



March 17, 2023

Dear neighbors:

HRSD strives to be a good neighbor as we work to protect public health and the waterways of Hampton Roads through effective wastewater treatment. Last May, we sent you a letter regarding the recurring odor issues. With the one-year mark upon us, we would like to thank you for your continued patience with us and provide you with an update.

Early this year, HRSD's Commission approved a suite of odor control and reliability improvements for the Atlantic Plant. HRSD recently hired the firm that will move forward with the design and construction work associated with these improvements. This work is expected to be completed over the next 3 – 4 years, with short term improvements currently in the works to hopefully aid in decreasing offsite odors. Once a more detailed schedule is developed, we will share it with the community roundtable group and also post the schedule to the Atlantic Plant website at www.hrsd.com/atlantic-treatment-plant.

Another significant update to share with you is that HRSD has received approval to develop a new access road to the Atlantic Plant via a direct route in from Dam Neck Road. Once complete, all HRSD trucks will utilize this road exclusively to enter and exit the treatment plant, thereby eliminating truck traffic through the Ocean lakes neighborhood. We hope to have this road constructed by the end of 2025.

As a reminder, biosolids hauling will bring an increase in traffic volume in the Ocean Lakes neighborhood during the daylight hours this spring and early summer; however, we have mitigation efforts in place to hopefully alleviate some of the odor issues experienced with the hauling operation.

And finally, our Atlantic Treatment Plant staff and environmental scientists are working diligently to reduce odor issues, so please continue to let us know if you are detecting odors near your home by emailing us at atlanticplantoutreach@hrsdc.com or calling 757-821-7420. Please be sure to provide as much information as possible, including the general location of where you detected the odor, the date, time, and length of time it was detected, and a description of the odor.

Again, we appreciate your patience through this process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christel Dyer'.

Christel Dyer
Chief of Treatment