

**Customer Service Odor Complaints Received
April 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5416936	4/1/2022 14:55	1220	E Broadway	40204	Customer reported a sewer odor outside.	4/4/2022 14:35	WOCOM	Cleaned and deodorized catch basin. Found missing plug.
5417037	4/4/2022 10:43	3315	Duvalle Dr	40211	Metrocall email: Customer reported a sewer odor outside.	4/5/2022 16:49	WOCOM	Deodorized catch basin.
5417039	4/4/2022 10:46	3402	W Jefferson St	40212	Metrocall email: Customer reported a sewer odor outside.	4/6/2022 9:17	WOCOM	Cleaned and deodorized three catch basins.
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 catch basins at intersection.
5417446	4/8/2022 10:05	5421	Winding Rd	40214	Customer reported a sewer odor outside.	4/8/2022 18:19	WOCOM	Root obstruction in main sewer line caused a discharge which caused the odor. Obstruction was removed and area cleaned per protocol.
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 heavy debris and deodorized catch basin.
5419372	4/14/2022 8:49	8104	Cedar Garden	40291	Customer reported a sewer odor inside.	4/14/2022 8:49	INFO	Information provided concerning inside odors only.
5419733	4/16/2022 19:50	2604	Patio Ct	40214	Customer reported a sewer odor outside.	4/16/2022 21:59	NOPRB	No odor detected at time of inspection.
5419736	4/17/2022 12:20	11801	Lower River Rd	40272	Customer reported a sewer odor outside.	4/18/2022 13:18	WOCOM	Odor related to the storm flow at plant and draining and cleaning the clarifiers.
5419998	4/18/2022 16:50	2830	W Chestnut St	40211	Customer reported a sewer odor outside.	4/20/2022 10:16	WOCOM	Cleaned and deodorized four catch basins.
5420125	4/19/2022 12:29		Mayflowe r Road		Customer reported a sewer odor outside.	4/20/2022 0:00	NOPRB	No odor at time of inspection.
5420304	4/20/2022 10:17	4578	S 1st Street	40214	Metrocall email: Customer reported a chemical odor outside.	4/20/2022 16:11	WOCOM	Cleaned light debris from catch basin.
5420338	4/20/2022 12:57	1815	San Jose Ave	40216	Customer reported a sewer odor outside.	4/20/2022 14:34	WOCOM	Flushed sewer main.
5420386	4/20/2022 17:31	131	Gillette Ave	40214	Customer reported a chemical odor outside.	4/22/2022 15:00	WOCOM	No odor detected at time of inspection.
5420480	4/21/2022 8:54	131	Gillette Ave	40214	Customer reported a chemical odor outside.	4/21/2022 0:00	NOFURT	A slight chemical odor was detected in basement of house but origin could not be determined.
5420666	4/22/2022 9:05	4603	S 1st Street	40214	Customer reported a chemical odor outside.	4/22/2022 15:06	INSP	No odor detected at time of inspection.
5420697	4/22/2022 11:30	131	Gillette Ave	40214	Customer reported a chemical odor outside.	4/22/2022 13:01	INSP	house. Upon inspection no odor was detected. Verified downspouts were not connected to the sewer.
5420735	4/22/2022 15:21	1514	Hale Ave	40210	Metrocall email: Customer reported a sewer odor outside.	4/27/2022 10:08	WOCOM	Cleaned and deodorized catch basin.

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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 detected at time of inspection.
5420770	4/23/2022 12:08	6393	Marina Dr	40059	Customer reported a sewer odor outside.	4/23/2022 14:09	INSP	Inspected all MSD Assets in area, no odor detected.
5420789	4/24/2022 12:42	908	S Shelby St	40203	Metrocall email: Customer reported a sewer odor outside.	4/24/2022 13:30	CUST	Inspected all MSD Assets in area, no odor detected.
5420982	4/25/2022 13:58	4030	Alton Rd	40207	Customer reported a sewer odor inside and outside.	4/25/2022 15:53	WOCOM	Flushed sewer main.
5421418	4/27/2022 14:11	2612	Oregon Ave	40210	Customer reported a sewer odor inside and outside.	4/29/2022 11:30	WOCOM	Cleaned medium debris and deodorized manhole.
5421633	4/28/2022 15:59	6913	Jamie Ln	40214	Customer reported a sewer odor outside.	4/28/2022 21:12	INSP	No odor detected at time of inspection.
54231857	4/30/2022 12:39	2114	W Gaulert Ave	40210	Customer reported a sewer odor inside and outside.	5/4/2022 16:43	WOCOM	Deodorized two catch basins.