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NEWS RELEASE

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New Online Landfill Odor Reporting Available In Ontario County

Canandaigua, NY – March 20, 2019 Ontario County Department of Sustainability and Solid Waste Management Director Carla Jordan announced today the availability of an online resource for reporting landfill odors.

The new web-based form enhances citizens' ability to report landfill odors, expanding the current phone hotline resource. Like the phone hotline, the online reporting tool captures location, time of day, and odor description.

“It is important to receive timely and accurate information about the type of landfill odors being observed,” Jordan said. “We want citizens to understand that several odors can be attributed to landfill operations. Therefore, it contributes valuable information to the resolution of the issues if citizens can specify whether the odor is a garbage smell, a septic sludge-like smell, or a gas-like smell.”

According to Jordan, all information collected via the phone hotline and new web-based form is jointly used by the County, the landfill management company, Casella Waste Management, and the New York State Department of Environmental Conservation. Personal information collected is not shared.

The web-based form can be accessed on your personal computer or smartphone at <http://casellany.answernet.com/Complaint>. The phone hotline can be reached at 1-888-230-2004.

Jordan also reminds residents that news about landfill operations can be obtained at <https://www.casella.com/locations/ontario-co-landfill>.

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