Over the past several years, the East Bay Municipal Utility District (EBMUD) has achieved a dramatic reduction in offsite odor reports attributable to its wastewater treatment plant. EBMUD has accomplished this through a multipronged approach of strategic investments in capital upgrades coupled with low-cost but effective management techniques: implementing a robust odor control system, managing a 24/7 odor report hotline, using information from the hotline to alter operational practices, engaging staff in a solutions-oriented odor management team to change the workplace culture, and reinstituting the practice of daily odor patrols.

**KEYS TO SUCCESS**

- Strategic capital investments targeting the area of the plant most proximate to residential neighborhoods – the plant headworks. New multi-million dollar biological filter and activated carbon system installed.
- Operational changes included optimizing procedures for taking secondary clarifiers out of service, and re-energizing regular site odor patrols.