Customer Service Odor Complaints Received April 2022

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	
								Cleaned
5416936	4/1/2022 14:55	1220	E Broadway	40204	Customer reported a sewer odor outside.	4/4/2022 14:35	WOCOM	plug.
					Metrocall email: Customer reported a			
5417037	4/4/2022 10:43	3315	Duvalle Dr	40211	sewer odor outside.	4/5/2022 16:49	WOCOM	Deodori
5447020	1112022 10 10	2402		40242	Metrocall email: Customer reported a	A (C /2022 0 47	WOCONA	
5417039	4/4/2022 10:46	3402	W Jefferson St	40212	sewer odor outside.	4/6/2022 9:17	WOCOM	Cleaned
5417047	4/4/2022 10:54	819	S 39th St	40211	Metrocall email: Customer reported a sewer odor outside.	4/5/2022 6:19	WOCOM	Cleaned
5417047	4/4/2022 10.54	015	5 5511 50	40211		4/5/2022 0.15	WOCOW	
								Root ob
E 44744C	1/0/2022 10.05	5424		10211		4/0/2022 40 40	MOCONA	which ca
5417446	4/8/2022 10:05	5421	Winding Rd	40214	Customer reported a sewer odor outside.	4/8/2022 18:19	WOCOM	area cle
5417489	4/8/2022 13:47	2300	S 35th St	40211	Customer reported a sewer odor inside and outside.	4/13/2022 6:41	WOCOM	Cleaned
5417485	4/0/2022 13.47	2300	5 55(115)	40211		4/13/2022 0.41	WOCOW	Cleaned
5419372	4/14/2022 8:49	8104	Cedar Garden	40291	Customer reported a sewer odor inside.	4/14/2022 8:49	INFO	Informa
5419733	4/16/2022 19:50	2604	Patio Ct	40214	Customer reported a sewer odor outside.	4/16/2022 21:59	NOPRB	No odor
E 44070 C		44004		40070				Odor re
5419736	4/17/2022 12:20	11801	Lower River Rd	40272	Customer reported a sewer odor outside.	4/18/2022 13:18	WOCOM	and clea
5419998	4/18/2022 16:50	2830	W Chestnut St	40211	Customer reported a sewer odor outside.	4/20/2022 10:16	WOCOM	Cleaned
E 40040E							NORR	
5420125	4/19/2022 12:29		Mayflowe r Road		Customer reported a sewer odor outside.	4/20/2022 0:00	NOPRB	No odor
E 420204		4570			Metrocall email: Customer reported a			
5420304	4/20/2022 10:17	4578	S 1st Street	40214	chemical odor outside.	4/20/2022 16:11	WOCOM	Cleaned
F 420229	4/20/2022 12.57	1015	Can Jaco Avo	40216	Customer reported a server oder outside	4/20/2022 14.24	WOCOM	Fluchod
5420338	4/20/2022 12:57	1815	San Jose Ave	40216	Customer reported a sewer odor outside.	4/20/2022 14:34	WOCOM	Flushed
F 42020C	4/20/2022 17:21	101		40214	Customer reported a chemical odor	4/22/2022 15:00	WOCOM	No oder
5420386	4/20/2022 17:31	131	Gillette Ave	40214	outside.	4/22/2022 15:00	WOCOM	No odor
					Customer reported a chemical odor			A slight
5420480	4/21/2022 8:54	131	Gillette Ave	40214	outside.	4/21/2022 0:00	NOFURT	house b
					Customer reported a chemical odor			
5420666	4/22/2022 9:05	4603	S 1st Street	40214	outside.	4/22/2022 15:06	INSP	No odor
					Customer reported a chemical odor			house.
5420697	4/22/2022 11:30	131	Gillette Ave	40214	outside.	4/22/2022 13:01	INSP	downsp
					Metrocall email: Customer reported a			
5420735	4/22/2022 15:21	1514	Hale Ave	40210	sewer odor outside.	4/27/2022 10:08	WOCOM	Cleaned

Follow up Details

ed and deodorized catch basin. Found missing

prized catch basin.

ed and deodorized three catch basins.

ed catch basins at intersection.

bbstruction in main sewer line caused a discharge caused the odor. Obstruction was removed and leaned per protocol.

ed heavy debris and deodorized catch basin.

nation provided concerning inside odors only.

lor detected at time of inspection. related to the storm flow at plant and draining leaning the clarifiers.

ed and deodorized four catch basins.

lor at time of inspection.

ed light debris from catch basin.

ed sewer main.

dor detected at time of inspection.

nt chemical odor was detected in basement of but origin could not be determined.

lor detected at time of inspection.

 Upon inspection no odor was detected. Verified spouts were not connected to the sewer.

ed and deodorized catch basin.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	
5420749	4/22/2022 16:11	8405	Cedar Creek Rd	40291	Customer reported a sewer odor inside and outside.	4/22/2022 18:10	WOCOM	No odor
5420745	4/22/2022 10.11	0405		40291		4/22/2022 18:10	WOCOW	
5420770	4/23/2022 12:08	6393	Marina Dr	40059	Customer reported a sewer odor outside.	4/23/2022 14:09	INSP	Inspecte
					Metrocall email: Customer reported a			
5420789	4/24/2022 12:42	908	S Shelby St	40203	sewer odor outside.	4/24/2022 13:30	CUST	Inspecte
					Customer reported a sewer odor inside			
5420982	4/25/2022 13:58	4030	Alton Rd	40207	and outside.	4/25/2022 15:53	WOCOM	Flushed
					Customer reported a sewer odor inside			
5421418	4/27/2022 14:11	2612	Oregon Ave	40210	and outside.	4/29/2022 11:30	WOCOM	Cleaned
5421633	4/28/2022 15:59	6913	Jamie Ln	40214	Customer reported a sewer odor outside.	4/28/2022 21:12	INSP	No odor
					Customer reported a sewer odor inside			
54231857	4/30/2022 12:39	2114	W Gaulert Ave	40210	and outside.	5/4/2022 16:43	WOCOM	Deodori

Follow up Details

lor detected at time of inspection.

cted all MSD Assets in area, no odor detected.

cted all MSD Assets in area, no odor detected.

ed sewer main.

ed medium debris and deodorized manhole.

lor detected at time of inspection.

prized two catch basins.