10:08

Non-Responsive
Non-Responsive

Hi just wanted to wish you and your family a very merry Christmas and the best of a New year. I really mean that with all my heart

Dec 21, 2015

Thank you and to you as well. Vru will be down from now until 4:30

Dec 22, 2015

Well we still get the odor really bad. And I don't know how to deal with that problem. I just know I am out of. Money and I can't keep going to the doctors because it makes me sick. I have been to more doctors sence this has started

Type message

Send

10:08

Non-Responsive
Non-Responsive

do anymore I need help

Dec 22, 2015

Please

Dec 22, 2015

Non-Responsive
Non-Responsive
Non-Responsive
Non-Responsive we have the odor Bad. Why???????

Dec 27, 2015

I better see someone today not just hear someone came out BUT never smelled anything I am done with all the bull-s... Done Non-Responsive
Non-Responsive

Dec 27, 2015

We had a power outage upstream due to weather which forced us to shut down. You may notice transient odor until

Type message

Send

10:08

Non-Responsive
Non-Responsive

unless your tech went down the road at 5:30am this. morning then yes he would have.and if he was on the ridge at 7am then he would have Non-Responsive Non-Responsive this is going to quite...,. The darn smell is here I am getting tired of telling you about it and you never doing anything but give excuses. You either get your self on the ridge and find out what the problem is or I will !!!!!!!! I am done trying to make peace with you and the company and I am tired of getting sick because of it. The damn odor is still here it's never went away and you know that but your not willing to fix it right, so you have left me

Type message

Send

10:08

Non-Responsive
Non-Responsive

tha illing to fix it right .so you have left me with only one way to take care of the problem cause I care about my health and you have showed me in so many ways and so many excuses that you could care less..... What a great way to start off the New Year

Non-Responsive

Jan 2

Ok Non-Responsive Non-Responsive what's the excuses the odor is really really bad again WHY

Jan 7

Technician in front of your house observed no odors with wind blowing from southeast

Type message

Send

10:09

Non-Responsive [redacted]

Will damn [redacted] Non-Responsive Non-Responsive I was just over the [redacted] ne is there and no one was there before so you tell me how I am to take this I live here and believe me no tech was on my ridge or in frount of my house no one so please tell me [redacted] Non-Responsive Non-Responsive how to handle w [redacted] tell me when I know when someone is here or not and how many times have I told you to have them come to my door you really think I like getting mad at you all the time this was to be fixed. and it's not. So please tell me how I am supposed to deal with it

Jan 7

Type message

Send

Saving screenshot...

Non-Responsive
Non-Responsive

Please Non-Responsive Non-Responsive Take it away. Please

Jan 9

Not sure what can be done.

Jan 9

Non-Responsive Non-Responsive I can't do this anymore I am back to square one again and it winter time... What's it going to be like in the summer

Jan 9

This needs to be taken care of .ASAP

Jan 9

I just know it's not going to get any better it's only going to get worse Non-Responsive Non-Responsive and I

Type message

Send

10:10

Non-Responsive
Non-Responsive

to get worse Non-Responsive Non-Responsive and I can't go through this again I have been sick sence Christmas and it's not getting better for me..... .. You know what it does to me.... please help me Non-Responsive Non-Responsive ..Please

Jan 9

Two techs are on their way to your house. Should be there within the hour.

Jan 9

Ok

Jan 9

Two very very nice guys came here Non-Responsive Non-Responsive wish I felt better to talk to them but I did and they were concerned

Type message

Send

10:10

Non-Responsive
Non-Responsive

change. Please

Jan 9

We performed unbiased testing and proved without question that nothing in the air is making you sick. You said there was odor today. Neither of our techs

Jan 9

smelled anything. This has to stop.

Jan 9

You calling me lier..?????I. I don't think you want to do that Non-Responsive Non-Responsive

Jan 9

Have a good night

Jan 9

Type message

Send

10:11

Non-Responsive
Non-Responsive

No you answer my question Non-Responsive Non-Responsive are you calling me a lier

Jan 9

Yes Non-Responsive Non-Responsive this has to stop and you better make it stop real soon you can't expect your tech to smell the odor when they get here after the fact it's here you know that but yet you choose not to take care of it and you also know that it does make me sick and you still don't do anything to help me so you tell me what the heck I am supposed to do. You leave me only one choice Non-Responsive Non-Responsive

Jan 10

What's the problem now

Type message

Send

10:11

Non-Responsive
Non-Responsive

What's the problem now

quit. So please tell me when that will happen. PLEASE

Jan 24

Ok Non-Responsive Non-Responsive the odor is here again

Jan 29

Non-Responsive Non-Responsive this is getting out of hand the darn odor is out there again it's midnight

Jan 30

Non-Responsive ... This odor has to be taken care of. I cannot take the smell WHAT is the problem and WHY is it still here it's bad NOW what is it

Type message

Send

Saving screenshot...

Non-Responsive
Non-Responsive

Non-Responsive
Non-Responsive e problem now You were right said this has to quit. So please tell me when that will happen. PLEASE

Jan 24

Ok Non-Responsive Non-Responsive Non-Responsive Non-Responsive the odor is here again

Jan 29

Non-Responsive Non-Responsive Non-Responsive Non-Responsive this is getting out of the darn odor is out there again it's midnight

Jan 30

Non-Responsive Non-Responsive Non-Responsive Non-Responsive This odor has to be n care of. I cannot take the smell WHAT is the problem and WHY is it still here it's bad NOW what is it

Type message Send

10:11

Non-Responsive
Non-Responsive

being sick because of this odor..... PLEASE HELP ME

Feb 3

Our tech noticed no odors on either of two trips up/down the road. All systems are fully functional.

Feb 3

You are absolutely right at the time I thought I saw trucks or I should say a truck the smell was not here cuz the wind started to blow ed started pouring down the rain again but if he was on the ridge at 10 after 6 a.m. he would have smelled just what I smelled I'm sorry Non-Responsive Non-Responsive you really must think I'm really being a b**** about

Type message

Send

10:11

Non-Responsive
Non-Responsive

he would have smelled just
hat I smelled I'm sorry
Non-Responsive
Non-Responsive
Non-Responsive
Non-Responsive
you really must think
I ly being a b**** about
this but the smell is here I
would like well I am praying
to God that you people get it
fixed soon I have put enough
money out in doctor bills I
just had my last surgery on
my eye and the smell was so
bad it bu my eye I can't
have Non-Responsive
Non-Responsive
Non-Responsive
l won't have
Non-Responsive -Responsive
this Non-Responsive
Non-Responsive
Non-Responsive
se you got to
taken care of and
Non-Responsive
Non-Responsive
Non-Responsive
Non-Responsive
don't take this the
w ay like you always
do I am NOT trying to start
an argument I know for a
fact when people are on the
ridge and when they're not
and most of the time your

Type message

Send

10:11

Non-Responsive
Non-Responsive

an argument I know for a fact when people are on the ridge and when they're not and most of the time your tects tell you they're on the ridge they tell you they don't smell anything sweetie that is because they are not on the ridge I can see the road from where I sit in my house so Non-Responsive Non-Responsive please you got to help me out here I cannot do this the smell has got to go or or you got to get me out of here and I do not think that is asking too much of you people and your company PLEASE

Feb 3

I'm tied up in a meeting. I

Type message

Send

10:11

Non-Responsive [redacted]

I'm tied up in a meeting. I have a tech en route. ETA 3:20PM

Feb 3

Look Non-Responsive Non-Responsive [redacted] this is why I have the bad odor DO YOU UNDERSTAND NOW WHY PICTURES DONOT LIE

Feb 3

And where do you think that odor gas is going Non-Responsive Non-Responsive [redacted]

My house that's whetev

Type message

Send

10:11

Non-Responsive [redacted]

And where do you thi[redacted] odor gas is going[redacted] My house that's

Feb 3

Ok you never called[redacted] back about the odor N[redacted] am telling you about it again This has got to be taken care of..... YOU and[redacted] know for a fact it's[redacted] am sick of it you guys have got to DO something..... I am sick of being sick all the time because of this odor..... PLEASE

Feb 12

[redacted]God that smell is out re again. PLEASE..... Why????????

Feb 19

Type message

Send

10:11

Non-Responsive
Non-Responsive

Tech reports no odor at road

Feb 19

Look the smell has been here all d..... Day dont tell me that no more Non-Responsive Non-Responsive And one more thing ask your tech if he was the one at the convenient store today cause the damn odor was on his clothes to... Now I don't understand why they tell you different. That hole store smelled it and then I had to come home to it again.....NOW you tell me WHY?????????

Feb 19

Well did you ask him Non-Responsive Of course you

Type message

Send

10:12

Non-Responsive
Non-Responsive

didn't.....

Feb 19

Ok Non-Responsive Non-Responsive Non-Responsive Non-Responsive the odor is so str ght now I have called you and Mr Lush about it you 2 haven't even called me back. I am not putting up with it no more your options are to get me off this ridge ASAP PLEASE

Feb 27

Non-Responsive Non-Responsive Non-Responsive Non-Responsive the odor is here again today..... PLEASE

Feb 28

God Non-Responsive Non-Responsive Non-Responsive Non-Responsive the smell is BAD I oing to get off the ridge I can't deal with it today again HOPE it's gone time I return..... Non-Responsive Non-Responsive Non-Responsive Non-Responsive

Type message

Send

10:12

Non-Responsive
Non-Responsive

PLEASE HELP ME get away from this

Feb 28

Our tech stopped at all three locations specified by Todd and smelled nothing.

Feb 28

Look it's 9:54 pm that da... Smell is so bad and you know it doesn't do any good to send people out here that can not smell there own clothes with that odor on it NOW this hast to be dealt with Non-Responsive Non-Responsive ASA P and I mean that !!!!!!!! you guys haft to fix the problem .....

Feb 28

And yes I just got home from

Type message

Send

10:12

Non-Responsive
Non-Responsive

And yes I just got home from having to leave today. Because of and I return to it again Non-Responsive Non-Responsive PLEASE I canno anymore

Feb 28

Non-Responsive Non-Responsive Non-Responsive Non-Responsive this has got to stop I ot take the odors any more my body h Non-Responsive Non-Responsive Non-Responsive Non-Responsive enough. PLEASE

Mar 2

It's 11:04pm Non-Responsive Non-Responsive Non-Responsive Non-Responsive BEDTIME and that odor is here again. This is bullshit you better fix it real soon. PLEASE

Mar 2

Damn Non-Responsive Non-Responsive Non-Responsive Non-Responsive that damn smell is o e again it's 12:52 am this is getting

Type message

Send

10:12

Non-Responsive

12:52 am this is getting old.....

Mar 8

Non-Responsive Non-Responsive Non-Responsive Non-Responsive .....WHY,.....????? The odor is back and it is STRONG..... I CAN NOT do this again call me back ASAP. PLEASE

Apr 7

Non-Responsive Non-Responsive Non-Responsive Non-Responsive It's 10:27pm and the dor is really really bad PLEASE DO SOMETHING PLEASE

Apr 8

It's Sunday at7:48am and the odor is rea Non-Responsive Non-Responsive Non-Responsive Non-Responsive again today WHY

Apr 10

Type message

Send

10:23

Non-Responsive
Non-Responsive

Look I am getting tired of this odor you told me it was fixed and it is not yet I am tired of texting Non-Responsive Non-Responsive every time I have this odor He does NOT care so would you please get rid of the odors I am not going to have this Mr Non-Responsive Non-Responsive this is winter What's it going to like this summer again???? I am not going through hell again for No body I am still not over the first round of this sickening odor So Please help me get better I am begging you... I am broke from doctors and co payments and your making me go through it again.... WHY do you hate me that much??you enjoy

Type message

Send

10:23

Non-Responsive
Non-Responsive

again.... WHY do you hate me that much??you enjoy making me sick with these odors coming from your company... Please tell me I have a right to know.. You all owe me that much... Please

Jan 24

Ok Mr Non-Responsive Non-Responsive Non-Responsive Non-Responsive Non-Responsive Non-Responsive Non-Responsive the odor is here again

Jan 29

Mr Non-Responsive Non-Responsive Non-Responsive its midnight and the o s bad outside. I can't do this anymore. Please

Jan 30

Mr Non-Responsive Non-Responsive Non-Responsive PLEASE the odor is eally bad again this morning. I can not do this anymore PLEASE HELP ME. It's bad NOW and summer is

Type message

Send

10:23

Non-Responsive
Non-Responsive

Mr Non-Responsive Non-Responsive Non-Responsive E the odor is really bad again this morning. I can not do this anymore PLEASE HELP ME. It's bad NOW and summer is NOT even here yet I do not want to repeat what I went through last summer..... PLEASE... HELP Me..... I am tired of being sick when this odor comes my way... I cannot take it anymore. Mr Non-Responsive Non-Responsive

3

I sent Mr Non-Responsive Non-Responsive a text on the bad od morning I am very very upset with the same reply he sends back to me all the time...He basically calls me a liar in not so many words that there is no smell

Type message

Send

10:24

Non-Responsive
Non-Responsive

words that there is no smell on the ridge because that is what he is being told by his technicians he sends out hours later and I have told him they will not smell the odors after the wind starts blowing and it starts pouring the rain down again but if they were here at 10 after 6 a.m. they would have smelled the odor that was at my front door now I'm sorry to be such a burden .but this has got to stop..,PLEASE Help me get away from all this

Feb 3

You to never called Non-Responsive Non-Responsive Non-Responsive Non-Responsive back because of this odor

Type message

Send

10:24

Non-Responsive
Non-Responsive

odor.....PLEASE DO SOMETHING. Please HELP ME

Look the smell is here again..... Why???????? PLEASE. HELP ME HERE. .....I can't do this anymore. PLEASE

Feb 19

Non-Responsive
Non-Responsive the odor is so bad again today!!!!!!! PLEASE

Type message

Send

10:24

Non-Responsive
Non-Responsive

d y!!!!!!! PLEASE HELP ME !!!!!!!! Get away from this I am leaving again today because I cannot take it anymore.. I am hoping it will be gone by the time I return tonight. PLEASE HELP ME get off the ridge..... PLEASE

Feb 28

Look it's 1105pm and that darn odor is here again PLEASE do something about it get me out of this odor. PLEASE Non-Responsive Non-Responsive

Mar 2

Damn it... It's 12:55 am and that darn smell is out there again. And I am getting tired of it

Type message

Send

10:24

Non-Responsive
Non-Responsive

Hello Non-Responsive just wanted to c with you to see what you found out concerning what we talked about on our last conversation. Please let me know what's going on OK..... Thanks Non-Responsive Non-Responsive

Mar 21

Mr Non-Responsive Non-Responsive Non-Responsive the odor is back ag nd it is stronger. WHY???????? PLEASE I can NOT take this anymore PLEASE Mr Non-Responsive Non-Responsive HELP ME....

Apr 7

Why are you not getting back with me Mr Non-Responsive Non-Responsive Non-Responsive??????

Apr 8

Type message

Send

10:24

Non-Responsive
Non-Responsive

Mr Lush its 10:24pm and the odor is really BAD outside PLEASE DO SOMETHING PLEASE

Apr 8

It's Sunday at 7:45am the odor is here again it's been here all weekend and you have yet to call me. WHY

Apr 10

I was so in hopes that you would have called me back Mr Non-Responsive Non-Responsive.. Why are you doing this to me better yet WHY are you letting your company do this to me ????? WHY

Apr 11

I have been trying to get in

Type message

Send

10:24

Non-Responsive
Non-Responsive

Apr 11

I have been trying to get in touch with you and all you do is ignore me Mr Non-Responsive Non-Responsive WHY???????

Apr 28

Mr Non-Responsive Non-Responsive WHY are you not retur any of my Phone calls????

May 9

Mr. Non-Responsive Non-Responsive Non-Responsive it's 9:38 p.m. the smell o strong. PLEASE call me tomorrow morning on my Cell phone Non-Responsive Non-Responsive Non-Responsive Non-Responsive

Jun 23

Mr Non-Responsive Non-Responsive Non-Responsive today is July 4 it's a r day and the smell is strong PLEASE give me a

Type message

Send

10:24

Non-Responsive
Non-Responsive

call.,.

Jul 4

Call me

Jul 4

Here we are on our porch and here comes the odor NOW can you see what I have been trying to explain to you this is the odor that I have to put up with

Type message

Send