

Being a good neighbor is important.

Odor control is just one more way that we strive to keep our customers' concerns first and foremost, and help make our growing community an even better place in which to live—by working side-by-side with community residents and leaders.



700 West Liberty Street
Louisville, KY 40203-1911

502.540.6000

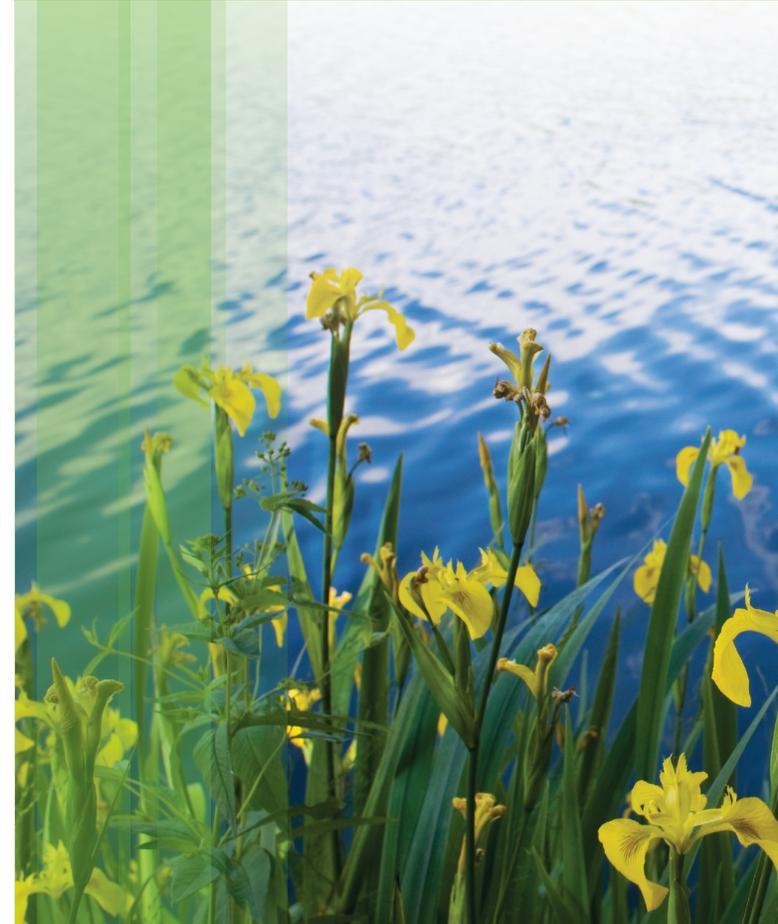
CustomerService@LouisvilleMSD.org

Learn more about MSD and ways we are helping protect our community and its waterways.

LouisvilleMSD.org



HELPFUL OPTIONS



Drains and pipes that are connected to sewer systems sometimes smell like rotten eggs. Sewer odor, which is caused by hydrogen sulfide, naturally forms when sewage and other materials decompose. Hot, dry weather conditions and other factors contribute to the production of sewer odors.

While sewer odor is unpleasant, it is not a serious threat to people, animals or plants in the small concentrations that may develop in most homes and commercial buildings.

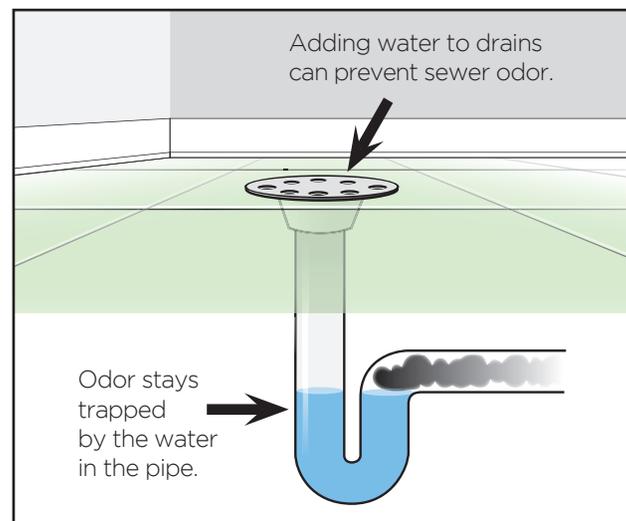
Indoor drains, as well as the sewer system, are designed to prevent sewer odor from escaping.



Inside Your Home

Inside drains typically have water traps that keep sewer odor from seeping out. The curved pipe underneath your bathroom or kitchen sink is an example. When such a trap is filled with water, sewer odor stays inside the pipe.

Adding 3 gallons of fresh water to smelly drains—or to ones that are not used on a daily basis—can prevent sewer odor in your home or business. This should be done regularly during dry weather when the temperature outside exceeds 70 degrees, and in the wintertime when heating decreases the moisture inside buildings.



Make sure that you check under your sinks for drain pipe leaks, however, if odors remain. If you are not comfortable doing this yourself, ask a licensed plumber to inspect your pipes for leaks and estimate repairs.

Outside Your Home

The majority of outdoor catch basins feature traps, as well. If you detect sewer odor close to an outside catch basin, please contact MSD's 24-hour Customer Relations Hotline.

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Tell us the precise location of the odor, so that this problem can be corrected quickly.

MSD's odor control efforts

MSD invests more than \$500,000 annually to control odors and address customer concerns. Various treatment processes—including chemical, biological and thermal oxidation technologies—are used to reduce odors from treatment plants and from the sewer collection system.

MSD contracts with odor specialists to help with the management of odors from the collection system. Professional assistance allows us to monitor hydrogen sulfide levels in the collection system and implement the most effective improvements. This also helps MSD with response to customer concerns regarding odor issues.

For more information visit:

<https://louisvillemsd.org/odor>