

# Appendix A

## 2007 Summary of Odor Complaints

The Wastewater Treatment Division (WRD) received and investigated 64 odor complaints in 2007. It was determined that 34 complaints were attributable to WTD wastewater facilities. The other complaints were determined to be from non-county or indeterminate sources. WTD took actions for all complaints related to county wastewater facilities.

Detailed information for each complaint is included in the table below. The table lists the complaints in four groups:

- **West Point Treatment Plant Area.** This area is adjacent to the West Point plant. It received 7 complaints in 2007.
- **West Service Offsite Area.** This area encompasses the network of pipes that delivers wastewater to West Point. These pipes are generally located north and east of the plant. The area received 17 complaints in 2007.
- **South Treatment Plant Area.** This area is adjacent to South plant. It received 14 complaints in 2007.
- **South/East Service Offsite Area.** This area encompasses the network of pipes that delivers wastewater to South plant. These pipes are generally located south and east of the plant. The area received 26 complaints in 2007.

Location	Date	Complaint	Resolution
<b>West Point Treatment Plant Area</b>			
West Point Treatment Plant	7/25/07	Complainant sensed very strong rotten egg odor from area of house and on street.	Investigation detected slight sulfide odor from City of Seattle manhole nearby complainant's house. The city was performing cleaning operations at the time and the manhole was open. The manhole was sealed and a message left on the complainant's answering machine. Because the manhole in question belonged to the city, the complaint was designated as non-county.
West Point Treatment Plant	8/30/07	Complainant sensed strong odor inside his residence and suspected that West Point was the source.	All odor control units were operating at the time of the complaint. Some process unit fans were off to allow for painting. The process unit fans (west sedimentation, grit, and screen room) were placed back in service at 1:50 p.m. Investigations for complaints at this residence are ongoing (see odor complaints for 8/30, 9/1, 9/8, 9/10, and 9/15 below). A consultant is assessing the odor control systems at the plant. Until the assessment is completed, these complaints will be considered indeterminate.

**Appendix A. 2007 Summary of Odor Complaints**

<b>Location</b>	<b>Date</b>	<b>Complaint</b>	<b>Resolution</b>
West Point Treatment Plant	9/1/07	Complainant sensed moderate sweet, pungent odor inside residence and suspected that West Point was the source.	The low tide occurred 2 hours before the time of his complaint. There were no unusual odors or activities coming from West Point on that day. The complaints are recurring, and a consultant is assessing the odor control systems at the plant (see odor complaint from 8/30 above).
West Point Treatment Plant	9/8/07	Complainant sensed odor inside residence and suspected West Point was the source.	The tide was up at the time of his complaint. A faint sewage odor was sensed at the trail north of the plant and mild "biosolids" odor at the evacuation route by the north digesters. All odor control systems were in operation. Investigators ensured that prechlorination was operating properly and roll-up doors were closed, and directed Operations to place covers on the east side distribution channels and hose Digester 3 cover. The complaints are recurring, and a consultant is assessing the odor control systems at the plant (see odor complaint from 8/30 above).
West Point Treatment Plant	9/10/07	Complainant sensed moderate odor inside his residence and suspected West Point was the source.	There was a very low tide at the time of complaint. No sewage odors sensed at residence upon investigation, only "low tide odor." Residence next door could not sense any sewage odors, only "low tide odors." No further action taken at this time. The complaints are recurring, and a consultant is assessing the odor control systems at the plant (see odor complaint from 8/30 above).
West Point Treatment Plant	9/15/07	Complainant sensed sewage odor inside and outside residence all day and suspected West Point was the source.	There were light "methane" odors outside the plant upon investigation. No odors were sensed on the north berm. All doors were checked for closure, and odor control units were checked to ensure they were in service. No changes were made to plant operation. The complaints are recurring, and a consultant is assessing the odor control systems at the plant (see odor complaint from 8/30 above).
West Point Treatment Plant	10/21/07	Initial complaint received on 10/21 on King County Councilman's e-mail. The complaint was forwarded to West Point a few days later (11/5), so no immediate investigation could be performed.	From the operators log on 10/21, the west sedimentation fan was off for maintenance activities. The most likely source of odor on the beach were the digesters. A letter was sent to the complainant, which recommended that future complaints be sent directly to West Point so that an immediate investigation and action can take place.
<b>West Service Offsite Area</b>			
Perkins Way, McAleer odor control unit	3/14/07	Lake Forest Park citizen sensed sewage odors from the odor control unit while driving on Perkins Way.	Investigation revealed that the carbon in the unit had expired. The carbon was changed on 3/22.
Matthews Beach Pump	7/19/07	Complainant sensed sewage odor from the bike path near the pump	A strong odor from the exhaust stack was sensed during investigation, but no odors were

**Appendix A. 2007 Summary of Odor Complaints**

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Station		station.	sensed in the park or beach area. The Pepcon unit was operating, but the oxidation-reduction potential (ORP) probe was out of calibration. The ORP probe was recalibrated.
Dexter Regulator Station	7/22/07	Complaint of sewage odor came from condos located just above the regulator station.	A similar problem occurred at this location last summer when the exhaust fan in the tunnel was left on. As a result of the complaint, the exhaust fan was turned off.
Richmond Beach/Hidden Lake Pump Station	7/23/07	Complainant sensed moderate rotten egg odor. The complainant could not use outside patio during the evening hours because of the odor.	The Bioxide feed pump at Hidden Lake was found to be airborne. A new suction line was replaced on the chemical feed pump, and manholes next to residence were sealed.
Richmond Beach/Hidden Lake Pump Station	7/24/07	Complainant sensed moderate rotten egg odor at same residence as 7/23 complaint.	See resolution for 7/23 complaint above.
North Portal	7/29/07	Complainant sensed odor at his residence. Recurring odor complaints have come from the residence.	Odors could have been caused by the storage program at the Lake City Regulator Station to accommodate construction work at West Point. The operating mode was such that the Lake City Tunnel was not ventilated when the control gate was closed, thus displacing air to the North Portal. A different operating mode for storage will be tried to ensure that odors do not back up to the North Portal.
5100 block of NE 90th Place	8/3/07	Complainant sensed very strong sewage odor near his residence.	The closet King County facility is the Matthews Beach Pump Station. The Pepcon unit at the station was operating normally. There was a slight sewage odor emanating from two manholes that belonged to the City of Seattle. The complainant was notified of the findings. Because the manholes lie within the city's jurisdiction, the complaint was designated as non-county.
Perkins Lane/McAleer Odor control unit	8/5/07	Complainant sensed strong odor outside.	The McAleer odor control unit was in operation, but the strong odors sensed from the exhaust indicated that the carbon was expired. The carbon was changed.
Matthews Beach Pump Station	8/11/07	Complainant sensed strong sewage odor several times outside during the past 2 weeks.	No odors were sensed at the station at the time of investigation. The odor control unit was in operation and working. No further action was taken at this time.
Wilmot Park (Sammamish Interceptor/Woodinville)	8/17/07	Complainant sensed very strong odor at Wilmot Park.	Faint sewage odors coming from manholes along trail were sensed. The Woodinville Pump Station and Force Main Discharge Structure were checked for odors. All of the manholes at the station were already sealed. The manhole cover openings, where faint sewage odors were sensed, were caulked.
Matthews	8/26/07	Complainant sensed strong odor	Moderate to heavy sulfide odors were sensed

**Appendix A. 2007 Summary of Odor Complaints**

<b>Location</b>	<b>Date</b>	<b>Complaint</b>	<b>Resolution</b>
Beach Pump Station		during daylight hours.	on the northwest side of the station during investigation. A low ORP reading was found to be the cause of the odors. The hypochlorite pump was switched to manual operation until the target ORP reading was reached, after which the odor subsided.
17700 block of Beach Drive NE	9/7/07	Complainant sensed strong odors (manure/compost) inside her residence.	Investigation found faint odor at the house and at a City of Seattle sewer manhole in front of the house, which appeared to be the source of the odor. The nearest county facility is the Log Boom Regulator. The nearest county manhole, approximately 120 feet away, had negative pressure. As a precaution, the manhole was plugged. Complaint was designated as non-county.
3600 block of Thorndyke Avenue W	9/11/07	Complainant sensed very strong manure/compost odor inside her business location. Recurring odor complaints have come from the business.	Investigation found that the mobile odor control unit at the Interbay Force Main Discharge Structure was off (electricity kicked out). The unit was reset. There are no alarms to indicate when the mobile unit fails. The Odor/Corrosion Task Force is discussing the need for a permanent odor control unit at the structure.
18500 block of 26th Avenue NE	10/2/07	Complainant reported strong rotten egg odor in her bathroom.	Upon investigation, the McAleer odor control unit was found to be without power. Seattle City Light was contacted and power was restored. Seattle City Light had done a "phase down".
4500 block of NE 89th Street	10/24/07	Complainant reported a strong odor.	The Matthews Beach Pump Station and North Portal are the closest county facilities. The odor control system at the station was found to be operating normally. Complainant was contacted and a suggestion was made to check the City of Seattle manhole close to the residence when odors are noticed. Complaint was designated as non-county.
Woodinville Pump Station	12/5/07	Odor complaint was submitted via the WTD Director's office.	Investigation determined that the source of the odor was standing water from the storm event on 12/3 and not associated with the Woodinville Pump Station. The finding was reported to the WTD Directors office. Complaint was designated as non-county.
2300 block of NE 127th Street/ North Lake City Trunk	12/18/07	Complainant reported odor.	Manhole cover NWW9-25 was found open because of the excessive storm flows on 12/3. The manhole was reset and sealed.
<b>South Treatment Plant Area</b>			
South Treatment Plant	2/7/07	Complaint received via e-mail on odor Web page. Resident had sensed strong odors during evening hours for the past month. Complainant had	Investigation of the area did not reveal any odors, and county conveyance facilities are not nearby. The county transfer station is about a mile away from resident. Complainant resides

**Appendix A. 2007 Summary of Odor Complaints**

<b>Location</b>	<b>Date</b>	<b>Complaint</b>	<b>Resolution</b>
		difficulty describing the odors but thought they were close to manure and sewage.	in the Renton Highlands area, far away from South plant. Suggested that complainant contact the City of Renton or file a general odor complaint with the Puget Sound Clean Air Agency. Complaint was designated as non-county.
South Treatment Plant	4/18/07	Complainant sensed strong sewage odor predominantly during the late evening/night hours every other day over the past month.	No odors sensed outside residence during investigation the next morning. The residence is quite a distance from South plant. No unusual activities were recorded in the operators log during the past week, and all odor control units in the plant were in operation. No further action was taken at this time. Asked complainant to call plant again when odors are sensed and to maintain a log depicting time, description, and intensity of the odors. Complaint was designated as non-county.
South Treatment Plant	4/26/07	Complainant sensed a strong sewage odor outside residence during daytime hours.	No odors sensed outside residence during investigation one half-hour after complaint was received. Complainant also could not sense the odor during investigation and reported the odor comes and goes quickly. No unusual activities were recorded in the operators log on 4/26. All odor control units in the plant were in operation. No further action was taken at this time. Complaint was designated as non-county.
South Treatment Plant	4/27/07	Complainant sensed strong sewage odors during late afternoon.	No sewage odors sensed outside residence during investigation one half-hour after complaint was received. Very strong odors were sensed from a garbage dumpster filled with house remodel debris. The wind was from the west at the time of the complaint, making it highly unlikely that South plant was the source of the odor. It was recommended that complainant empty the garbage dumpster to make odor monitoring easier. No further action was taken at this time. Complaint was designated as non-county.
South Treatment Plant	4/30/07	Complainant sensed ongoing odors during late afternoon.	No odors were sensed outside the residence during investigation. The operators log on 4/30 noted that roof hatches were open on Digester 2 and that secondary Sedimentation Tank 10 was being hosed. All odor control units in the plant were operating. Odors were also reported at this residence on 4/18, 4/26, 4/27 (see above). Complaints will be discussed at the upcoming Odor/Corrosion Task Force meeting. No further action was taken at this time. Complaint was designated as non-county.
South Treatment Plant	4/30/07	Complaint received via e-mail to WTD Director from a representative of a business located just east of South	A memo was drafted and sent to the contact person at Black River Corporate Park, detailing the importance of odor control at the plant and

**Appendix A. 2007 Summary of Odor Complaints**

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		plant. Customers come into office and inquire about the “stench” coming from the treatment plant.	the current construction that should help to scrub odors from the secondary treatment process in the future.
South Treatment Plant	5/23/07	Received odor complaint from Puget Sound Energy (PSE), which was informed by the Renton Fire Department that many citizens were calling them about strong sewage odors in an area about 2.7 miles away from South plant.	No sewage odors were sensed in the area during investigation. A natural gas odor was sensed at Longfellow Drive and Monster Road near the plant. During the following 3 days, natural gas odors were sensed from a widespread area (Tukwila, Renton). The Tukwila Fire Department visited South plant on 5/25 and 5/30 in response to calls concerning natural gas odors in buildings. (The fire department sent out HazMat response teams for each complaint.) PSE and the Tukwila Fire Department ran checks of the South plant scrubbed gas line to PSE and detected no leaks. Natural gas odor continues to be sensed from different areas. Complaint considered indeterminate at this time.
South Treatment Plant	6/1/07	Complainant sensed “fish-type” odors from a property near Martin Luther King, Jr., Way and stated that the odors are from the treatment plant.	No odors were detected during investigation at the property. The person working at the address did not detect any offensive odors all morning. The property owner was not present at the time of the complaint. During a previous investigation in response to odor complaints at this property, no odors could be detected. No further action was taken at this time. Complaint was designated as non-county.
South Treatment Plant	6/5/07	Complaint received via the Tukwila Fire Department. A citizen called the fire department about natural gas odors in that area. The fire department was investigating and would call South plant Main Control if needed.	The fire department did not call back. Complaint was designated as non-county. A recent correspondence from the Puget Sound Clean Air Agency suggests that they may have found the source of the natural gas odor (a transport tanker cleaning operation).
South Treatment Plant	7/12/07	Complaint received from residence.	Two Operations staff investigated the complaint and noticed a faint “fresh sewage” odor near the residence, but one not typically associated with the plant. While driving back to the plant, staff sensed odors on the Beacon Coal Mine Road and found a Skyway Sewer and Water District lift station that may have been the source of the odor. Complaint was designated as non-county.
South Treatment Plant	8/28/07	Complaint received via e-mail from City of Renton. Complainant sensed odors while driving to work and although the situation has gotten considerably better, thinks the odors are unhealthy and should be investigated.	No odors were sensed during investigation. Highly unlikely that South plant is the source of the complaint because the distance is over a mile. The county does not have any manholes or lines in that area (closest manhole is on the South Interceptor at Oakesdale and 27th). No further action was taken at this time. Complaint was designated as non-county.

**Appendix A. 2007 Summary of Odor Complaints**

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South Treatment Plant	9/28/07	Complainant sensed moderate "rotten eggs" odor inside and outside a business.	No outdoor odors were sensed during investigation. Indoor odors were sensed at two businesses (Habitat for Humanity and an engineer's office). The county manhole at the corner of 153rd is sealed. The City of Tukwila was notified. Complaint was designated as non-county.
South Treatment Plant	11/13/07	Complainant sensed odor at residence.	The residence is not in the immediate South plant area. Operators walked around the plant and did not sense any unusual odors. They drove to the transfer station and Interurban Pump Station and did not detect any odors. The only odors sensed were of a bark/compost nature from the northwest side of the plant. Complaint was designated as non-county.
South Treatment Plant	12/21/07	Complainant sensed odor at her residence. She initially thought the odor was from the county solid waste facility near residence. King County Solid Waste Division informed her to call South plant.	The residence is not in the immediate South plant area and no county conveyance facilities are nearby (residence is near Renton vocational school). Investigated area near residence and could not detect any odors. Suggested complainant contact the Puget Sound Clear Air Agency and register a complaint if odors continue. Complaint was designated as non-county.
<b>South/East Service Offsite Area</b>			
Medina Force Main Discharge area	2/23/07	Complaint received via the Bellevue Fire Department and PSE. Reported sensing propane, natural gas odors along the railroad tracks.	Carbon odor was sensed from the mobile odor unit exhaust during investigation. The carbon in the three odor control units was changed on 3/1.
Tukwila Crossing/Hat Highlands Manhole MO-3	4/20/07	Complaint received via the ValVue Sewer District. Odors were sensed inside and outside Habitat for Humanity (15349 53rd Avenue S).	Organic odors were sensed and positive pressure was blowing air out at Manhole MO-3 during investigation. The manhole was caulked. In addition, Facilities Inspection found a local manhole next to Habitat for Humanity with a buildup of solids and debris. A message was left with the Tukwila's sewer district recommending that this line be flushed out, which was done on 4/24.
12100 block of SE 31 Street – Juniper Ridge Apartments	5/3/07	Complaint received via the WTD Community Relations section. Moderate sewer odor was sensed at apartments (near the Sweyolocken Force Main Discharge Structure) during early evening hours off and on since late April.	An odor was sensed during investigation. The recharged water dump cycle at the structure was adjusted, and the canisters in the Phoenix odor control unit were changed.
17200 block of 97th Place SW, Vashon Island	5/15/07	Complainant has called in the past about similar odor problems (methane in the afternoon). Complainant has a sewer main running beneath her deck and has	The operator at the Vashon plant performs a routine operation for about a half-hour every afternoon, which stirs up the sludge in the holding tank. The operator will contact the Vashon Sewer District and inquire about

**Appendix A. 2007 Summary of Odor Complaints**

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		apparent plumbing and venting issues.	drawings of the sewer main and whether they could flush out the line. No other action was taken at this time. If problems persist, Facilities Maintenance may perform a smoke test. Complaint was designated as non-county.
Henderson Regulator Outlet Station	5/15/07	Complainant sensed strong "outhouse" odor inside residence.	The duct from the regulator building exhaust fan points in the direction of the residence. Inspection found that the intake fan belt to the sample area was broken. Also the water seal to the screening area level was low, allowing odors to escape. Maintenance was notified. The belt was replaced, and the screening area level was refilled.
7100 block of Beach Drive SW, Seattle	6/2/07	Resident near the Murray Avenue Pump Station reported sensing intermittent rotten egg odor.	Investigation did not detect any noticeable odor. The carbon in the odor control unit had been changed recently. The fan filters easily clog with grease and could have plugged foul air from entering the odor control unit. The wet well was hosed down, and the filter was changed.
South Mercer Pump Station	6/4/07	Complainant sensed strong rotten egg odor over the past several days.	No odors were detected during investigation, and the odor control unit was in operation.
61st SW/ Spokane Street, Seattle	6/20/07	Complaint was called in to West Point on 6/19, sent via fax to the South plant that evening, and reviewed the following morning.	Because the fax was not reviewed until the following morning, staff did not meet the 2-hour response criterion. The complainant did not sense an odor at the time he was called. The county owns a conveyance line at the location of his complaint (near the 63rd Avenue Pump Station). The odor control unit at the Alki CSO plant was in operation. No further action was taken at this time.
25800 block of 115th Avenue SE, Kent	6/25/07	Complaint from property owner and neighbors living at an apartment complex.	During investigation, odors were sensed emanating from a vent pipe located 20 feet up a utility pole and connected to a county sewer line. A carbon filter was attached to the vent pipe to treat the odors. The carbon requires periodic changing.
11900 block of NE 1st Street, Bellevue	6/27/07	Complainant (security personnel for City University located just above the hill of the Medina Force Main Discharge Structure) has called in the past about similar odor problems. He sensed a "dead rat" odor all day.	Investigation did not detect any odors. All three odor control units located at the discharge structure were changed in late February 2007, making it unlikely that the odor control facilities were the cause of the complaint. There were no additional odor complaints from this area as of mid July 2007. Complaint was designated as non-county.
25800 block of 116th Avenue SE, Kent	7/6/07	Complaint from an apartment complex property owner and neighbors.	Investigation found odors are emanating from a vent pipe located 20 feet up a power pole, which is connected to a county sewer line. A carbon filter was attached to the vent pipe to treat the odors and will be changed periodically. The power pole will have to be moved in the near future to accommodate

**Appendix A. 2007 Summary of Odor Complaints**

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			widening of traffic lanes in the area.
3500 block of Beach Drive SW, Seattle	7/8/07	Complainant lives near the 63rd Avenue Pump Station and has sensed odors for the past 2 weeks. Also complained about water running on top of the station and out of the ground (informed Seattle Public Utilities).	Investigation did not detect odors around the station and tunnel manholes. Also checked the fans and odor control unit at the Alki CSO plant, which were operating correctly. Because no odors were detected and all odor control units were functioning, this complaint was designated as non-county.
North Mercer Pump Station	7/11/07	Complainant sensed sewage odor during the past few evenings at residence west of the North Mercer Pump Station.	No odors were sensed around the station during investigation. The odor control unit was operating properly. The salt solution in the Pepcon odor control unit was recharged the next day.
North Mercer Pump Station	7/17/07	Complainant sensed strong sewage odors while on her deck.	No noticeable odors were detected around the perimeter or inside the pump station during investigation. The Pepcon odor control unit was operating properly. Further investigation found odors escaping from the manhole where Bioxide is being dosed (positive pressure), so the manhole was sealed.
Beulah Cove, Vashon Island	8/2/07	Property owner just above the Beulah Cove treatment trains sensed a "methane" type odor.	A hydrogen sulfide odor was sensed during investigation. A high tide eliminated the possibility of beach decay as the source of the odor complaint. The carbon barrels at the Cove were replaced as the immediate response. The carbon in the caps of the vent pipes were replaced a few weeks later.
Medina Force Main Discharge Structure	8/5/07	Security at City University located above the hill of the discharge structure sensed "dead animal" odor.	An "organic" odor from the treatment of foul air though caustic-impregnated carbon in the mobile unit was sensed during investigation. No sewage odors were sensed. The complainant was informed. No further action was taken at this time. If further complaints arise, the carbon in the mobile unit may need to be changed to activated carbon.
12000 block of SE 11th Street, Bellevue	8/14/07	Complainant sensed strong odors and contacted the WTD Community Relations section, who forwarded the complaint to the South plant.	No detectable odors were noticed at the Wilburton Siphon Outlet Structure during investigation. All manholes in the area were sealed. The complainant was notified and agreed that the odor was not from the siphon structure. No further action was taken at this time. Complaint was designated as non-county.
Enatai Beach Park, Bellevue	8/28/07	Complainant sensed "rotten eggs and vegetation" odors at park.	Slight sewer odors were sensed during investigation. A few of the manholes were reseated and then sealed. The City of Bellevue was notified.
Wilburton Siphon Inlet Structure mobile odor control unit at	9/7/07	Car dealership located below the odor control units at the Medina Force Main Discharge Structure sensed strong sewage odor.	On investigation, strong sulfide odors were sensed at ground level from the mobile odor control unit exhaust (490–660 ppb H <sub>2</sub> S). The carbon in both the skid-mounted and mobile odor units was changed on 9/12. Further

**Appendix A. 2007 Summary of Odor Complaints**

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Medina Force Main Discharge Structure			investigation on why the previous media lasted only 6 months is needed. There is an extremely high sulfide level at the Wilburton Siphon Inlet Structure.
Fauntleroy Ferry Dock, Seattle	9/12/07	Complainant (ferry ticket operator) sensed very strong manure/rotten egg odors next to Barton Pump Station.	No odor was sensed at the time of investigation, and the complainant could not sense any more odors. The odor control unit was operating properly at the station. The day after this complaint, process staff checked the odor control unit and could not sense any odors. The sulfide measured coming out the exhaust was minimal (2 ppb). No further action was taken at this time. Complaint was designated as non-county.
7100 block of Beach Drive SW, Seattle	9/13/07	Complainant sensed moderate manure/compost odors from a manhole located next to residence.	Positive pressure and high levels of hydrogen sulfide were measured from two manholes on Beach Drive SW near complainant's residence during investigation. The manholes were sealed, and the filter for the wet well fan was changed.
500 block of 102nd Avenue SE	10/23/07	The WTD Community Relations section received a complaint from parents and staff of a childcare center. Odor was thought to be coming from construction in the area.	The nearest county facility is the Bellevue Pump Station. The Pepcon unit was operational and no odors were noticed during investigation. Complaint was designated as non-county
25700 block of 119th Avenue SE, Kent	10/24/07	Complainant described a very strong manure/compost/sewage odor from a manhole that has been occurring for the past 6 months.	The manholes were sealed.
17600 block of NE 67th Court, Redmond	10/26/07	Complainant described a very strong sewer gas odor outside and believed the odor was backing up into building drains. He thought that the odor was coming from a manhole located just outside his building.	Investigation determined that the manhole belonged to the City of Redmond. Complaint was designated as non-county.
Wilburton Siphon Inlet Structure skid-mounted odor control unit	11/14/07	Complainant sensed a very strong "rotten egg" odor from inside building located just below the Medina Force Main Discharge Structure.	On investigation, it was discovered that the fan unit to the skid-mounted odor control unit malfunctioned and shut down. The unit was restarted, and the complainant was notified.
Murray Avenue Pump Station	12/26/07	Complainant sensed odor from an air grate in the park next to the pump station.	Investigation found that the odor control system was operating but that the exhaust fan belt was broken. Installed a new belt for the fan and started the fan. The filter in the system was also replaced. The complainant was notified.