

24 Hour-A-Day Odor Hotline: 617-660-7633



Some odors occur naturally along beaches in the summer, and can't be dealt with by any agency. Don't be discouraged. It will go away with cooler weather and rain.

As Deer Island's closest neighbors, Winthrop residents are apt to notice any odors that might be coming from the plant. MWRA's Odor Hotline is staffed to answer all calls 24 hours a day, seven days a week. Although our Certified Wastewater Treatment Plant Operators continuously monitor the treatment process and are trained to respond quickly to odor-processing problems, they need to hear from you about anything that might have escaped their notice. The goal of our odor control program is to have zero "hotline" calls, but we want you to feel free to use it when you think it's necessary.

How To Report An Odor Complaint

- Try to locate the source of the odor.
- Report the odor as soon as possible. Give the location of the odor and the time it occurred. This information will help the person responding to locate the odor and to take corrective measures to eliminate it.
- For odors occurring in homes, businesses, and local storm drains, call the Winthrop Department of Public Works.
- For odors that can't be specifically located, call the Deer Island Treatment Plant Odor Hotline at 617-660-7633.

How Odor Calls Are Handled

If you call, a member of our wastewater treatment team will ask for your name, telephone number, the location, and the time at which you noticed the odor. We will immediately begin investigating potential odor sources on Deer Island. Automated processes will be checked manually. Operations staff will conduct a "walk-around" on the Island. Hatches and doors will be inspected, as will non-process sources, such as beach debris. Our goal is to get back to you with results from this initial investigation within two hours.

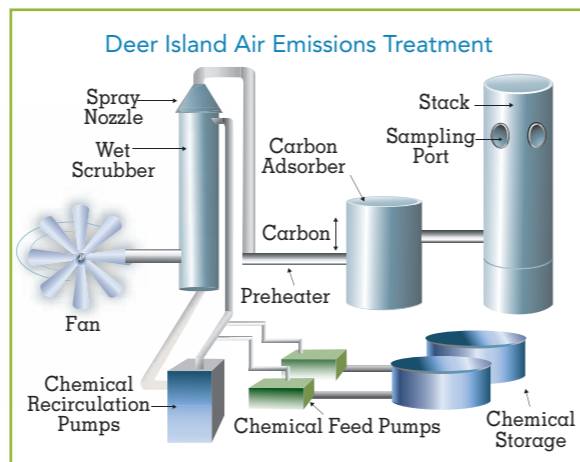


What We Do With The Information

- All odor complaints will be logged and reviewed.
- Investigations will continue in any instance where an odor cannot be quickly identified.
- A log of telephone calls is kept and will be made available upon request.

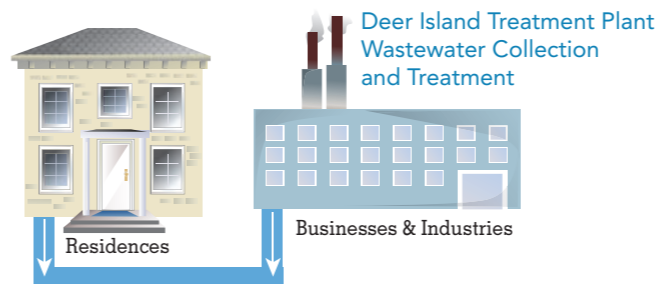
How Does The Deer Island Plant Handle Odors?

The Deer Island Plant was built with specific odor containment and odor processing systems. The tanks are completely enclosed in concrete. The space between the tank cover and the wastewater captures the odors. Large pipes carry these off-gases and air to odor control buildings. Here, chemical reactions remove the odors. When properly treated, the air should not be offensive in any way.



What Is Wastewater?

Wastewater is liquid waste that originates at industries, households, commercial enterprises, schools, hospitals, and by infiltration. Wastewater is a gray liquid that is more than 99% water and less than 1% solid. Most of the liquid originates from drinking, cooking, bathing, flushing or industrial processes while the solids originate from food and human wastes.

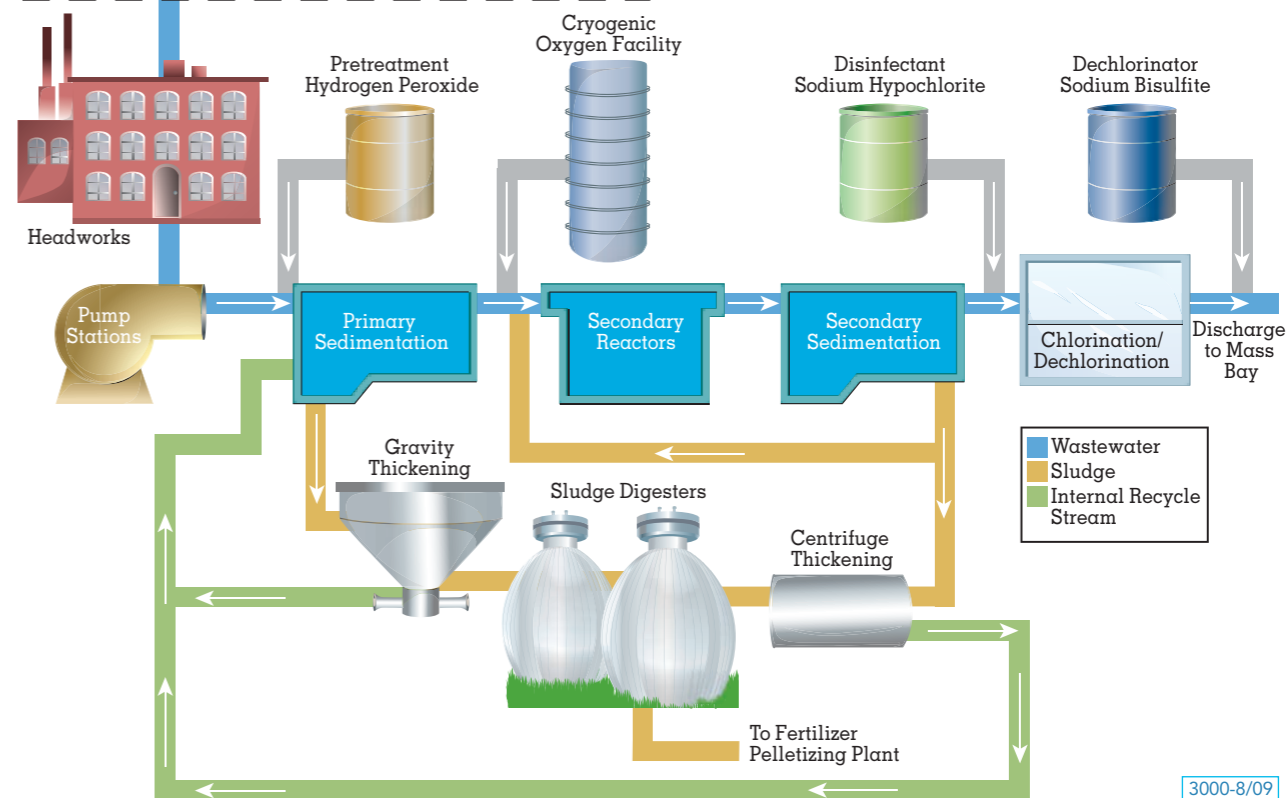


Where Do Wastewater Odors Come From?

Naturally occurring bacteria play a major role in the food digestion process. In the digestive system, bacteria help break food down into chemicals that the body needs for energy and cell production. Not all of the food is used, however, and some portion exits as human waste. Some bacteria will also exit with the waste. The bacteria will then continue the digestive process in the sewer pipes and treatment plant until all the food is either used up, or physically removed from the wastewater. A by-product of the bacterial digestion process is gas. These gases often have "objectionable" odors.

How Do Sewers Control These Odors?

Fortunately, under normal operating conditions, it is unlikely that you will detect gas odors on the street of your community, as the pipes are 10 to 20 feet underground. Manhole covers in the street are designed to allow access to pipes while keeping gases contained.





Deer Island Treatment Plant Public Access

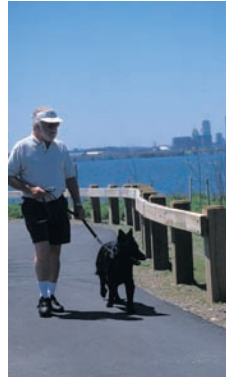
Public tours of the second largest wastewater treatment plant in the U.S. are available from the beginning of April to the end of November, weather permitting. Typically, tours are given Monday through Friday during normal business hours. These fascinating tours explain the treatment plant's role in the restoration of Boston Harbor.

Advance reservations are required for all groups and individuals wishing to tour our facility. Groups are advised to call well in advance to ensure accommodations. Individuals may tour the facility on the first Tuesday of the month.

To request tour information or to register for a tour of Deer Island, call the MWRA Deer Island Tour Line: 617-660-7607.

Deer Island Public Access Area

The public is invited to walk the island's many trails and enjoy the beautiful vistas of Boston Harbor. Deer Island has 60 acres of open space available to the public every day from dawn to dusk. Mutt-mitts are provided for dog walkers to pick up after their pets.



National Park

Both Deer and Nut Islands were included by act of Congress into the Boston Harbor Islands National Park Area. As the National Park Service Programs stress, it is largely because of the MWRA's wastewater treatment function for 2 million greater Boston residents that this park can feature the clean water and clean beaches of Boston Harbor and its islands.

Additional Information

The MWRA offers a wide variety of informational and educational materials on the region's water and sewer systems and the natural environment. To find out what's available, contact the MWRA Public Affairs Department, 617-788-1170, or visit us on the web at: www.mwra.com.



Massachusetts Water Resources Authority

24 Hour-a-Day Odor Hotline 617-660-7633

Massachusetts Water Resources Authority
Deer Island Treatment Plant
190 Tatís Avenue
Winthrop, Ma 02152

617-660-7633
WINTHROP
odor
hotline



Deer Island Tour Line: 617-660-7607



Massachusetts Water Resources Authority
Deer Island Treatment Plant