaints.

The Wastewater Treatment Division makes every effort to respond to odor complaints promptly and effectively.

 **King County**  
Wastewater Treatment  
Division



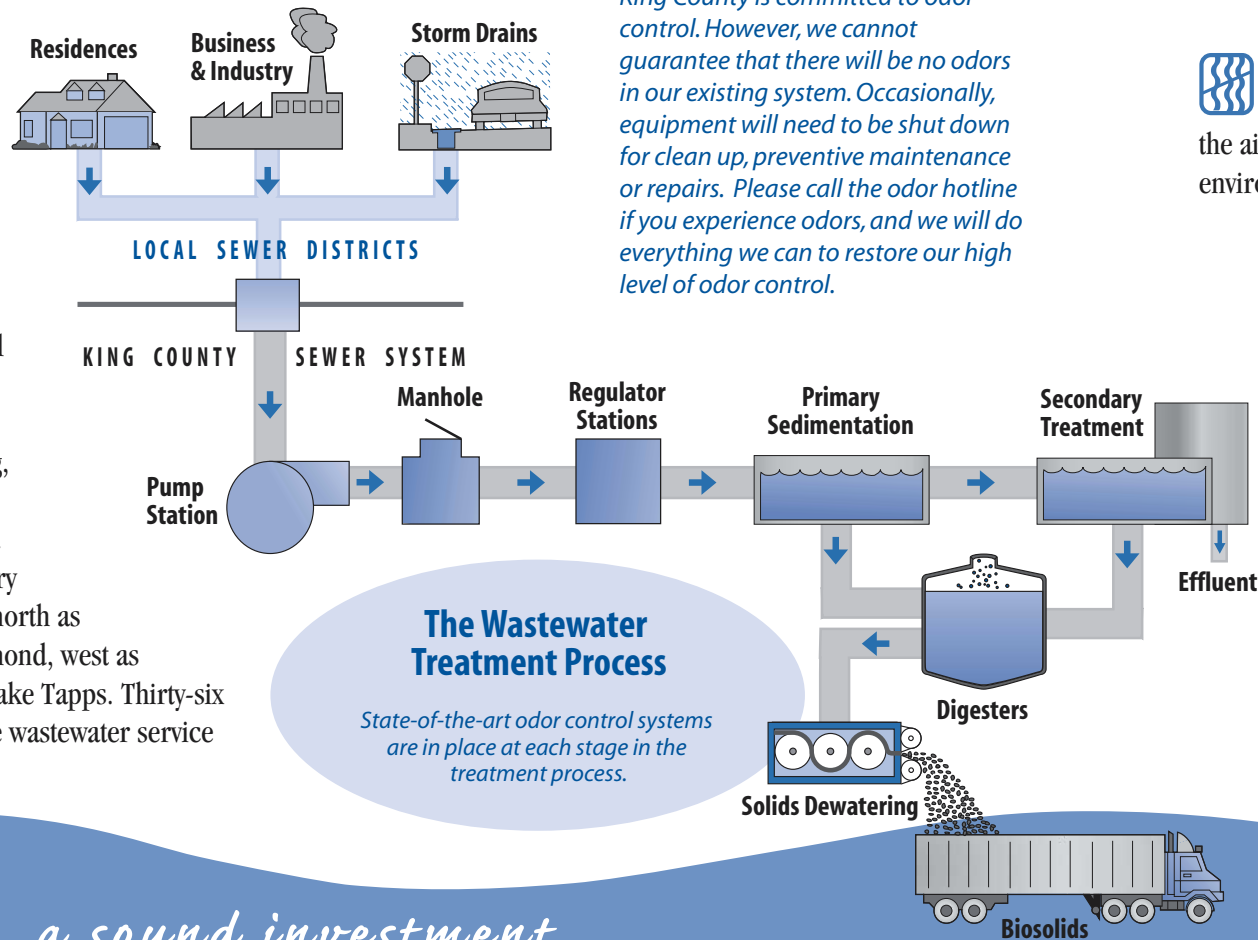
Sometimes odor prevention solutions can be as simple as resealing a manhole cover. Other problems can be more complex.

area own and operate local collection systems and send wastewater to King County's larger pipelines. Local agencies are responsible for billing residents for wastewater collection and treatment.

Sometimes, sewer odors may come from your local system, not the King County system. Each district is responsible for maintaining its system and controlling odors. Many King County sewer manholes have "METRO" on the lid. If you wish to identify which sewer agency serves you, look on your sewer bill. Call your agency if there are odors near your house.

## A Regional System

The King County Wastewater Treatment Division protects public health and our regional waterways by safely transporting and treating wastewater from much of King, south Snohomish and parts of Pierce Counties. Two hundred seventy-five miles of pipes carry wastewater from areas as far north as Mill Creek, east as Black Diamond, west as Vashon Island, and south as Lake Tapps. Thirty-six local sewer districts within the wastewater service



King County is committed to odor control. However, we cannot guarantee that there will be no odors in our existing system. Occasionally, equipment will need to be shut down for clean up, preventive maintenance or repairs. Please call the odor hotline if you experience odors, and we will do everything we can to restore our high level of odor control.

## Odor Control Devices

**Wet Chemical Scrubber**—Foul air is forced through a "rain" of a chemical and water solution. The solution absorbs the odors.

**Activated Carbon Scrubber**—Foul air is forced through a bed of activated carbon granules. The granules absorb the odor.


**Chemical Addition to the Wastewater Flow**—Chemicals are added directly to the flow of wastewater, usually through a manhole at locations where odors have been troublesome. The chemicals reduce bacterial growth and neutralize odors.

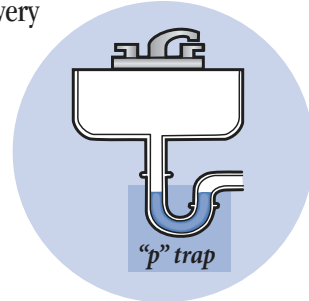
**Covered Facilities**—Some processes at the treatment facilities are enclosed in buildings, and the air is scrubbed before it's released into the environment.




Some odors occur naturally, such as along beaches in the summer, and can't be dealt with by any agency. Don't be discouraged. It will go away with cooler weather and rain.


## Tips for reducing household sewer odors


 The "p" trap under every sink, tub and floor drain is a water barrier that keeps sewer odors from coming back into your house. Normal use will keep the "p" traps full of water.



After water drains from a sink or tub, the "p" trap remains filled, thus preventing gases from entering your home.

 Don't make any plumbing hook-up straight into the house side sewer—always install a "p" trap.

 Periodically run water through drains that aren't used often, such as floor or garage drains or utility sinks.

 Make sure all plumbing vents go outside the house. Standard plumbing per code will ensure proper venting.

