



Dublin City Council
Comhairle Cathrach Bhaile Átha Cliath

Ringsend Wastewater Treatment Works

Odour Complaints

Tel: 1800 242739



There were complaints about odour in the vicinity of the Ringsend Wastewater Treatment Works following commissioning in 2003. Although measures were taken to rectify the problem, Dublin City Council recognises that odours are still an issue in the area. In this regard Dublin City Council has employed an international scientific group to do a complete audit of the works to deal with the problem once and for all.

How Odour Calls Are Handled

Ringsend Wastewater Treatment Works is operated by experienced contractors. If you call, a member of Celtic Anglian Water staff will ask you your name, telephone number, the location and time at which you noticed an odour. Staff will immediately begin investigating potential odour sources at the works. All treatment processes will be checked manually. Operators will conduct a “walk-around” on site. 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 24 hours.

Some odours occur naturally, such as along beaches in the summer.



How To Report An Odour Complaint

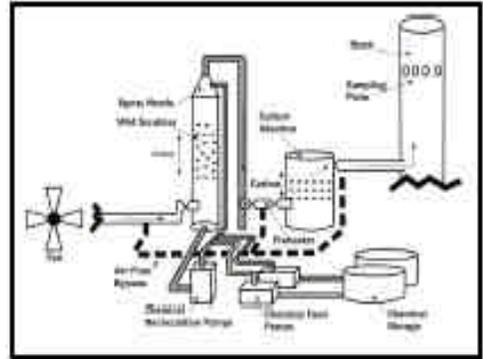
Try to locate the source of the odour. Report the odour as soon as possible. Give the location of the odour and the time it occurred. This information will help the person responding to locate the odour and take corrective measures to eliminate it.

For odours relating that may relate to the Ringsend Sewage Treatment Works telephone the Complaint Line on **1800 242739** or e-mail enquiry@caw.ie.

For other air quality issues telephone Dublin City Council Air Pollution section on **01-2222169**.

How Does The Ringsend Works Handle Odours?

When wastewater arrives at the Ringsend Works, exposure to the air during treatment releases much of its odour. The Ringsend plant has been built with specific odour containment and odour processing systems. Wastewater tanks are fitted with covers to capture the odours. Large pipes carry these off-gases and air to odour control buildings. Here, chemical and biological reactions remove the odours. The audit team is examining the adequacy of the systems currently in place.



What We Do With The Information

All odour complaints will be logged and reviewed. Investigations will continue in any instance where an odour cannot be quickly identified. A log of the telephone calls is kept and made available upon request. If possible a Celtic Anlian Water representative will go to the location of the odour complaint to monitor the odours with sophisticated monitoring equipment. This information is then used to track the odour plumes and to help with the investigation of odour sources on site.

Where Do Wastewater Odours 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 digestion 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" odours.

Are These Odours Harmful?

The gases that produce these wastewater odours can be present in everyday smells around the house and local environment. These gases can be harmful after prolonged exposure to extremely large concentrations. However, the concentrations of these gases emitted from sewage treatment works are NOT HARMFUL. So even if the smell is disagreeable there is no need to worry about any adverse health implications.

