

Links at Coyote Wash

Odor Reporting Procedures (updated Mar. 2022)

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 wastewater treatment plant or sewer collection system (manholes or lift stations), it will help our ability to be responsive if you write down/ document the following information at the time of the odor:
 - a. Date, Time & Duration, include 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 (i.e. on a scale of 1 to 10 – 10 being most objectionable) and to the extent possible, the type of odor (i.e. smells like a feed lot, smells like sulfur, smell is very musty).
4. Email the information above to LACW@JWWATER.NET (This email will be immediately forwarded to our operators and customer service center).

A representative of JW Water Holdings will typically get back with you within 24 hours. If you do not receive a return contact within 24 hours, you may try to contact us by phone:

- a. JW Water Holdings Customer Service Center Phone Line: (928) 768-3110
- b. Contract operator: Sunstate Environmental at (928) 341-9685.

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
President, Links at Coyote Wash Utilities