

Appendix N
2006 Summary of Odor Complaints

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Location	Date	Complaint	Resolution
West Point Treatment Plant (TP)			
West Point TP	6/26/06	Complainant sensed a combination of fish, rotten eggs and manure-like odors and felt convinced the West Point Plant is the source of the odors.	Plant operations on the day of the complaint were normal. There was a low tide at noon a. No further action taken.
West Point TP	7/03/06	Complainant sensed very strong odors from what he thinks is coming from the West Point Treatment Plant.	At the time he sensed the odors (0800), there was a plant shutdown so no flow was coming into the plant until 0845. Start up was normal with no problems. All of the plant's odor control units were operating normally. Southerly winds tend to rule out West Point as the source of odor. A copy of the odor report was mailed to the complainant per his requested.
West Point TP	7/25/06	Complainant said he sensed very strong odors and thought they were from the West Point Treatment Plant.	No odor sensed around residence at the time of investigation. Staff spoke with the caretaker of the house concerning odors that were coming from the south, which is away from the plant. There are a number of city of Seattle vent lines in the area so a failed septic system, a pumping system that has sludged up or a p-trap that has dried out are all potential sources of odor. A copy of the odor report was mailed to the complainant per his request.
West Point TP	8/01/06	Complainant said he sensed odors from the West Point Treatment Plant.	All of the odor control units were operating and prechlorination was on at 3000 pounds per day. Digester foam and cleaning of it was the most likely cause. Added defoaming agent in order to reduce the amount of foam.
West Point TP	8/09/06	Complainant sensed odors from the West Point Treatment Plant.	While no odors were detected around the beach and the berm area, the wind direction was north to south so the plant could have been the source of the odor. Resolution: Operations staff continuing to hose and clean the roof of the digesters. Defoaming agent being applied to reduce the amount of foam.
West Point TP	8/14/06	Complainant sensed odors from the West Point Treatment Plant.	At the time of the complaint, the wind direction was NNE at 14 mph and the tide was +10 feet. Operations staff continued to hose and clean the roof of the digesters. Continued normal plant operations and ensured that all doors and hatches that are potential odor sources are closed.

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West Service Area Offsite			
Magnolia, Queen Anne area, Crown Hill and Ballard	1/24/06	Widespread odor complaints, from Magnolia, Queen Anne area, Crown Hill and Ballard.	Only two complaints were called into West Point Main Control, and both complainants did not want to fill out a report. The only problem found was that the Phoenix odor control unit at the Lake City Regulator was flooded with water, thus making it inoperable. However, no complaints were registered from that vicinity. Since there aren't any KC conveyance lines in the areas where the complaints were called in from, it's highly unlikely that King County facilities were the cause of the complaints. The Phoenix unit problem was corrected and placed back in service. Designated as a non-county complaint.
City of Lake Forest Park	2/08/06	Odors sensed for over an hour near the vicinity of highway 522 & 73 rd to the county line.	The nearest KC facility is the McAleer odor control unit on Perkins Way. Investigation showed no odors sensed from the unit. Also, flows from the Lake Ballinger pump station were being pumped to the city of Edmonds at this time. Since no odor was detected at the odor control unit and the odor was detected within a wide area, it was designated as a non-county complaint.
Wallingford area	2/08/06	Complainant sensed manure odor.	Nearest KC manholes are N23-12 and N23-13. The area between the two manholes was investigated and no odors found. The manholes were not pressurized. Designated as a non-county complaint.
Taylor Avenue and Lee Street	2/08/06	Complainant sensed sewage odor at his residence.	Investigated the area around his residence; there are no KC manholes or facilities within the immediate vicinity. The nearest KC facility is the Dexter Regulator. Dexter was checked and found to have no problems. Designated as a non-county complaint.
Baker Ave, Fremont area	2/09/06	Complainant sensed a "pulp mill" odor near his residence, similar to the odor problem that occurred on 1/24/06.	The area in question was investigated, and no odors sensed. The Lake City Regulator odor control unit was working fine. Designated as a non-county complaint.
Golden Gardens Dr NW	3/20/06	Complainant sensed moderate sewage odors during the late evening hours and thought they were emanating from the West Point Plant, though the nearest KC facility was the North Beach Pump Station.	Investigation revealed no odors at complainant's address, as well as driving around the Ballard area en route to Golden Gardens Park. Manhole closest to complainant's address belonged to city of Seattle and no odors sensed at nearby city of Seattle lift station. Spoke to local citizen, who denied sensing any sewer odors. The complaint was designated as a non-county complaint.
Lake City Regulator	4/11/06	Complainant stated that they thought odors were coming from the Lake City Regulator Station.	Found no problems with the odor control unit at the Lake City Regulator. OdaLog readings were low and sensed no odors during the walk around the station and on the trail north

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			and south of the station. No further action taken.
NE 175 th St., Kenmore	4/18/06	Odors emanating from manholes in backyard of complainant's residence.	Low odor was detected at the time of investigation. Resolution: the manholes were sealed with plastic and corked.
3722 27 TH Place W.	4/20/06	Complainant contacted King County Councilmember Larry Phillips about sewage odors from the West Point Treatment Plant. She sensed the odors on 3/26, but the complaint letter was received at West Point on 4/18.	From the operator log, the odor systems appeared to be running normally. The only unusual occurrence was that 2 cogens were running and may have been a factor. Resolution: WTD Director sent a response l on 4/20. Signs were also placed around the plant trails with Main Control's phone number for future odor complaint call-ins
Dexter Avenue	4/20/06	Complainant sensed odors from a sewer grate next door to the Dexter Regulator.	Investigation did not detect any odors and the odor control system at Dexter was operating properly. The drain (grate) in question may not be King County's but belongs to the complex adjacent (Olympic Hot Tub's back south door). Designated as a non-county complaint.
Riviera Pl. NE	4/27/06	Complainant sensed strong "methane-like" odor from a drain in her home.	The odor was gone at the time of investigation. Water was added to the basement drain to alleviate the odor problem. City of Seattle notified of possible blockage. Complainant stated that there appeared to be human waste in the catch basin across from her home. Designated as a non-county complaint.
Lake City Regulator	5/03/06	Complainant sensed sewage odors inside building coming through vents from the outside.	Investigation revealed some odor emanating from the Lake City Regulator odor control exhaust stack, with outlet readings at 680 ppb H2S. A check at Kenmore revealed that the power to the Bioxide chemical injection system had kicked out, which resulted in the high inlet H2S readings at Lake City. The power was restored and chemical addition restarted. The complainant was notified of the findings.
28 th Ave NE	5/05/06	Complainant stated that sewage odors appeared to be coming from inside her house.	Nearest KC facility is the 30 th Street Regulator. The odor control unit there was operational and perimeter monitoring detected no odors. No further action taken. Could not contact person directly as no house number was given, and left message on answering machine about odor investigation. Designated as a non-county complaint.
Lake City Regulator	5/12/06	Complainant sensed odors all week during the afternoon hours.	Faint odors were noticed at the Lake City Regulator but none at the complainants address. The odor control units were operational and Bioxide was being fed at Kenmore at the time of the complaint. The water regeneration cycle was increased and the odor control units were placed in series.
Dexter	5/21/06	Complainant sensed odors the day	Investigation revealed that the exhaust fan by

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Regulator		before near the Dexter Regulator station.	the gate room door was running. This fan is normally turned off. The fan was shut off and a message left on the complainant's phone regarding the outcome of the investigation.
Bothell Way NE, manhole W11-72	5/21/06	Complainant sensed intermittent sewer odors for the past week and a half.	The odor was found to be emanating from a manhole (W11-72). The manhole cover was sealed but was found to have cracks in the riser. Facilities Construction was contacted about replacing the riser. The complainant was notified of the investigative results.
Lake Forest Park, 44 th Avenue	6/12/06	Complainant has sensed odors near the McAleer Trunk for the past few years.	Slight sewage odors were sensed from four manholes (W502-7 to W502-10). All four were eventually sealed. No further action taken.
Thorndyke West	6/28/06	Frequent complainant sensed moderate odors from a manhole outside her building	The Mobile odor unit at the Wheeler Street Discharge Structure was kicked out (fan was off for 2 days). The unit was reset and the complainant was notified of the findings.
Sludge Truck on Elliot West	6/29/06	West Point plant manager informed Main Control about very strong odors emanating from a sludge truck he was following on Elliot West.	Biosolids staff is investigating what can be done to control the odors better.
NE 175 th St., Kenmore	7/19/06	Complainant sensed moderate "manure/rotten egg" odors from a sewer manhole in her driveway.	No odors were present at the time of investigation.
NE 175 th St., Kenmore	7/20/06	Complainant sensed moderate "manure/rotten egg" odors from a sewer manhole inside her home.	Notified the flow monitoring group to seal up the manhole after entry. Installed plastic under the manhole and caulked around the ring and plugs.
Thorndyke W.	7/21/06	Complainant sensed sewer odors inside her business. Intense sewage odors sensed at the Wheeler Street Force Main Discharge Structure.	The odor control unit at the structure was found tripped. The fan breaker was reset and a work order written to have the fan checked out.
25 th Ave NE	8/02/06	Complainant sensed odors starting in May from sinks in the bathroom.	There was a mold/ammonia type odor present in the bathroom upon investigation. Checked for hydrogen sulfide and methane readings, none were recorded. No further action taken at this time. Based on the investigative results, the complaint was designated as non-county.
Riviera Pl. NE	8/04/06	Seattle Public Utilities informed King County that resident had sensed strong sewer odors nearby.	Investigation showed that the odor control unit fan at the Matthews Beach pump station was not running. It failed due to electrical work and testing at the station. The fan was restarted.
Manhole north of Ravenna Avenue & NE 53 rd St.	8/08/06	Complainant sensed strong odors from manhole that was part of the Laurelhurst Trunk.	The manhole was sealed at the request of the complainant.
McAleer	8/09/06	Complainant sensed faint sewer	The McAleer odor control unit was off-line

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Odor Control Unit		odors inside her home.	briefly for maintenance work when she called. After the work was completed, the unit was placed back in service.
North Portal	8/16/06	Complainant sensed strong sewer odors inside his home.	When the odor was first noticed, Matthews pump station was off for a storage program. Suspect that the odor complaint resulted from an elevated wet well level (due to the storage program) which affected the odor control system at Matthews. The pump station was back in operation.
Beach Drive NE, lakeline	8/18/06	Complainants sensed odors inside their home.	The odor control units at Matthews and Logboom were in operation, as well as the chemical injection system at Kenmore. Resolution: The high wet well level at Matthews restricted airflow from the lakeline, backing it up and causing the complaint.
Stone Ave N	8/21/06	Complainant has sensed "gaseous" odors inside her home for the past few months. Suspect that the trucks carrying "hot tar" from the roofing company located the next block is the cause if the odors. She is concerned about the harmful effects of breathing the fumes.	Designated as a non-county complaint.
NE 10 th Avenue & 30 th Ave NE. manhole NWW 13-07	8/23/06	Received odor complaint via Seattle Public Utilities.	During the investigation, a faint sulfide odor was detected from manhole NWW13-07. Recommended that the manhole be plugged if future complaints are received.
NE 145 th St., Woodinville	8/28/06	Complainant sensed odors in the driveway from her apartment complex the past few weeks.	Investigation showed strong sulfide odors coming out from a manhole that had a broken riser. Contacted Facilities Maintenance to have the manhole riser repaired.
Beach Drive NE		Complainant sensed odors inside their home.	There was no odor present at the time of the investigation The carbon in the scrubber on the Fletcher's property was scheduled to be changed.
40 th Ave NE	9/04/06	Complainant sensed moderate odors inside her residence.	A slight ammonia odor was sensed around her home. The nearest KC facility is the Belvoir Pump Station. The wet well was pumped down, although the odor did not appear to be associated with the KC facility. Designated as a non-county complaint.
West Seattle Force Main Discharge Structure	9/25/06	Complainant sensed odors inside her building.	Complainant sensed odors inside her building 3 weeks before she phoned in the complaint. Strong odors were coming out the odor control unit stack. The fan was shut off until the carbon in the unit was changed out. The complainant was notified of the findings.
Beach Drive NE, Lake Forest Park	10/03/06	Odors emanating from manhole outside of complainant's garage.	Part of the problem could be Kenmore's pump #2 cycling on and off. At the time of investigation, odor was also sensed at the nearby KC facility at Logboom and also from

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			manhole from the Ronald Wastewater District at 155562 Beach Drive NE. Problem is being discussed at the KC Odor / Corrosion Taskforce Meetings.
Thorndyke Avenue	10/12/06	Complainant sensed moderate odors inside her building.	Upon investigation, it was found that the Wheeler Street mobile odor control unit was kicked out and not operating. An electrician was called in for the repairs and placed the unit back in service.
NW Canal St./ Fremont Siphon Forebay, Sandcatcher	10/13/06	Complainant(s) have often sensed odors emanating from a large structure across the street from their residence at 1st Avenue NW and Canal St.	No odors were sensed at the time of investigation Complainant wanted information about the King County's policy on odors and asked if anything could be done regarding sealing up the sewer system to control odors. Will discuss at next Odor / Corrosion Task Force Meeting.
Perkins Way / McAleer Odor Control Unit	12/13/06	Complainant sensed strong rotten egg odor from the McAleer odor control unit.	Moderate hydrogen sulfide was measured from the outlet and positive pressure detected from the manhole access to the odor control fan room. The flexible duct connection for the unit was checked for leaks but none found. Plugs were placed in the manhole cover. The carbon in the unit will be replaced as soon as the plant Vactor truck gets returned from Fleet.
South Treatment Plant (TP)			
South Treatment Plant	7/11/06	Complaint received via phone call from an inspector with the Puget Sound Clean Air Agency. A message was received on their odor hot-line about strong odors while driving past the plant on I-405.	Since the odor complaint was received by King County 4 days after the original odors were sensed, no investigation was made. All odor control units were operating at the time of the complaint. No unusual operating activities occurred the day of the complaint, but there were some tanks in the secondary area that needed to be cleaned which may have contributed to a greater potential of odors. The inspector was informed about the upcoming project to cover parts of the aeration tanks.
South Treatment Plant	7/19/06	Complainant sensed strong "solvent/chemical -type" odors from the plant when driving and exiting off I-405.	At the time of the complaint the holding tank mixer and aerator were in service, both potential sources of odor. Since the odor complaint was received 12 hours after the complainant last sensed the odors, no investigation was performed. All odor control units were operating at the time of the complaint, and no unusual plant activities were mentioned in the operator's log. Complainant is staying at hotel across the street from the plant and informed him that should he sense the odors again to call our Main Control number immediately.
South Treatment	8/04/06	Complainant sensed strong odors along Grady Way during	An investigation was performed around the plant when he called; did not detect any odors

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Plant		evening/nighttime hours but informed plant the next morning.	outside the fenceline. All odor control units were operational. Suspect that the aeration tanks were the most probable cause of the odor complaint. No further action taken at this time. The complainant was informed about the project to cover parts of the aeration tanks.
South Treatment Plant	8/07/06	Complainant sensed strong odors along Grady Way and Oakesdale Avenue.	Upon investigation, the operators sensed a slight odor from the secondary treatment process (aeration tanks). No further action taken at this time. The complainant did not want to be contacted with the investigative results
South Treatment Plant	9/08/06	Complaint received on the Clean Air Agency Odor Hotline and relayed to the South Plant via agency inspector the day after.	Complainant sensed strong odors while driving along I-405. The source of the odor was most likely from the secondary treatment process, specifically from the aeration tanks. Other than a few minor process changes, the ability to control odors from this source is limited. An official memo was sent to the agency inspector and she was notified of the upcoming project to cover parts of the aeration tanks.
South Treatment Plant	9/26/06	Complainant sensed "rotten egg" odors in his car while driving north on Interurban Avenue, and later in his office.	An investigation revealed strong secondary odors outside the fenceline at the south side of the plant. One aeration tank was currently out of service and being hosed. At the time of the complaint, both Primary odor scrubber blowers were temporarily out of service for repairs. Prechlorination of the plant influent was increased and one of the primary odor blowers was placed back into service. The complainant did not want to be contacted.
South Treatment Plant	10/04/06	Complainant has sensed strong odors in his car while commuting. Areas he has sensed plant odors are I-405, Oakesdale Avenue to Longacres Way and the West Valley Highway. He didn't sense the odors at the time of the complaint, but called the plant to inform them about the odors. He stated that he has worked in the area for 22 years and the footprint of the odors has gotten much larger.	The only unusual plant activities that day were aeration tank #3 out of service (some odor sensed topside) and the pulling primary treatment area gates. No investigation was made since the odors were not sensed at the time of the complaint. Suspect that the aeration tanks were the cause of the odors. The complainant did not want to be contacted.
South Treatment Plant	10/24/06	Complainant as well as others sensed very strong odors outside their building complex, which is located just east of the plant on Oakesdale Avenue.	The source of the odor was a secondary sedimentation tank that had been collecting sludge and over time floated to the top. A shear pin to help drive the sludge collector broke and repairs could not be made immediately because there were no spare

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			parts. The decision was made to drain the tank rather. While draining, granular hypochlorite and constant hosing was performed to minimize the odor impacts. The tank was totally drained on 10/26 and the odors ceased. The complainant did not want to be contacted.
South/East Service Area Offsite			
North Creek Force Main Discharge Structure	1/03/06	Odors sensed by landscaping business personnel adjacent to structure.	No odors sensed around the structure at the time of investigation. H2S readings from the NCFM exhaust stack was 0, 1, 1 ppb. Some of the contractors working at the station did not sense any odors at all, while some sensed a few whiffs of sewage. Reviewing the North Creek pump station trends, the flow through the station ramped up from 7.5 to 16.0 MGD at the time of the complaint, so it may be possible that there was a H2S surge through the carbon scrubber at the time the flow increased. Asked the complainant to call Renton Main Control rather than a specific staff person's phone since the main control phones are staffed at all times.
Heathfield Pump Station	6/07/06	Complainant sensed sewage odors in front of house.	The odors were emanating from a local manhole as well as the storm drain system of the pump station. All of the manholes within the vicinity were pressurized. The odor control unit was operating, with no sulfide coming out from the exhaust. However, the pressure drop across the carbon bed was high so a decision was made to change the carbon in the unit. Dataloggers were also placed in the wet well to measure pressure, as a negative pressure when opening the wet well door has not been as strong as in the past.
North Mercer Pump Station	4/03/06	Complainant has sensed odors from pump station for the last 4 years. She has never called but is concerned about odor problems this coming summer. She thinks that the odors are from two pipes directly from the station and consists of a "toilet smell".	She does not smell the odors now; it was information she wanted to pass along. No investigation made at the time of complaint.
South Mercer Pump Station	4/18/06	Complainant had sensed odors from pump station off and on for the past 3 weeks.	Construction work ongoing at pump station. Investigation revealed some H2S detected from the odor control unit exhaust, though no odors were sensed. The wet well door had been opened during a phase of work by the contractors. Operator will check station status the next morning. Portable carbon unit to arrive at station in 2 weeks. As a precaution, extra carbon (155 pounds) was added to the scrubber on 4/26.

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North Mercer Pump Station	4/24/06	Complainant sensed sewer odors from pump station the day before she filed complaint.	Since the complaint did not get reported until the day after, no same-day investigation was performed. No odors detected at station at the time of investigation. The Pepcon unit was operational, pH and ORP readings normal, but erratic and high H ₂ S measured from the exhaust (21 – 86 ppb).
South Mercer Pump Station	4/25/06	Complainant sensed sewage odors from the pump station.	Investigation found that the odor was from holes drilled in the wet well walls from construction activity at the station. The holes were sealed and the complainant informed.
Holmes Point Flushing Structure	6/07/06	Complainant sensed sewage odors near his house for the past few days.	Sewer odors were sensed upon investigation. The “dogs” were tightened on the hatch over the pipe and a work order written to have a new gasket installed to provide a better seal.
Vashon Treatment Plant	6/07/06	Complainant sensed very strong sewage “bowel movement” odors from her second floor apartment.	At the time of the complaint, the holding tank mixer and aerator were in service, both potential sources of odor. The operator went to complainant’s site and spoke with apartment manager, passed out KC odor pamphlets and informed him that KC is very concerned about odor issues and to call the plant if further odor complaints are sensed.
Holmes Point Flushing Structure	7/03/06	Sewer odors were sensed.	No odors sensed upon investigation but found two of the hatch rings loose. Retightened the two loose rings and ensured that the other rings were as tight as strength would allow.
York Force Main Discharge Structure	7/25/06	Complainant sensed strong “rotten-egg” odors outside his business.	The York Pump Station was taken out of service 4 days before the complaint was called in. The 30-inch force main was currently being drained of sewage at the time of the complaint. The sewage sat in the wet well during that time, thus increasing the sulfide levels and pressurized spikes that could have burned through the odor control carbon bed. The pump station is currently off line. When the station resumes and after the first flush, the carbon in the scrubber will be changed out and hypochlorite added to the sewage to reduce sulfides.
Sweyolocken Force Main Discharge Structure	7/26/06	City of Bellevue received calls concerning odors from the exit off I-405 and onto I-90.	The Phoenix odor control unit was operating at the time of the complaint, but high sulfide readings were measured from the exhaust. The unit was water recharging one of its canister banks at the time of investigation, thus limiting its full odor control capacity. The water regeneration cycle will be modified so recharging does not happen during the day but instead during a time when traffic and receptors are minimal. If odor complaints persist, then the canisters may need to be changed.
45 th Ave SW,	7/26/06	Received call from inspector of the	Investigation at the Barton pump station

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West Seattle		Puget Sound Clean Air Agency; complainant e-mailed her concerning sewer odors sensed near their residence (3 blocks from the Fautleroy Ferry Dock) 5 days ago.	revealed no odors and very little sulfide measured from the scrubber exhaust. The ferry ticket takers did not notice any highly unusual odors the past week but stated that they thought the odors were from the low tides. There were 4 sewer manholes located within 50 feet of their residence but were not the county's. The complaint was designated as non King County.
Beach Dr. SW, manhole B-4	8/18/06	Complainant has complained about "seaweed" odors near her residence which is near Murray Pump Station.	Investigation found high sulfide reading emanating from the manholes along Beach Drive (B-5 and B-4). The manholes were sealed.
60 th Avenue and Spokane Street	9/13/06	Initial complaint phoned to WestPoint and was referred to the South Plant.	No odors sensed at the 63 rd Avenue Pump Station at the time of investigation, and no complaints from the residents of the house living next to the pump station. The odor control unit was in operation and no manholes in the area were emitting odors. Other residents nearby were contacted and they did not sense any odors. Designated as a non-county complaint.
SW Admiral Way	10/02/06	Complaint received on the Clean Air Agency Odor Hotline and relayed to the South Plant via agency inspector a few days after. Complainant sensed "chlorine" odors near her residence	The nearest KC facility is the Alki Stormwater Plant. The station has not been in operation since early 2006. The last hypochlorite delivery was in early August 2006 and Operation staff confirmed that no testing of the chlorination system had been performed lately. A check of the roof vents from the hypochlorite storage tank failed to come up with any odors. It was concluded that King County was not the source of the complaint and that the agency inspector was notified of the findings.
Corner of Rainier Avenue and Grady Way	11/25/06	Complainant sensed manure and rotten eggs odor at the corner of Rainier Avenue and Grady Way.	An immediate investigation around the plant was performed and no odors were detected outside the fence line. It was concluded that King County was not the source of the complaint, therefore designated as non-county. Tried to reach complainant by phone, but there was no answer.