

Fifteenth Anniversary Report

2018 - 2019

*Dedicated to Improving the Air Quality
in our Communities*

O
A
N



Member Organizations

Argonne National Lab
CCI North America
Citgo Petroleum Corp. Lemont Refinery
Illinois Marine Towing, Inc.
IMTT - Lemont
Lemont, Village of
Lemont Environmental Advisory Commission
Lemont Fire Protection District
Lockport, City of

Nicor Gas
NRG Energy
Olin Chlor Alkali Products and Vinyls
Oneok Partners
Oxbow Midwest Calcining
Romeoville, Village of
Seneca Petroleum Co., Inc.
Shell Oil

OAN

Fifteenth Annual Report 2018 – 2019

Table of Contents

Introduction.....	1
Participants	2
Acknowledgements	3
Overview	4
Structure	4
Member Organizations	4
Coordinators	5
Sentry Network Members	5
Operations	5
Meteorological Information	7
Results.....	8
Annual Results.....	8
Complaints	8
Incidents.....	10
Cumulative Results.....	10
Complaints	10
Incidents.....	13
Appendices	
Membership Agreement	Appendix A
Nuisance Odor Log	Appendix B
Odor Complaint Process: Steps to Resolution.....	Appendix C

*Researched and written for the Odor Alert Network
by Andrea J. Bostwick, Greg R. Michaud & Zachary A. Krug
American Environmental Corporation*

Introduction

The OAN has reached its Crystal Anniversary. Like crystal, the OAN's performance has been solid and consistent. Fifteen years of dedicated support from our members, coordinators, supporters, and volunteers has made the OAN special. Henry Ford once said that, "coming together is a beginning, staying together is progress, and working together is a success." The OAN continues to demonstrate its worth year after year. Our record at resolving air complaints has been extraordinary, and litigation has never been used to seek compliance.

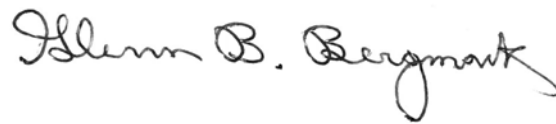
Improving air quality in our area is an ongoing effort that has involved a strong commitment from Lemont, Lockport and Romeoville. The OAN is proof of what can be done with hard work and dedication. The numbers don't lie. In the last five years:

- ❖ Odor sources were identified for 109 of the 117 odor complaint calls received. That's an outstanding 93.1% identification rate.
- ❖ The OAN achieved a 100% resolution rate for the 109 complaint calls with identified odor sources.
- ❖ This is the fourth year with 20 or fewer odor complaint calls.

Cooperation and commitment have been the hallmarks of this pioneering environmental initiative among our business and government members as well as the residents who form the Sentry Member Network. Those early days of wondering "will we succeed" have been replaced with "let's maintain and build upon this achievement."



George Schafer
Village Administrator
Village of Lemont



Reverend Glenn Bergmark
Coordinator
Lemont Environmental Advisory Commission

Participants

The following is a list of OAN Member Organizations, OAN Coordinators and Sentry Network Members.

OAN Member Organizations

- ❖ Argonne National Lab*
- ❖ CCI North America
- ❖ Citgo Petroleum Corp. Lemont Refinery*
- ❖ Illinois Marine Towing, Inc.
- ❖ IMTT – Lemont*
- ❖ Lemont, Village of*
- ❖ Lemont Environmental Advisory Commission*
- ❖ Lemont Fire Protection District*
- ❖ Lockport, City of
- ❖ Nicor Gas*
- ❖ NRG Energy* (formerly Midwest Generation)
- ❖ Olin Chlor Alkali Products and Vinyls* (formerly K.A. Steel Chemicals, Inc.)
- ❖ Oneok Partners*
- ❖ Oxbow Midwest Calcining*
- ❖ Romeoville, Village of
- ❖ Seneca Petroleum Co., Inc.
- ❖ Shell Oil

* denotes Charter Member

Sentry Network Members

Lemont

- ❖ Chris Albrecht
- ❖ Reverend Glenn Bergmark
- ❖ Elva Carusiello
- ❖ Bridget LaPorte
- ❖ Milton Nichols
- ❖ Bill Peters
- ❖ Brian Reinke
- ❖ Thomas J. Thomas

Romeoville

- ❖ Terry Ahern
- ❖ Chris Arellano
- ❖ Irys Haack
- ❖ Romeoville Fire Department

Lockport

- ❖ Sandy Burcenski
- ❖ Grant Spooner
- ❖ Dennis Veravkic

OAN Coordinators

Lemont

- ❖ Tom Ballard – Lead Coordinator
- ❖ Robert Raspanti – Support Coordinator

Romeoville

- ❖ Edward desLauriers – Lead Coordinator

Lockport

- ❖ Phil Rittenhouse – Lead Coordinator
- ❖ John Schulz – Support Coordinator

Acknowledgements

The OAN would like to acknowledge the contributions and commitments of all those who have participated in this organization over the past fifteen years. Without the strong leadership and continued support and assistance of local government officials, business and industry leaders, community representatives and dedicated residents, the OAN could not have made the advances it has in combating nuisance odors in our communities. The OAN will continue to work diligently to maintain the trust and respect of its participants and the residents it serves.

The OAN appreciates the assistance it receives from local, county and state government agencies. The cooperation and input received from the Illinois Environmental Protection Agency (IEPA) as the OAN works to identify and resolve nuisance odor complaints is greatly appreciated. The IEPA is encouraged by the OAN's efforts and the results of this endeavor.

On April 7, 2018 the OAN lost Brenda Kastner, one of the founding Sentry Network Members for Romeoville. Brenda served as a Sentry Member from 2007 until her passing in 2018. She recognized the value the OAN brought to Romeoville and surrounding areas. Her willingness to help will be missed by the OAN and by others who worked with her.

Overview

This report marks the fifteenth anniversary of the Odor Alert Network (OAN). Formally established in May, 2004, the OAN is a voluntary, grass-roots organization that has pioneered a unique approach to address and manage nuisance odor complaints within the Villages of Lemont and Romeoville and the City of Lockport.

The mission of the OAN is to respond to nuisance odor complaints in an organized and timely manner at the local level. This mission is accomplished through the collaborative efforts of local government entities, businesses and industries, community leaders and dedicated residents.

The OAN has been highly successful in achieving its mission, due largely to the collaborative efforts of those involved as well as the use of an odor management system. In addition to successfully managing nuisance odor complaints, this endeavor has improved communication and fostered greater cooperation among a diverse group of participants.

The odor management system pioneered by the OAN focuses on working with complainants and local businesses and industries to identify, investigate, and resolve odor complaints in a timely manner. This approach does not replace or supersede any applicable regulatory requirements administered by the IEPA or USEPA.

Fast Facts: Overview

- ❖ The OAN is a voluntary, grass-roots organization whose mission is to address nuisance odor complaints in an organized and timely manner within Lemont, Lockport and Romeoville.
- ❖ This mission is accomplished through the collaborative efforts of local government entities, businesses and industries, community leaders and dedicated residents.
- ❖ The OAN works with complainants and local industries and businesses to identify, investigate and resolve odor complaints.
- ❖ The OAN does not replace or supersede any IEPA or USEPA regulatory requirements.

Structure

The OAN has three main components: Member Organizations, Coordinators and the Sentry Network.

Member Organizations

Member Organizations include a variety of local government entities, industries and businesses. These organizations contribute to the operations of the OAN and work with the Coordinators to identify and resolve odor complaints.

There are three membership types offered within the OAN: Active, Associate and Not-For-Profit. A detailed description of each membership category is available in **Appendix A**. Member organizations select the membership category that best fits their level of operation and interests.

When the OAN was originally established, there were 11 charter member organizations. Today there are 17 member organizations participating in the OAN. A list of member organizations can be found in the *Participants Section*.

Coordinators

The Coordinators are the most visible representatives of the OAN and are a vital part of the organization. In charge of the day-to-day operations, the Coordinators are responsible for responding to and investigating any odor complaints reported to the fire departments, police departments and village/city offices. In addition, the Coordinators are tasked with helping complainants understand the odor identification process and communicating the findings of their investigations to those impacted. A list of the Coordinators by municipality can be found in the *Participants Section*.

Sentry Network

The Sentry Network is a group of dedicated residents who have been trained to assist the Coordinators in confirming the presence of nuisance odors and providing information on the conditions in their neighborhoods. These residents are strategically located throughout the municipalities to cover the largest area possible while ensuring coverage of sensitive areas. A list of Sentry Network members can be found in the *Participants Section*.

Operations

Identifying an unpleasant or “nuisance” odor begins when an odor complaint is received. Residents, local government employees, and business and industry operators and employees are all encouraged to report unpleasant odors to the police departments, fire departments or village/city offices. The OAN strongly encourages residents to contact Nicor Gas if they smell natural gas odors.

When an office or department receives an odor complaint, the pertinent information is noted and provided to the appropriate Coordinator. The Coordinator then verifies weather conditions such as wind speed and humidity and creates an odor log. An odor log is generated for each complaint received.

The information gathered and recorded in the log aids the Coordinator in narrowing down the list of suspected sources, tracking incidents, and identifying potential patterns. A copy of a blank odor log is contained in **Appendix B**.

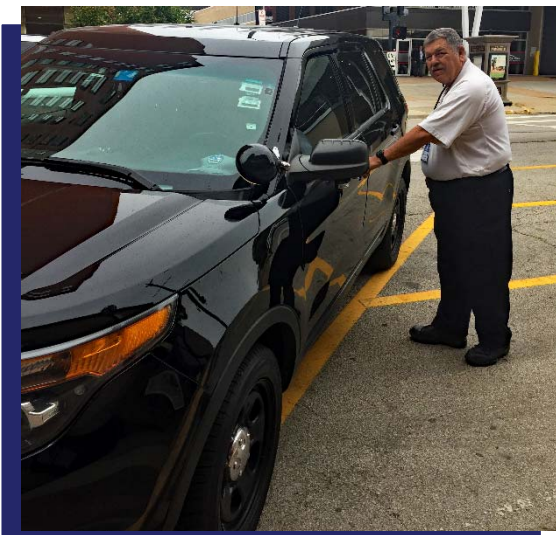
If the source of the suspected odor is not readily identifiable, then the Coordinator will contact a Sentry Network member and/or conduct an investigation. If a potential source(s) can be identified, the Coordinator will contact the entity(s) in question and request an internal investigation be conducted.

Regardless of whether the source of the odor is identified, the Coordinator will contact the complainant(s) to provide any information gathered during the course of the investigation and detail what action(s) are being taken or strategy is being developed to address the situation. If the entity responsible for the odor is uncooperative or does not work to correct the problem, then the complaint is forwarded to the IEPA for appropriate action. A detailed, step-by-step description of the odor complaint process is available in **Appendix C**.

Fast Facts: Operations

- ❖ The process to identify a nuisance odor begins when an odor complaint is received.
- ❖ Individuals are encouraged to report unpleasant odors to police, fire or village/city offices.
- ❖ An odor log with the pertinent information is generated for each complaint. The log helps the Coordinator narrow down the list of suspected sources, track incidents and identify potential patterns.
- ❖ If an odor source is not readily identifiable, the Coordinator will conduct an investigation.
- ❖ Regardless of the outcome of the investigation, the Coordinator will contact the complainant and provide a status update.

Lemont, Lockport and Romeoville have all established internal procedures for responding to complaint calls and conducting odor investigations. While they operate independently, information about complaints is shared freely between communities. This exchange of information is useful when responding to incidents that are regional in nature.



Tom Ballard, Lemont Lead Coordinator, gets ready to conduct an odor complaint investigation.

Not all odor complaints are easily resolved. Some sources are mobile, such as garbage trucks, landscape waste vehicles and barges. Mobile odor sources usually move or leave the area before they are identified. In other cases, odors from stationary sources may require a “trial and error” approach to achieve a resolution.

Experience with nuisance odors in Will County, downstate Illinois and the rest of the Nation has revealed that while some odors are unpleasant, they are not harmful and most nuisance odors do not violate any permit requirements or state

regulations. In these cases the Coordinator will work with the responsible entity to address the odor issue; however, a straightforward resolution may not be possible.

Meteorological Information

Access to real-time meteorological information, such as wind direction, humidity, and dew point, is critical in the identification of odor source(s) given the topography of the Lemont area. The Lemont Lead Coordinator has received meteorological information from weather stations (purchased through a grant from Chicago Carbon a predecessor to Oxbow Midwest Calcining) located within the Village since the OAN's inception. However, these stations required increasing maintenance to their physical assemblies as well as computer software upgrades to remain operational over the years.

In 2014 it became apparent that the weather stations needed to be replaced. Reverend Glenn Bergmark, the Lemont Environmental Advisory Commission (LEAC) Chairperson, and Brian Reinke, an LEAC and OAN Sentry Network member, worked diligently to resolve the situation. Through their efforts; generous financial contributions from Oxbow Midwest Calcining, Citgo Petroleum Corporation and NRG Energy; and with support from Lemont Township and the Village of Lemont; a new weather station was purchased and installed at the Lemont Township Offices located at 1115 Warner Avenue in the spring of 2015.

In 2016 the camera on the weather station, a relatively expensive piece of equipment, was damaged during a lightning strike. Fortunately the camera was still under warranty and the only cost to the OAN was a shipping charge, otherwise it would have been beyond the OAN's means to replace. The new camera did not come with a warranty and concern arose over what would happen should another lightning strike or other unforeseen damage occur. Through the generosity of Citgo Petroleum Corporation, the Village of Lemont and Lemont Township, a warranty was purchased for the new camera which includes a maintenance package in addition to the replacement cost for the camera.



The weather station installed at the Lemont Township Office provides real-time meteorological information to the OAN Coordinators.

Pictured from left to right are Tom Ballard (Lemont Lead OAN Coordinator); Brian Reinke (Lemont Sentry Network and LEAC Member); and Steve Rosendahl (Lemont Township Supervisor).

Results

This section examines the odor complaints received during the OAN’s fifteenth year of operation as well as a cumulative analysis of the complaints received since the OAN’s inception. The information gathered has been analyzed in two ways: by the number of *complaints* received and by the number of *incidents* that took place.

For the purposes of this report, an incident is defined as a distinct odor emanating from a single source. A single incident may span one or more consecutive days and trigger multiple complaints. The odor source(s) identified for each complaint/incident is based on the available information and subjective observations of the Coordinators.

Annual Results

Between the fourteenth and fifteenth years of operation, the OAN saw the number of odor complaints *increase* of 567%. This substantial increase is largely attributed to one incident, a natural gas line leak in downtown Lockport, which triggered 10 complaint calls within the City the weekend of November 17th.

Complaints

Odor Identification

Between May 1, 2018 and April 30, 2019, the OAN and its member organizations received 20 complaints of nuisance odors. Figure 1 provides a summary of the complaints received. Investigations conducted by the OAN Coordinators identified the odor sources for all 20 of the complaints (100%).

Odor Resolution

All of the complaint calls received were resolved. Nineteen (19) of the complaints were resolved by an OAN member while the remaining complaint was traced to a non-OAN source. The source of the non-OAN member complaint was the result inappropriate farm management practices.

Fast Facts: Annual Complaints

- ❖ 20 odor complaints were received.
- ❖ Odor sources were identified for all 20 complaints.
- ❖ All 20 of the complaints received were resolved.
- ❖ All 20 complaints occurred between November and April.

Unidentified Sources

For only the second time in the OAN’s history there were *no unidentified odor sources*.

Occurrences

All 20 of the complaints (100%) occurred between November and April. This is the ninth year where a majority of the complaints occurred between May and October. There were seventeen

**Figure 1:
Summary of Odor Complaint Logs: 2017–2018**

Date of Complaint	Number of Complaints	Number of Incidents	Odor Description	Odor Identified		Odor Source ¹	Location
				Yes	No		
May							
	---	---					
June							
	---	---					
July							
	---	---					
August							
	---	---					
September							
	---	---					
October							
	---	---					
November							
10 th & 11 th	2	1	gasoline/sulfur	✓		Citgo – Tank 484	Lemont
17 th & 18 th	10*	1	natural gas	✓		Nicor Gas -gas line leak	Lockport
December							
	---	---					
January							
	---	---					
February							
6 th	1	1	natural gas	✓		sewer gas leak	Lemont
25 th	1	1	natural gas	✓		Citgo – Tank 484	Lemont
26 th & 27 th	5^	1	oil	✓		Citgo – Tanks 484 & 482	Lemont
March							
5 th	1	1	manure	✓		Ludwig Farms	Lemont
April							
	---	---					
Totals	20	6					

¹These odor sources have been identified based on available information and subjective observations.

* Complaint calls received by Nicor Gas.

^ One of the five complaint calls was received by Citgo.

(17) complaints generated by three (3) incidents where the odor lingered for more than a day. The first incident generated two (2) complaints between November 10th and 11th. Citgo Tank 484 was identified as the source of the complaints.

The second incident resulted in 10 complaints between November 17th and 18th. The source of these complaints was identified as a Nicor Gas natural gas line. The final incident generated five (5) complaints between February 26th and 27th. Citgo Tanks 482 and 484 were identified as the sources of these complaints. In both incidents involving Tank 484, Citgo worked diligently with the OAN to identify the source and install portable scrubbers to reduce the odors.

Incidents

Odor Identification

Between May 1, 2018 and April 30, 2019, the OAN and its member organizations documented six (6) odor incidents. **Figure 1** provides a summary of the incidents documented. The odor sources for all six (6) incidents (100%) were identified.

Fast Facts: Annual Incidents

- ❖ 6 odor incidents were documented.
- ❖ Odor sources were identified for all 6 incidents.
- ❖ All 6 incidents were resolved.
- ❖ All 6 incidents occurred between November and April.

Odor Resolution

All of the incidents were resolved. Five (5) of the incidents was resolved by an OAN member while the remaining incident was traced to a non-OAN source. The source of the non-OAN member complaint was the result of inappropriate farm management practices.

Unidentified Sources

For only the second time in the OAN's history there were *no unidentified odor sources*.

Occurrences

All six (6) incidents (100%) occurred between November and April. This is only the fifth year where a majority of the incidents have occurred between November and April.

Cumulative Results

Complaints

Figure 2 illustrates the number of complaint calls received over the past 15 years. The increase in the number of calls during the 3rd, 5th, 7th, 10th, 12th and 15th years were caused by a handful of incidents. These incidents triggered multiple complaint calls.

3rd Year (2006-2007): Two incidents triggered over 30 complaint calls.

5th Year (2008-2009): Four separate incidents prompted 31 complaint calls.

7th Year (2010-2011): The Enbridge oil pipeline spill generated over 93 complaint calls.

10th Year (2013-2014): Two separate incidents prompted 81 complaint calls.

12th Year (2015-2016): One incident generated 68 complaint calls.

15th Year (2018-2019): One incident generated 10 complaint calls.

The decrease in the number of calls during the 2nd, 4th, 6th, 8th, 11th, 13th and 14th years may be attributed to several different factors. In the case of the 4th, 8th, 11th, 13th and 14th years the decrease is directly attributed to the fact that there were no incidents that generated a substantial number of complaint calls.

Fast Facts: Cumulative Complaints

- ❖ 588 odor complaints have been received over the past 15 years.
- ❖ Odor sources were identified for 487 of the 588 complaints (82.8%).
- ❖ 98.9% of complaints with an identified odor source were resolved.
- ❖ A majority of the complaints have occurred between November and April for 9 out of the 15 years.
- ❖ 11 incidents have resulted in 313 complaints (over half of the total number of complaints).

2nd Year (2005-2006): The decrease in calls is likely attributable to management changes and the closure of several of the mulching operations along the Chicago Sanitary Shipping Canal.

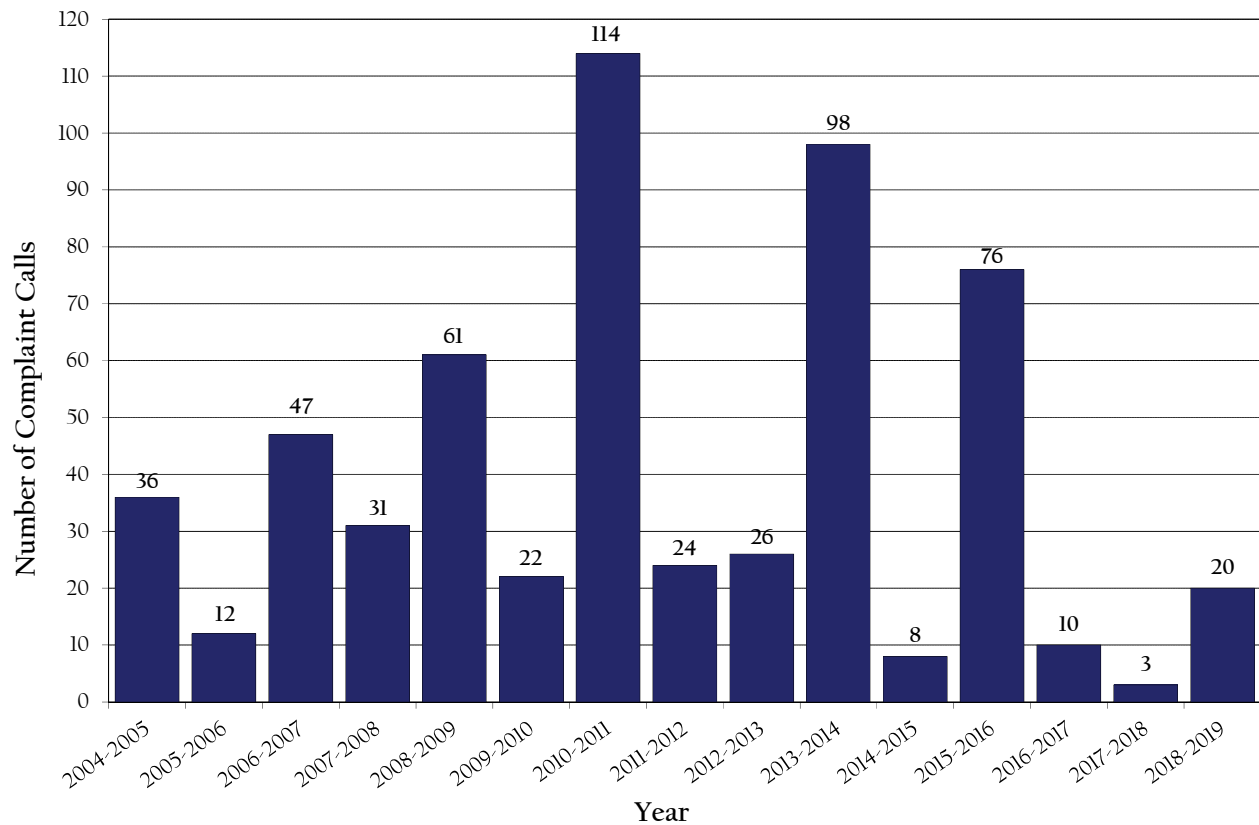


Figure 2 - Complaint Calls by Year

6th Year (2009-2010): Several factors most likely contributed to the large reduction in complaints including unusual weather conditions, the sluggish economy and changes in business practices. The weather conditions during the summer and fall reduced the amount of time people spent outdoors and also had a “masking” effect on some of the odors reported in the past.

Figure 3 compares the number of complaint calls where the odor source was identified against the total number of complaint calls received. When the OAN is able to identify the source of an odor, a high percent of the odor complaints are resolved. During the first year of operation, 16 of the 21 complaint calls (76%) with identified odor sources were resolved. Over the past fourteen years, 100% of the complaints calls with identified odor sources were resolved.

Since the OAN began operating, approximately 82.8% of the total odor complaints reported resulted in the identification of the odor source. This is significant since less than 10% of the odor complaints reported to the Village of Lemont prior to the OAN’s inception resulted in the identification of the odor source. These figures are a clear indicator that the OAN has been successful in accomplishing its mission.

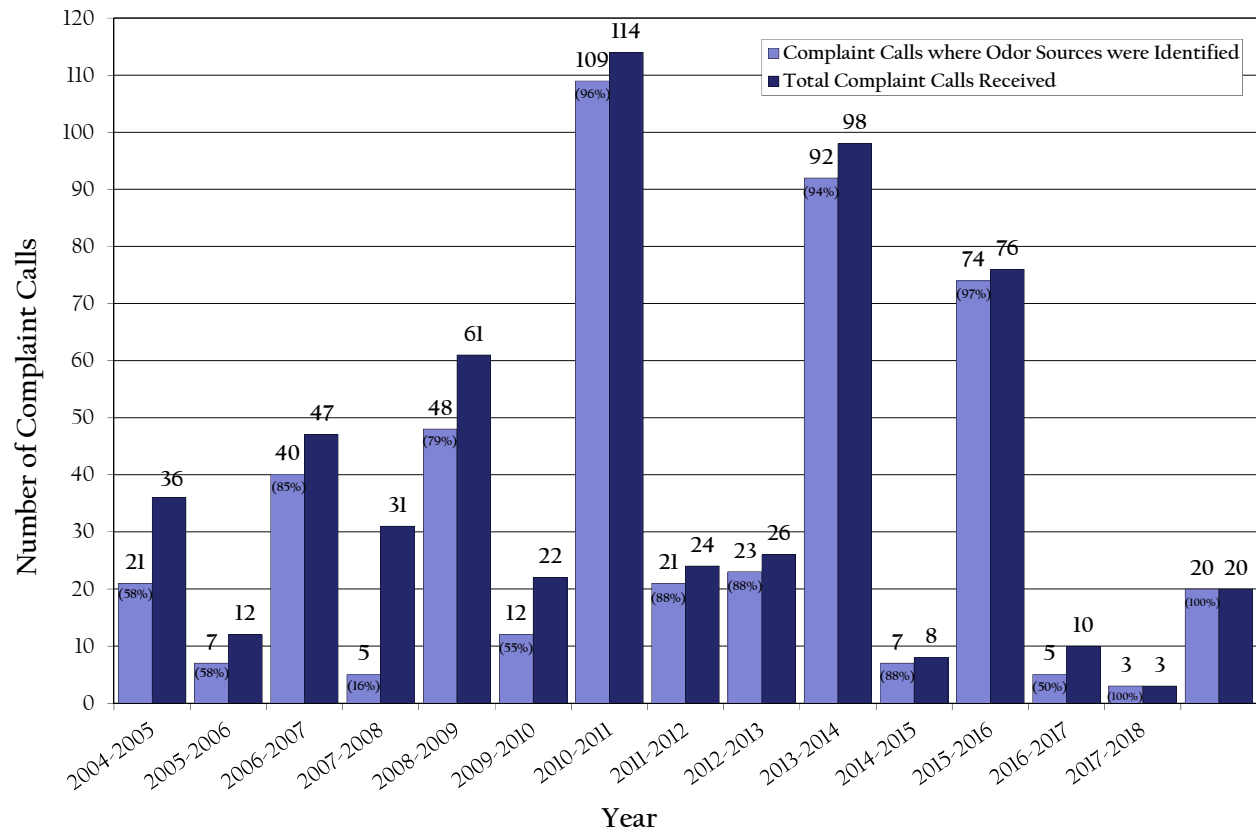


Figure 3 - Complaint Calls Resulting in Odor Source Identification

Incidents

Figure 4 illustrates the number of incidents received over the past fifteen years.

The increase in the number of incidents in the 3rd, 4th and 5th years is largely attributed to the change in land-use experienced on Lemont’s southwest side. Land that was once used primarily for agricultural purposes has been converted for residential use in recent years. As a result, more individuals are living closer to the industrial corridor along New Avenue.

The decrease in the number of incidents between the 1st and 2nd years is likely related to the changes at the mulching operations along the Canal as discussed previously. Several factors most likely contributed to the decrease in incidents between the 5th and 6th years including: unusual weather conditions, the sluggish economy and changes in business practices. There is no one factor that fully explains the decrease in incidents between the 8th and 9th years, 10th and 11th years, and 13th and 14th years. The decrease may have been influenced by changes in business practices, the closure of Arkema, Inc., the idling of Oxbow Midwest Calcining or other factors.

Fast Fact: Cumulative Incidents

- ❖ 208 odor incidents have been documented over the past 14 years.
- ❖ Odor sources were identified for 121 of the 208 incidents (58.1%).
- ❖ 98.3% of complaints with an identified odor source were resolved.
- ❖ A majority of the incidents have occurred between May and October for 10 out of the 15 years.

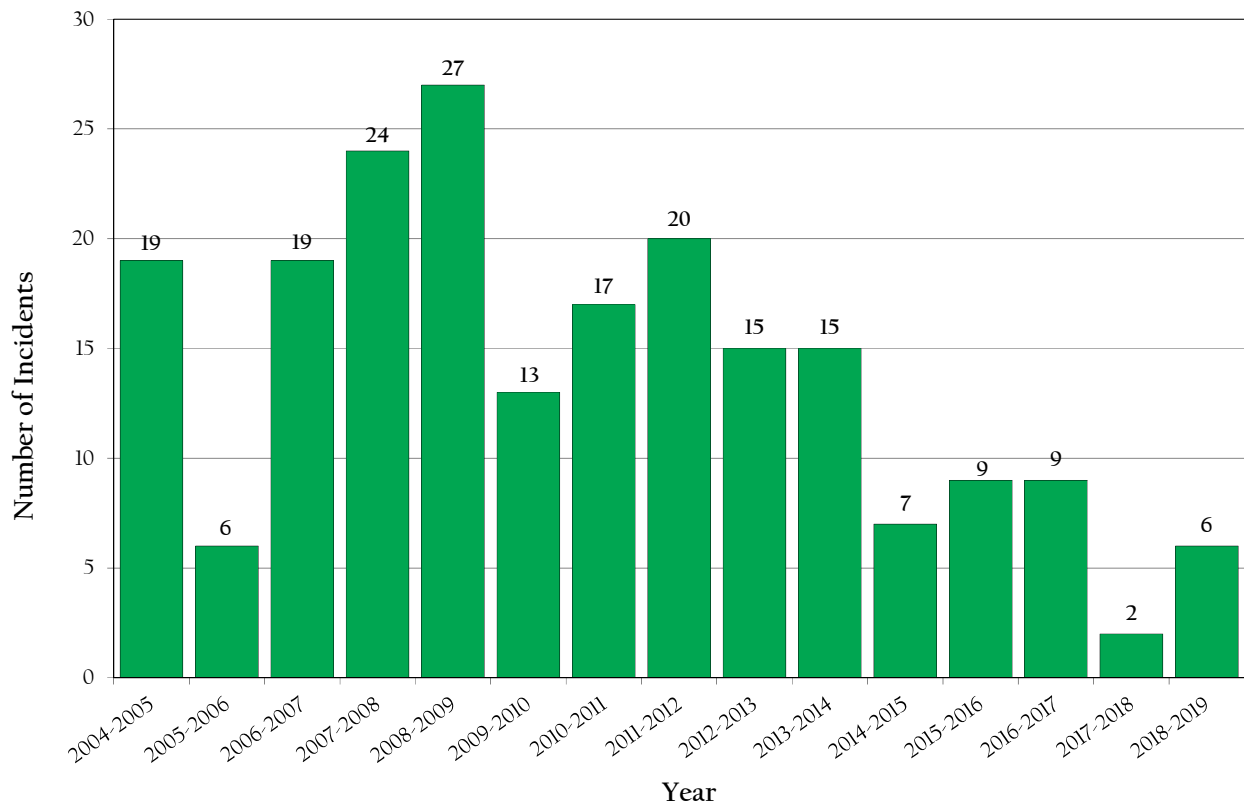


Figure 4 - Incidents by Year



Appendix A

Membership Agreement

Membership Agreement

Odor Alert Network Membership Renewal Agreement/Invoice May 1, 2018 – April 30, 2019

Purpose

The Odor Alert Network (OAN) has been established to create a procedure for responding to community odor issues in an organized manner. This represents a voluntary effort by the participants and is intended to identify source(s) of odor when possible and to communicate the results of investigation and odor resolution to concerned parties. The OAN does not replace or interfere with applicable regulatory requirements.

OAN Services

Since 2004, the OAN continues to provide coordinator(s), maintain a sentry network to monitor ambient air conditions, conducts interactions with and between state and local government, businesses, and residents, and prepare quarterly reports that record the results of odor complaints.

OAN Membership Categories

Three types of membership are offered: Active, Associate and Not-for-Profit.

Each OAN member will have the following mechanisms in place to receive notifications and investigate odors at their facilities:

Active Member

Active membership is primarily for organizations that operate during daytime and evening hours. Only active members have voting privileges on the OAN. An organization seeking Active membership must have:

- 24 hour telephone number and contact person(s) even if your facility does not operate 24 hours a day;
- Procedures to conduct an internal investigation for sources of odors and methods for determining if their operations could be creating odors affecting those off-site;
- Ability to conduct an internal investigation and *respond to the OAN coordinator within 4 to 6 hours* with findings of your investigation; and
- Financial commitment of *at least \$2,000 annually* or *in-kind contributions* to support the coordinators and administrative functions of the OAN. NOTE: This contribution is tax deductible.

Associate Member

Associate membership is aimed at organizations who primarily operate during the daytime and have approximately 10 employees. An organization seeking an Active membership should have:



- Daytime telephone number and contact person(s);
- Procedures to conduct an internal discussion for sources of odors and methods for determining if their operations could be creating odors affecting those off-site;
- Ability to conduct an internal investigation and respond to the OAN coordinator within one working day with findings of your investigation; and
- Financial commitment of at least \$500 annually, in-kind services, or a combination of funds and services to support the coordinators and administrative functions of the OAN.

NOTE: This contribution is tax deductible.

Not-For-Profit Member

Membership is available for not-for-profit organizations who are involved or have an interest in the welfare of their community. Not-for-profit members are asked for a financial contribution of their choice or in-kind services to support the OAN.

OAN Participants

The OAN includes local government, businesses, and interested citizens who are working together to mitigate odor problems. Members include:

- | | |
|---|--|
| <i>Argonne National Lab</i> | <i>Nicor Gas</i> |
| <i>CCI North America</i> | <i>NRG Energy</i> |
| <i>Citgo Petroleum Corp. Lemont Refinery</i> | <i>Olin Chlor Alkali Products and Vinyls</i> |
| <i>Illinois Marine Towing, Inc.</i> | <i>Oneok Partners LLC</i> |
| <i>IMTT – Lemont</i> | <i>Oxbow Midwest Calcining</i> |
| <i>Lemont, Village of</i> | <i>Romeoville, Village of</i> |
| <i>Lemont Environmental Advisory Commission</i> | <i>Seneca Petroleum Co., Inc.</i> |
| <i>Lemont Fire Protection District</i> | <i>Shell Oil</i> |
| <i>Lockport, City of</i> | |

This coalition began the procedure to manage odor complaints in February, 2004.

Membership Commitment

By signing this document, I, _____ ,
representing _____ ,
(name of company)

agree to fulfill the _____ membership requirements described in
(Active/Associate/Not-For-Profit)

this document for a period of twelve months commencing on May 1, 2018.

Payment in the amount of \$ _____ is enclosed.

OAN Representative

Date

Telephone Number



[this page is intentionally left blank]

Appendix B

Nuisance Odor Log

OAN – Nuisance Odor Log

Date complaint called in: _____ Time complaint called in: _____

Information received by: _____

COMPLETED BY DISPATCH

Complainant Information

Name: _____

Address: _____

Subdivision: _____

City: _____

Contact Number: _____

READ TO COMPLAINANT: The OAN will regard your identity as confidential and, thus, exempt from disclosure under the Freedom of Information Act and regulations. However, your identity may be discovered if there is any lawsuit about the source of the odor that is the subject of your complaint.

Do you consent to the disclosure of your identity as a complaining party? Yes No

Odor Information

Date odor noticed: _____ Time odor noticed: _____

Description of odor: _____

Duration of odor: _____

Where was the odor noticed: _____

Has Complainant noticed this odor before? Yes No

If Yes, when? _____

COMPLETED BY COORDINATOR

Weather Conditions/Investigation Notes

Wind Speed & Direction: _____ Humidity: _____

Notes (contacts, result of investigation & messages conveyed to complainant)

(use reverse side if additional space is needed)

Odor source suspected: Yes No If Yes, who? _____

Odor source confirmed: Yes No If Yes, who? _____

Date Resolved: _____

Appendix C

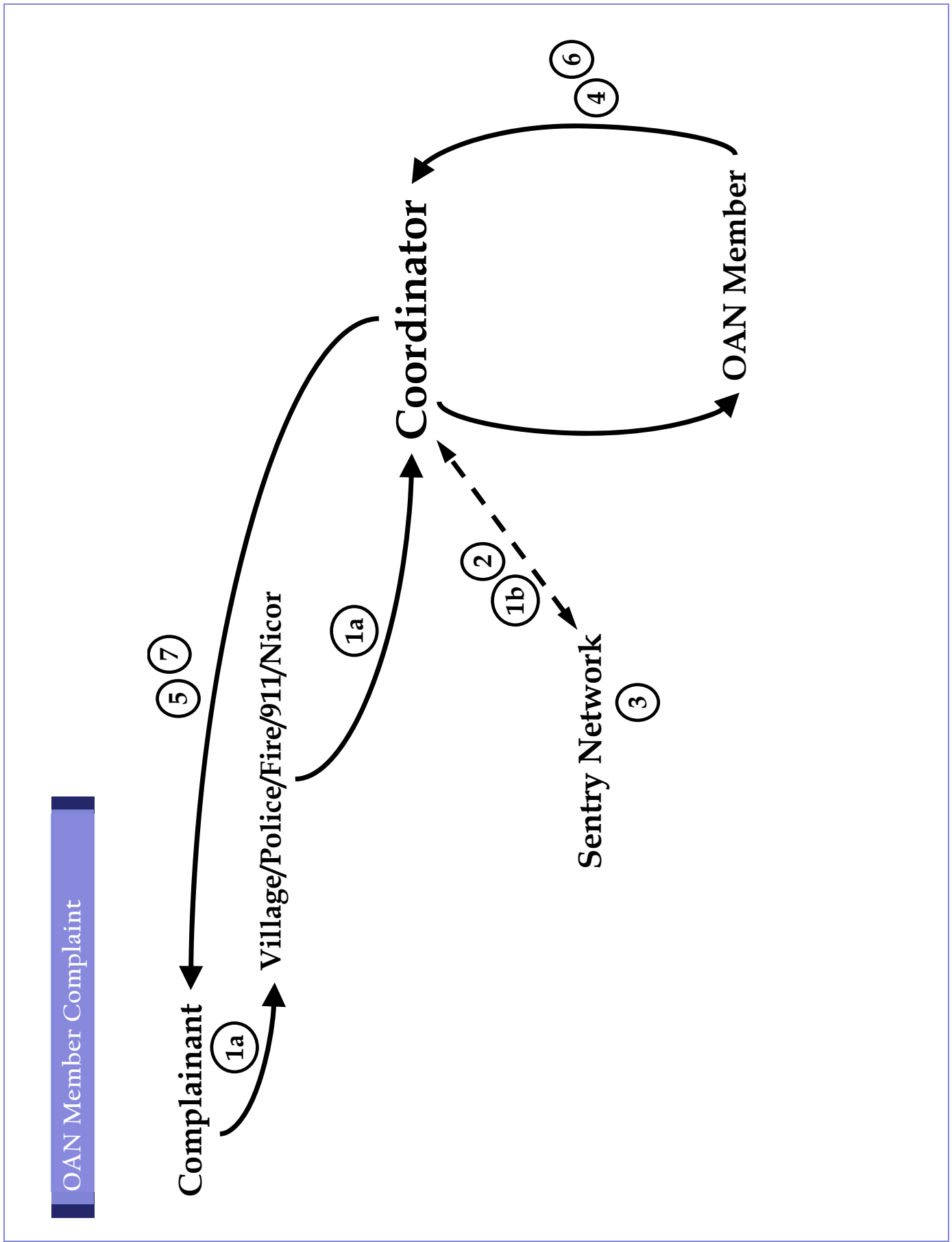
Odor Complaint Process: Steps to Resolution

Odor Complaint Process: Steps to Resolution

OAN Member Complaint

1. An odor complaint is reported by
 - a) A complainant calling the village/police/fire/911/Nicor or industry with an odor complaint. The party receiving the complaint will alert the OAN coordinator of the complaint and pass on all pertinent information, including complainants name and phone number OR
 - b) A Sentry member calling the OAN coordinator to report an odor
2. If necessary, the coordinator will call the appropriate member(s) of the Sentry Network to verify an odor in the affected area
3. The coordinator will contact the OAN member believed to be the source of the odor
4. The contacted OAN member has 1-2 hours to verify if they are the source of the odor and call the coordinator back
5. The coordinator or, in some instances, the OAN member will then call the complainant back and verify that the source of the odor has been located and let them know that the OAN member is trying to locate and address the problem
6. The OAN member will call the coordinator back when the problem has been identified and a solution has been formulated (hopefully within 8 hours)
7. After the OAN member calls the coordinator back, the coordinator will give a final call to the complainant to let them know that the problem has been identified and is being addressed

With some odor problems, the attempted resolution will involve a “trial and error” approach. In these cases, help from the complainant and the Sentry Network will be needed to verify whether a particular attempt (or application) will succeed. In these cases, the source of the odor should alert the coordinator that an attempted solution may not work, but that the cooperation of all who are involved may be needed to reach resolution.

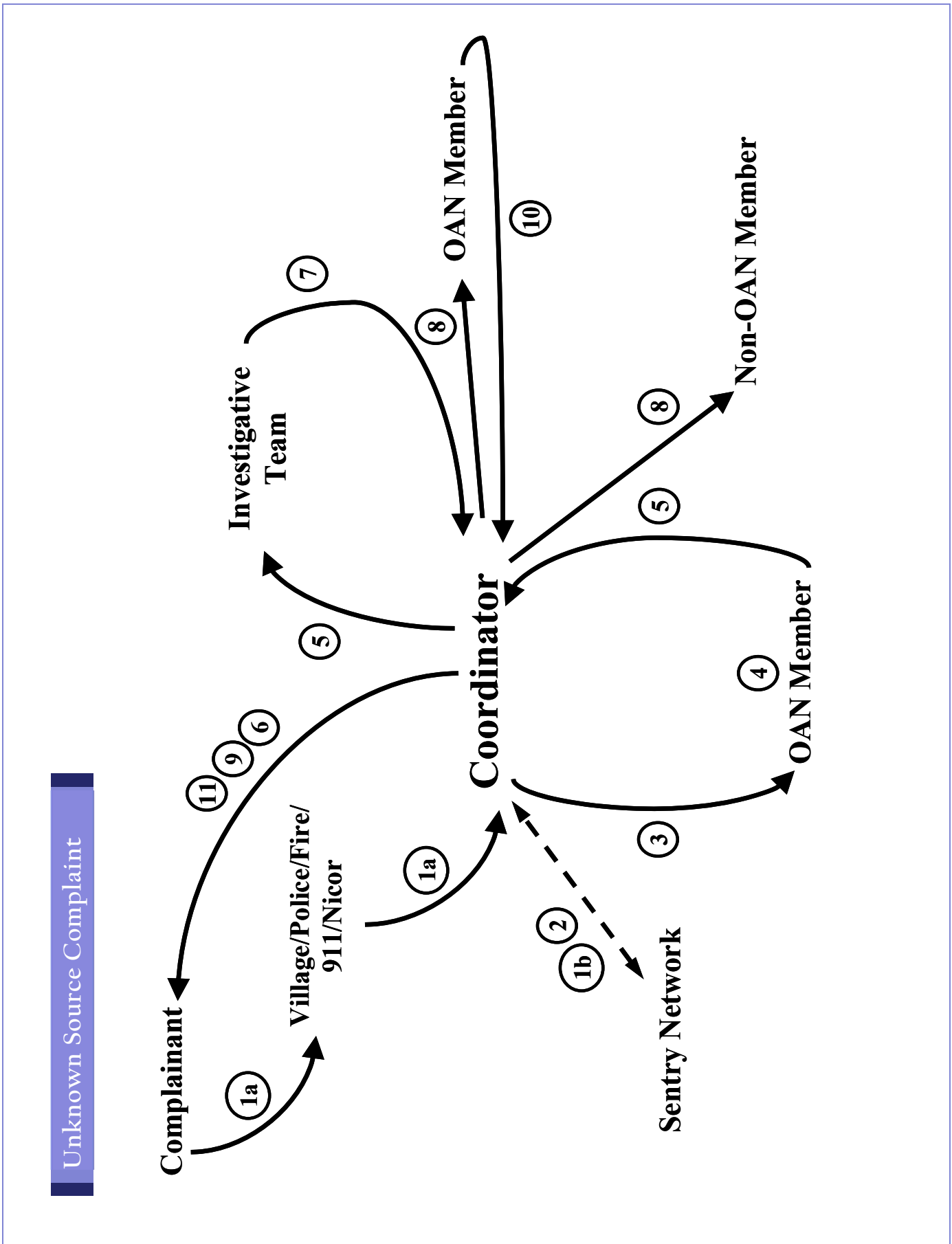


OAN Member Complaint

Unknown Source Complaint

1. An odor complaint is reported by
 - a) A complainant calling the village/police/fire/911/Nicor or industry with an odor complaint. The party receiving the complaint will alert the OAN coordinator of the complaint and pass on all pertinent information, including complainants name and phone number OR
 - b) A Sentry member calling the OAN coordinator to report an odor
2. If necessary, the coordinator will call the appropriate member(s) of the Sentry Network to verify an odor in the affected area
3. The coordinator will contact the OAN member believed to be the source of the odor
4. The contacted OAN member has 1-2 hours to verify if they are the source of the odor and call the coordinator back
5. If the OAN member calls the coordinator back and reports that they are not the source of the odor, the coordinator or, in some cases, the OAN member will contact the investigative team who will visit the area of the odor complaint to identify the source(s)
6. The coordinator will then call the complainant back to let them know that the source(s) of the odor does not appear to be an OAN member and that the investigative team has been sent out to locate the source(s)
7. The investigative team will then contact the coordinator once they have identified the source or potential sources
8. The coordinator will then contact an OAN member if they are believed to be the source so that they can start their investigation; or if the source is a non-OAN member, the coordinator will:
 - a) Contact the non-OAN member to give them an opportunity to address the odor
 - b) If odor is unresolved, a complaint with the IEPA will be filed
9. The coordinator will then call the complainant back to let them know the status of the investigation
10. If an OAN member was identified, the OAN member will verify if they are the source and then identify the problem, formulate a solution and then inform the coordinator
11. The coordinator or, in some cases, the OAN member will contact the complainant to describe how the complaint is being resolved

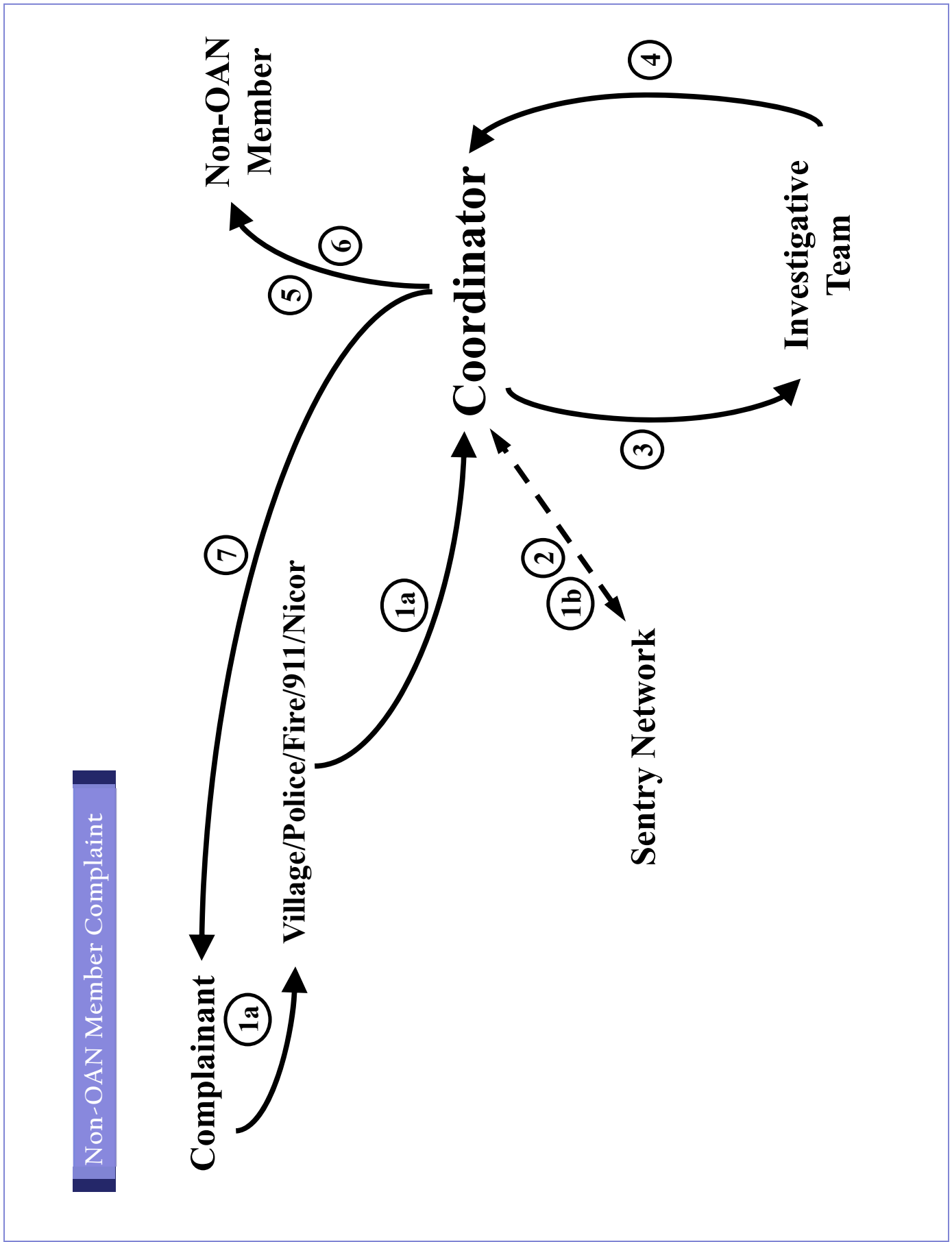
With some odor problems, the attempted resolution will involve a “trial and error” approach. In these cases, help from the complainant and the Sentry Network will be needed to verify whether a particular attempt (or application) will succeed. In these cases, the source of the odor should alert the coordinator that an attempted solution may not work, but that the cooperation of all who are involved may be needed to reach resolution.



Non-OAN Member Complaint

1. An odor complaint is reported by
 - a) A complainant calling the village/police/fire/911/Nicor or industry with an odor complaint. The party receiving the complaint will alert the OAN coordinator of the complaint and pass on all pertinent information, including complainants name and phone number OR
 - b) A Sentry member calling the OAN coordinator to report an odor
2. If necessary, the coordinator will call the appropriate member(s) of the Sentry Network to verify an odor in the affected area
3. If the odor doesn't appear to be coming from an OAN member, then the investigative team will visit the area of the odor to identify the source(s)
4. Once the investigative team identifies the source(s), they will call the coordinator
5. If the source is a non-OAN member, the coordinator will
 - a) Contact the non-OAN member to give them an opportunity to address the odor
 - b) File a complaint with the IEPA
6. If the OAN allows the non-OAN member the opportunity to address the odor, then either the coordinator will need to call the non-OAN member to see how they are resolving the odor problem
7. The coordinator will then call the complainant back to let them know the status of the investigation

With some odor problems, the attempted resolution will involve a “trial and error” approach. In these cases, help from the complainant and the Sentry Network will be needed to verify whether a particular attempt (or application) will succeed. In these cases, the source of the odor should alert the coordinator that an attempted solution may not work, but that the cooperation of all who are involved may be needed to reach resolution.





[this page is intentionally left blank]