

Air quality and odour response process

This document outlines how air quality and odour complaints and/or measured exceedances of the *Alberta Ambient Air Quality Objectives and Guidelines* are directed in Alberta. The flowchart on page two (Figure 1) illustrates the pathways and stakeholders involved in responding to complaints and exceedance reports.

Air quality and response roles

Concerned individual (green)

Any individual who sees, hears or smells something concerning with respect to the ambient air quality, including concerning odours. A concerned individual may be a member of the public, an employee at an industrial facility, a member of a local municipality or an AEP employee.

Industrial facilities (grey)

Industrial facilities may be able to resolve a complaint directly without the participation of the regulator. However, depending on the level of concern, industrial facilities may choose to report the concern to the Environmental and Dangerous Goods Emergencies (EDGE) hotline. Industrial facilities have a responsibility under the *Environmental Protection and Enhancement Act* (EPEA) to immediately report accidental or unauthorized releases that may cause, have caused or are causing an adverse effect. Additionally, industrial facilities have a responsibility to report any contravention of their EPEA approval to the EDGE hotline.

If industrial facilities receive odour complaints directly, they should do a check of their industrial processes and pollution abatement equipment to determine if they are the source of the odour complaint. This investigation is to determine whether a release is occurring or has occurred that may cause, is causing or has caused an adverse effect. Once industrial facilities perform a check and investigation, if they have determined they are the source of an odour

complaint and a release has occurred or is occurring, they must contact the EDGE hotline to report the release.

Similarly, if an AEP Environmental Protection Officer makes a reasonable inquiry to an industrial facility upon receiving a complaint, industrial facilities are expected to check their industrial processes and pollution abatement equipment to determine if they are the source of the odour complaint or the exceedance. Additionally, industrial facilities will investigate whether a release is occurring or has occurred that may cause, is causing or has caused an adverse effect. Once industrial facilities have performed checks and completed an investigation, they will immediately contact the Environmental Protection Officer with the results.

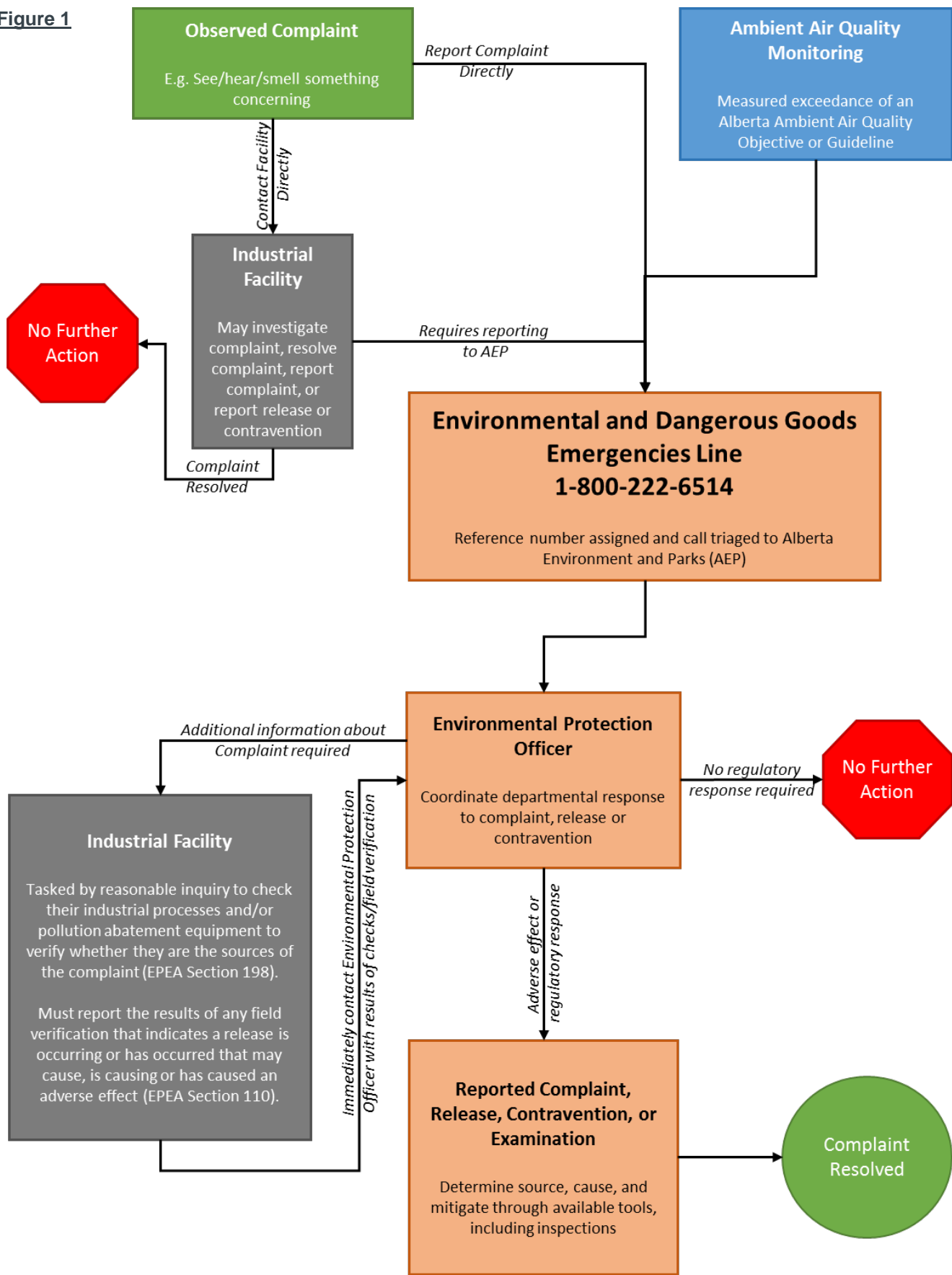
Ambient Air Quality Monitoring (blue)

Ambient air quality monitoring in Alberta is performed by a range of stakeholders: AEP, Alberta Airshed Organizations, or by Industry. As prescribed by the *Alberta Air Monitoring Directive*, all measured exceedances of the *Alberta Ambient Air Quality Objectives and Guidelines* must be reported to the EDGE hotline.

Government of Alberta (orange)

The Government of Alberta operates the EDGE hotline which receives and triages environmental complaints, contraventions, reported releases, and reported exceedances of the *Alberta Ambient Air Quality Objectives and Guidelines*. Received information is passed on to, or is readily accessible by, an AEP Environmental Protection Officer. Depending on the nature of the odour complaint or reported exceedance, the Environmental Protection Officer will determine the wind direction and will make reasonable inquiries to industrial facilities with the potential to have caused or contributed to the odour complaint or reported exceedance.

Figure 1



Air Quality or Odour Complaint Call Log Form

In order to collect as much information as possible regarding any air quality or odour complaint, an Air Quality or Odour Complaint Call Log Form has been included. The form may be used by industry or government.

Caller Information <i>(Recommended)</i>				
Caller name <i>(optional)</i>		Phone number <i>(optional)</i>		
Call Date		Call Time		
Issue details <i>(Recommended)</i>				
Location where air quality or odour issue was experienced				
Alleged source of air quality or odour issue				
When was the air quality or odour issue first noticed? How long did it last?				
<input type="checkbox"/> One time	Start time:		End time:	
<input type="checkbox"/> Continuous since	Date:		Time:	
<input type="checkbox"/> Daily	Time of day		Frequency	
Intensity <i>(Optional; used primarily for odours)</i>				
<input type="checkbox"/> Faint: odour barely detectable (e.g. have to be standing still, facing into the wind to detect odour)				
<input type="checkbox"/> Moderate: odour is easily detected but not overpowering (e.g. can detect odour while walking and breathing normally)				
<input type="checkbox"/> Strong: odour is penetrating (e.g. can be detected easily, detected at all times and is hard to escape)				
Description <i>(Optional; used primarily for odours, checking off as applies)</i>				
Chemical	Earthy		Offensive	
<input type="checkbox"/> Acidic	<input type="checkbox"/> Grass		<input type="checkbox"/> Garbage	
<input type="checkbox"/> Bleach	<input type="checkbox"/> Hay		<input type="checkbox"/> Garlic/Onion	
<input type="checkbox"/> Glue	<input type="checkbox"/> Mould		<input type="checkbox"/> Rancid	
<input type="checkbox"/> Mothballs	<input type="checkbox"/> Peat-like		<input type="checkbox"/> Sour milk	
<input type="checkbox"/> Nail polish	<input type="checkbox"/> Pine		<input type="checkbox"/> Sweet & sour	
<input type="checkbox"/> Petroleum	<input type="checkbox"/> Swamp		<input type="checkbox"/> Rotten eggs	
<input type="checkbox"/> Plastic	<input type="checkbox"/> Wood		<input type="checkbox"/> Rotting meat	
<input type="checkbox"/> Rubbery	<input type="checkbox"/> Yeast		<input type="checkbox"/> Rotting vegetables	
<input type="checkbox"/> Solvent			<input type="checkbox"/> Skunk	
<input type="checkbox"/> Tar			<input type="checkbox"/> Urine	
<input type="checkbox"/> Turpentine			<input type="checkbox"/> Vomit	
<input type="checkbox"/> Vinegar			<input type="checkbox"/> Yeast	
<input type="checkbox"/> Varnish				

Medicinal	Fecal	Putrid	
<input type="checkbox"/> Alcohol	<input type="checkbox"/> Manure	<input type="checkbox"/> Burning carcasses	
<input type="checkbox"/> Ammonia	<input type="checkbox"/> Septic	<input type="checkbox"/> Dead animal	
<input type="checkbox"/> Methanol	<input type="checkbox"/> Sewer	<input type="checkbox"/> Decay	
Fruity	Floral	Smoky	
<input type="checkbox"/> Citrus	<input type="checkbox"/> Flowers	<input type="checkbox"/> Burnt plastic	
<input type="checkbox"/> Fermented	<input type="checkbox"/> Fragrant	<input type="checkbox"/> Burnt rubber	
<input type="checkbox"/> Fruity	<input type="checkbox"/> Herbal	<input type="checkbox"/> Coffee-like	
<input type="checkbox"/> Over ripe fruit	<input type="checkbox"/> Perfume	<input type="checkbox"/> Exhaust	
	<input type="checkbox"/> Spicy	<input type="checkbox"/> Grass-smoke	
		<input type="checkbox"/> Wood-smoke	
Fishy	Other		
<input type="checkbox"/> Dead fish			
Weather conditions <i>(Recommended; at the time the issue was noticed)</i>			
General Conditions	Cloud Cover	Wind speed	Wind Direction
<input type="checkbox"/> Dry	<input type="checkbox"/> Clear	<input type="checkbox"/> None	What direction was the wind coming from?
<input type="checkbox"/> Rainy	<input type="checkbox"/> Light cloud	<input type="checkbox"/> Light	
<input type="checkbox"/> Foggy	<input type="checkbox"/> Scattered cloud	<input type="checkbox"/> Steady	
<input type="checkbox"/> Snowy	<input type="checkbox"/> Overcast	<input type="checkbox"/> Strong/Gusting	
Action Taken <i>(Recommended)</i>			
Referred issue to:			
Reported issue to:			
Other Notes:			

Adapted from: *Good Practices Guide for Odour Management in Alberta (Clean Air Strategic Alliance, 2015)*