

Links at Coyote Wash

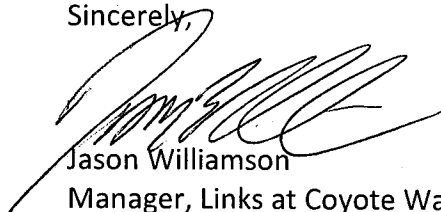
Odor Reporting Procedures (updated 4/30/15)

For purposes of providing our customers with the most responsive service, we would like to outline the process for making an odor complaint:

1. If you smell an objectionable odor, and believe it may be coming from the treatment plant or sewer collection system, please write down the following information:
 - a. Date, Time & Duration, and weather conditions (cloudy, sunny, wind direction, precipitation?)
 - b. Your location (address and proximity – i.e. “standing on sidewalk in front of my house at”).
 - c. The direction the odor seems to be coming from (if identifiable).
2. If possible, walk in a couple directions from initial odor to determine if it is particular to your property/area, or more regional. Please note any findings.
3. Describe the strength and to the extent possible, the type of odor (i.e. smells like a feed lot, smells like sulfur, smell is very musty).
4. Contact our contract operator, Wendy Gort at Gort Consulting at (520) 404-0994. If you do not get an answer immediately, leave a message with the pertinent information from above and include your contact information. OR preferably, email the information requested to: wgort@theriver.com OR jw@pivotalcompanies.com.
5. Wendy Gort, our onsite maintenance staff person (Carlos) or someone from Pivotal Utility Management will get back with you within 24 hours. If you do not receive a return contact within 24 hours, contact Pivotal Utility Management toll free (866)681-0148 (offices open Monday-Friday 9A – 5P Mountain Time – or use my personal email above).

We very much appreciate your assistance with this program, and expect that with your help and information, we will be better able to react to and mitigate any Wastewater Treatment Plant odor issues going forward.

Sincerely,



Jason Williamson
Manager, Links at Coyote Wash Utilities