



City of Lake Stevens

Odor Complaint Reporting Procedures

The city of Lake Stevens has been working in partnership with and is authorized and trained by the Puget Clean Air Agency to respond to local odor complaints. It is important to report odor complaints as soon as possible. Odor complaints can be difficult to investigate due to duration of odor and weather conditions. Documenting odor issues immediately helps staff identify the source of an odor violation and recommend corrective actions for any continuing issues.

1. City of Lake Stevens Procedure

Call the **LAKE STEVENS POLICE DEPARTMENT AT 911** immediately to register odor complaints.

When you call, be prepared to provide your name, address, and a daytime telephone number; this information becomes part of the public record and is not confidential. The City cannot respond to anonymous complaints since the city cannot follow up with the complainant for required information. Although this may not seem like an emergency that warrants a 911 call, it is the official way to dispatch personnel quickly and appropriately to investigate an odor complaint.

Important information to include with an odor complaint:

- Address (include city and zip code) of where you are being impacted. Please indicate whether this is your home or place of work;
- Address of business/activity that you suspect is causing the air quality problem; and
- Specific details about the problem.

You should then fill out a complaint form and affidavit available on the city's website. The form must be printed and signed and either sent to the city by email, faxed to 425-334-9842 or personally taken to the Lake Stevens Police Department. You may also hand it to the investigating officer.

When the city completes its investigation, it forwards findings directly to Puget Sound Clean Air Agency. If a violation has occurred the Puget Sound Clean Air Agency will take action.

2. Puget Sound Clean Air Agency Odor Complaint Regulations

Puget Clean Air Agency Regulation 1 – Section 9.11 states, in part:

- (b) With respect to odor, the Agency may take enforcement action under this section if the Control Officer or a duly authorized representative has documented all of the following:
- (1) The detection by the Control Officer or a duly authorized representative of an odor at a level 2 or greater, according to the following odor scale:
 - Level 0 - no odor detected;
 - Level 1 - odor barely detected;
 - Level 2 - odor is distinct and definite, any unpleasant characteristics recognizable;
 - Level 3 - odor is objectionable enough or strong enough to cause attempts at avoidance; and
 - Level 4 - odor is so strong that a person does not want to remain present.
 - (2) An affidavit from a person making a complaint that demonstrates that they have experienced air contaminant emissions in sufficient quantities and of such characteristics and duration so as to unreasonably interfere with their enjoyment of life and property; and
 - (3) The source of the odor.