

About the MWRD

Created in 1889, the MWRD, formerly known as the Sanitary District of Chicago, is a special-purpose district responsible for reclaiming wastewater and providing stormwater management for residents and businesses. Our service area encompasses 882.1 square miles and includes the City of Chicago and 128 suburban communities throughout Cook County.

As the protector of our water resources, the MWRD continues to work diligently to protect Lake Michigan, the source of our drinking water, as well as the health and safety of citizens and area waterways.

Among the MWRD's most notable achievements are reversing the flow of the Chicago and Calumet River Systems in the early 1900s and the construction of the Tunnel and Reservoir Plan, also known as "TARP" or "Deep Tunnel."



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GOOD NEIGHBORS COMMUNICATE



1 (800) 332-3867
MWRD Citizen Incident Reporting Hotline

Call Us To Report
Odors | Waterway Blockage
Dead Aquatic Life
Illegal or Suspicious Dumping

Report incidents via our CIR app.
See inside for details.



Metropolitan Water Reclamation District of Greater Chicago

The Metropolitan Water Reclamation District of Greater Chicago (MWRD) is working hard to prevent nuisance odors at our facilities. Our goal is to be a good neighbor. We've installed fragrance misting systems to help mask odors, along with odor monitoring stations to help identify the occurrence of odors emanating from our plants.

Recovering Resources, Transforming Water

If you notice a foul odor in your neighborhood, report it to the MWRD's Citizen Incident Reporting (CIR) hotline at **1 (800) 332-3867** immediately. Our dispatchers monitor, log and route all calls 24/7. Be prepared to provide the date, time, location and intensity of the odor. We'll send a technician out to investigate.

Reports can also be submitted online via our **CIR** form. To access the form, visit mwrdd.org.

When completing the form, include your email address to receive status updates, along with your telephone number in case we need more information. After submitting the form, you'll receive an incident number that allows you to check the status of your reported incident online via the CIR form.

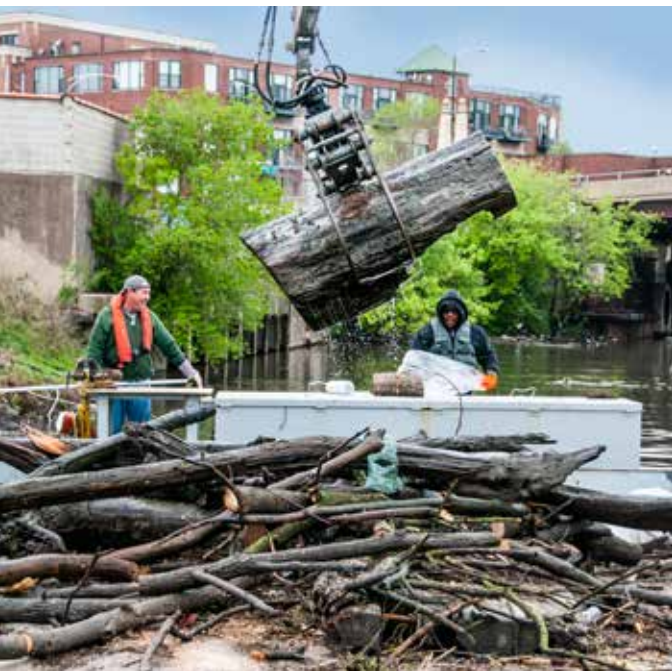


Use One Number To Report It All

1 (800) 332-3867 is your one-stop hotline to report odors and any one of the following:

Waterway blockages

Debris and obstructions in waterways can cause flooding. Our stream maintenance crews and debris boats work throughout our region to keep our waterways clean and flowing well. Notify us immediately if you see an issue.



Dead fish or other aquatic species

The number of fish present in the waterways has increased greatly over the years thanks to our continued commitment to improve the area's water quality. If you spot dead fish, call our hotline to report it.



Suspicious dumping to the waterways or sewers

Waste needs to be properly treated and disposed or it could harm our waterway and treatment plants. If something looks suspicious, report it.



Get Mobile

Out and about? Submit an incident from your mobile phone.

Download our free CIR app for iOS devices from iTunes. Search for **MWRD CIR** or visit: <https://apple.co/2LTtEa8>.

During the investigation, you may use the app in conjunction with your incident number to review the status of your incident and any findings.

Frequently Asked Questions

What is MWRD doing to alleviate or minimize odors?

The MWRD uses a variety of tools and technology to help identify, mask, and/or alleviate odors at and around our facilities, including fragrance misting systems, odor monitoring stations, enclosed treatment areas, and activated carbon canisters (installed in interceptor manholes).

What happens after I report an odor, suspicious dumping or other waterway or sewer issue?

Our dispatch system is monitored 24/7. All calls are logged and routed to the appropriate department so that an investigation may be initiated by trained personnel. The MWRD's Industrial Waste Division staff investigate reports of illegal dumping, spills into a sewer or Chicago area waterway, and dead fish.



My sewer line is clogged, should I call the MWRD to inspect?

No, contact a qualified plumber to investigate the blockage. You should also contact the water management department of your local municipality. Your municipality manages the local sewer lines. The MWRD manages the intercepting sewer lines that run beneath them.

I'm having trouble with my drinking water. Should I contact the MWRD to inspect?

No, contact your local municipality. The MWRD handles the wastewater leaving your home. Your local municipality handles your drinking water entering your home.

Who should I contact about testing my drinking water for lead, MWRD?

No, contact your local municipality for information on testing your water for lead.

Can MWRD recommend a plumber to evaluate my drains or sewer lines?

No, we recommend you contact the Better Business Bureau, check your local phone directory, or seek out references from trusted family, friends or neighbors.

May I tour the facility to learn more about what you do?

Yes, the MWRD offers free tours and presentations to the public. Contact our Office of Public Affairs at **(312)751-6633** or email **Tours@mwrdd.org** to request a tour. To request a speaker, email **CommunityEducation@mwrdd.org**.

En Español: **1 (855) 323-4801**