

**Customer Service Odor Complaints Received
March 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5486388	3/1/2024 18:02	4217	ESTATE	40216	Customer complaining of a sewer odor outside.	3/1/2024 23:29	WOCOM	Deodorized catch basins.
5486486	3/4/2024 9:42	4522	ALGONQUIN	40211	SMC Email: Customer reported a sewer odor outside.	3/4/2024 16:40	WOCOM	Added water to sewer main and deodorized.
5486505	3/4/2024 14:01	2147	TYLER	40205	Customer complaining of a sewer odor outside.	3/4/2024 18:15	WOCOM	Possible cave-in. Routed to correct dept.
5486520	3/4/2024 16:48	1317	BERRY	40215	Customer complaining of a sewer odor outside.	3/4/2024 18:25	WOCOM	No odor detected.
5486640	3/5/2024 15:01	1401	41ST	40211	Customer is complaining of a sewer odor inside and outside.	3/11/2025 6:15	NOTED	NOTED
5486725	3/6/2024 9:42	2114	MAGAZINE	40211	Customer is complaining of a sewer odor inside and outside.	3/6/2024 12:11	WOCOM	Cleaned and deodorized catch basin.
5486766	3/6/2024 16:35	1404	WINTER	40204	Customer is complaining of a sewer odor inside and outside.	3/6/2024 20:00	WOCOM	Deodorized sewer main.
5486818	3/7/2024 10:33	7601	BARDSTOWN	40291	Customer is complaining of a sewer odor inside and outside.	3/7/2024 12:20	CUST	Deodorized manholes in the area.
5487047	3/11/2024 9:00	643	EASTLAWN	40211	Customer is complaining of a sewer odor inside and outside.	3/18/2024 6:22	WOCOM	Flushed and deodorized catch basin.
5487058	3/11/2024 10:12	4175	WESTPORT	40207	Customer is complaining of a sewer odor inside and outside.	3/11/2024 13:30	WOCOM	No odor detected. Deodorized sewer main.
5487181	3/12/2024 9:05	4708	RIDGEWAY	40229	Customer is complaining of a sewer odor inside and outside.	3/12/2024 10:20	CUST	Flushed the sewer main and deodorized.
5487181	3/13/2024 9:08	4708	RIDGEWAY	40229	Customer is complaining of a sewer odor inside and outside.	3/12/2024 10:20	CUST	Flushed the sewer main and deodorized.
5487286	3/13/2024 9:20	7204	WINDEMERE	40214	Customer is complaining of a sewer odor inside and outside.	3/13/2024 12:30	WOCOM	Deodorized the sewer main and catch basins. No odor detected.
5487303	3/13/2024 10:52	4530	BROADWAY	40211	Customer is complaining of a sewer odor inside and outside.	3/18/2024 13:34	WOCOM	Added water to vault at this location.
5487324	3/13/2024 14:14	1414	EARL	40215	Customer is complaining of a sewer odor inside and outside.	3/13/2024 16:30	WOCOM	Watered down catch basins. No odor detected.
5487415	3/14/2024 8:23	1601	31ST	40211	SMC Email: Customer reported a sewer odor outside.	3/21/2024 6:38	WOCOM	No issues found with catch basin.
5487419	3/14/2024 9:07	1414	EARL	40215	Customer complaining of a sewer odor outside.	3/18/2024 6:21	WOCOM	Cleaned and deodorized catch basin.
5487419	3/14/2024 17:06	1414	EARL	40215	Customer complaining of a sewer odor outside.	3/18/2024 6:21	WOCOM	Cleaned and deodorized catch basin.

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5487458	3/14/2024 14:55	6102	BAYLOR	40222	Customer is complaining of a sewer odor inside and outside.	3/14/2024 17:02	WOCOM	No odor detected. Deodorized sewer main.
5487460	3/14/2024 15:04	1401	41ST	40211	Customer complaining of a sewer odor outside.	3/14/2024 23:03	WOCOM	Deodorized sewer in area.
5487461	3/14/2024 15:18	7416	ROME BEAUTY	40228	Customer complaining of a sewer odor outside.	3/14/2024 11:39	WOCOM	Transferred to IWD. Noticeable color discharge into area creek.
5487471	3/14/2024 17:48	213	SHELBY	40206	MetroCall Email Received: Customer is complaining of a sewer odor.	3/14/2024 22:23	WOCOM	Deodorized two catch basins.
5487554	3/15/2024 12:11	16000	SHELBYVILLE	40245	Customer complaining of a sewer odor outside.	3/15/2024 14:46	CLOSED	Inspection made. No MSD assets in area. Customer is not on MSD sewers.
5487586	3/16/2024 6:08	3511	COTTER	40211	SMC Email: Customer reported a sewer odor outside.	3/16/2024 1:20	WOCOM	No odor detected.
5487601	3/16/2024 21:15	2506	IVY OAKS	40245	Customer is complaining of a sewer odor inside and outside.	3/16/2024 22:45	WOCOM	No odor detected. Checked all MSD assets.
5487607	3/17/2024 10:52	2508	IVY OAKS	40245	Customer is complaining of a sewer odor inside and outside.	3/17/2024 11:50	WOCOM	No odor detected. Checked all MSD assets.
5487614	3/18/2024 7:08	800	4TH	40203	SMC Email: Customer reported a sewer odor outside.	3/20/2024 13:31	WOCOM	Cleaned heavy debris and deodorized catch basin.
5487615	3/18/2024 7:11	525	ST CATHERINE	40203	SMC Email: Customer reported a sewer odor outside.	3/21/2024 10:14	WOCOM	Cleaned and deodorized catch basin.
5487733	3/18/2024 14:33	700	LIBERTY	40203	Customer complaining of a sewer odor outside.	3/19/2024 7:30	NOTED	Noted
5487808	3/19/2024 11:05	820	MAIN	40202	Customer is complaining of a sewer odor inside and outside.	3/20/2024 14:55	WOCOM	Flushed and deodorized sewer main.
5487894	3/20/2024 9:00	745	37TH	40211	Customer is complaining of a sewer odor inside and outside.	3/21/2024 6:26	WOCOM	Cleaned and deodorized catch basin.
5488015	3/22/2024 7:01	843	MARKET	40206	SMC Email: Customer reported a sewer odor outside.	3/22/2024 13:30	WOCOM	Cleaned and deodorized catch basin.
5488087	3/22/2024 13:47	4001	PRESTON	40213	Customer is complaining of a sewer odor inside and outside.	3/22/2024 15:00	WOCOM	Flushed and deodorized sewer main.
5488323	3/26/2024 14:28	5113	FREY	40219	Customer is complaining of a sewer odor inside and outside.	3/26/2024 15:20	WOCOM	Flushed and deodorized sewer main.
5488404	3/27/2024 12:01	1210	BROOK	40203	Customer complaining of a sewer odor outside.	3/27/2024 13:14	WOCOM	Deodorized catch basin.
5488405	3/27/2024 12:09	2118	STANDARD	40210	Customer is complaining of a sewer odor inside and outside.	3/27/2024 16:56	WOCOM	Flushed and deodorized sewer main.

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5488490	3/28/2024 8:55	2332	ST LOUIS	40210	Customer is complaining of a sewer odor inside and outside.	3/28/2024 10:00	WOCOM	Cleaned and deodorized catch basin.
5488492	3/28/2024 9:15	2817	KENTUCKY	40211	Customer complaining of a sewer odor outside.	3/28/2024 10:23	WOCOM	Could not clean catch basin due to parked car.
5488495	3/28/2024 9:54	1519	32ND	40211	SMC Email: Customer reported a sewer odor outside.	3/28/2024 11:45	WOCOM	Cleaned and deodorized catch basin.
5488496	3/28/2024 9:56	1519	32ND	40211	SMC Email: Customer reported a sewer odor outside.	3/28/2024 10:10	INFO	Duplicate.
5488499	3/28/2024 10:07	1412	MCCOY	40215	SMC Email: Customer reported a sewer odor outside.	4/3/2024 6:24	WOCOM	Flushed sewer main.
5488501	3/28/2024 10:12	643	EASTLAWN	40211	Customer is complaining of a sewer odor inside and outside.	3/28/2024 10:34	WOCOM	Deodorized catch basin.
5488503	3/28/2024 10:16	525	ST CATHERINE	40203	SMC Email: Customer reported a sewer odor outside.	3/28/2024 11:15	WOCOM	Cleaned and deodorized catch basin.
5488521	3/28/2024 12:35	1346	RIVER	40206	Customer is complaining of a sewer odor inside and outside.	3/28/2024 13:24	WOCOM	Deodorized three catch basins.
5488555	3/28/2024 16:28	1251	4TH	40203	Customer complaining of a sewer odor outside.	3/28/2024 22:59	WOCOM	Deodorized sewer main.
5488558	3/28/2024 16:56	222	LONGWORTH	40212	No information given.	3/28/2024 22:58	WOCOM	Deodorized two catch basins and sewer.
5488595	3/29/2024 10:06	1718	WILLIAM E SUMMERS III	40211	Customer complaining of a sewer odor outside.	3/29/2024 14:55	WOCOM	Deodorized catch basin.
5488597	3/29/2024 10:12	732	32ND	40211	SMC Email: Customer reported a sewer odor outside.			
5488598	3/29/2024 10:16	659	25TH	40212	SMC Email: Customer reported a sewer odor outside.	3/29/2024 12:04	WOCOM	No odor found. Deodorized sewer main.
5488604	3/29/2024 10:37	2316	NORTHWESTERN	40212	SMC Email: Customer reported a sewer odor outside.	4/3/2024 13:30	WOCOM	Flushed and deodorized sewer main.
5488605	3/29/2024 10:39	2511	CHESTNUT	40211	SMC Email: Customer reported a sewer odor outside.	3-29-24 14>41	WOCOM	Flushed sewer main.
5488655	3/29/2024 17:52	643	EASTLAWN	40211	Customer complaining of a sewer odor outside.	3/29/2024 21:00	WOCOM	Flushed sewer main.