



September 12, 2017

Department of Environmental Quality  
State of Michigan – Kalamazoo District Office  
Air Quality Division  
Attn: Monica Brothers  
7953 Adobe Road  
Kalamazoo, MI 49009-5025

Re: Violation Notice Dated 9/1/17 for Complaint on 8/31/17

Dear Ms. Brothers:

Below is our response to the foul odor complaint addressed in the above referenced Violation Notice at our facility on August 31, 2017 (copy enclosed).

**Explanation:** The cause of the odor was from an unexpected cleaning of a holding tank which held unprocessed sewage. The waste in the tank is pulled from an underground line into the building for processing and unfortunately, the line became plugged thus requiring the waste to be vacuumed out with an industrial vacuum truck so the line could then be cleaned restoring the tank to be fully operational again. These trucks have powerful vacuum pumps which require they be exhausted when operating so this is the source where the odor originated. We are aware and regret that during this process there was a strong odor present which has since been eliminated. Our treatment facility has been operating for more than ten years and this is the first time we have experienced a plugged line requiring the waste to be removed from this tank.

**Odor Minimization Plan:** We take this event very seriously and plan to continue to do everything we possibly can to avoid further violations. We are located in an industrial area and have installed large doors, a fragrance mist system and an air scrubber system to keep odors from becoming an issue at our treatment facility. Should this rare line plugging issue reoccur, we would have our vacuum crew perform this process after hours to prevent the odor from being present during the day while neighboring workers are present.

Thank you for the opportunity to reply to this complaint. I am confident that our facility has been compliant since this incident and hope you deem the explanation above satisfactory. If you have further questions or need additional information, please contact me at the telephone number below.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark H. Wilson", is written over a white background.

Mark H. Wilson  
Vice President

MHW:nan

Enclosure: Copy of Violation Notice

