



**In completing the Log, the following is information that will be helpful.**

**A. Expectations for Citizens Relaying Odor Complaints**

- When odor is present during business hours - notify MCAQ by phone during the odor event.  
For after-hours odors - Leave a voicemail message including your name, address, daytime phone number, where the odor was detected and a description. MCAQ will contact you during the following business day.
- Use the MCAQ Industrial Nuisance Odors Citizen's Log when provided by a MCAQ representative.
- Do not expect zero odors. Expect minimization of odors to the greatest extent practicable.
- Do not expect plant shutdown.
- Cooperate with facility identified as the source of odor.
- Awareness that action by MCAQ to **require or force** a facility to minimize odors may not be possible given the evidence and the limitations of the applicable rules.
- Awareness that if not satisfied, civil action against a confirmed source of odor is at your discretion.

**B MCAQ Contact Information**

- Mecklenburg County Air Quality (MCAQ) can be contacted at 704-336-5500.
- MCAQ representatives are available during business hours (8 am - 5 pm).
- After hours, a voicemail message may be left for the next business day.

**C. After Recording 10 Different Days of Odors (not necessarily consecutive days)**

- MCAQ can be contacted during business hours for a follow-up to collect the completed log and/or to provide other information.

**D. Additional Odor Log Forms**

- Additional forms may be printed from the following internet address:  
<http://www.charmeck.org/Departments/LUESA/Air+Quality/Public+Interest/Odor+Form.htm>