

**Customer Service Odor Complaints Received
February 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5409466	2/1/2022 7:51	2436	Boulevard Napoleon	40205	Metrocall Email: Customer reported a sewer odor outside.	2/22/2022 9:30	WOCOM	Cleaned medium debris from catch basin. Found plug missing.
5409683	2/2/2022 15:25	4103	North Ln	40216	Customer reported a sewer odor inside and outside.	2/22/2022 17:21	WOCOM	Flushed sewer main.
5409697	2/2/2022 16:48	8104	Clear Garden Circle	40291	Customer reported a sewer odor inside and outside.	2/22/2022 16:48	NOFURTH	Tagged as duplicate entry.
5409781	2/3/2022 10:37	4528	W Broadway	40211	Metrocall Email: Customer reported a sewer odor outside.	2/21/2022 11:09	WOCOM	Flushed sewer main.
5409976	2/6/2022 0:00	1240	Central Ave	40208	Customer reported a sewer odor inside.	2/15/2022 7:00	NOFURTH	Catch basin was clean, no odor detected.
5410128	2/7/2022 13:09	4614	Kiefer Rd	40216	Customer reported a sewer odor inside and outside.	2/7/2022 17:24	WOCOM	Checked MSD Assets, no odor detected. Inspected from cleanout to street and MSD portion of the line is clear.
5410147	2/7/2022 15:25	12813	Deercross Dr	40059	Customer reported a sewer odor inside and outside.	2/7/2022 0:00	NOFURTH	Not in MSD service area.
5410274	2/8/2022 11:20	2311	S 37th St	40211	Customer reported a sewer odor inside and outside.	2/17/2022 7:43	NOFURTH	No odor detected at time of inspection. Checked all MSD Assets.
5410429	2/9/2022 13:00	2241	Lowell Ave	40205	Customer reported a sewer odor outside.	2/9/2022 14:08	WOCOM	Flushed basin.
5410901	2/14/2021 15:52	547	W St Catherine St	40203	Customer reported a sewer odor inside and outside.	2/17/2022 7:45	WOCOM	Cleaned and deodorized catch basin.
5411043	2/15/2022 13:44	2300	Frankfort Ave	40206	Customer reported a sewer odor outside.	2/17/2022 10:36	NOFURTH	Catch basin was clean, no odor detected.
5411158	2/16/2022 10:46	3408	W Jefferson St	40212	Metrocall Email: Customer reported a sewer odor outside.	2/16/2022 14:33	WOCOM	Cleaned and deodorized catch basin and vented manhole.
5411992	2/21/2022 13:43	5419	Winding Rd	40214	Customer reported a sewer odor outside.	2/22/2022 10:53	WOCOM	Cleaned and deodorized three catch basins.
5412038	2/21/2022 17:06	1400	Falcon Dr	40213	No call details given.	2/21/2022 19:30	CUST	Checked MSD Assets, no odor detected.
5412256	2/22/2022 14:19	1910	Grand Ridge Rd	40214	Customer reported a sewer odor inside and outside.	3/1/2022 10:39	WOCOM	No odor detected at time of inspection. Checked all MSD Assets. Deodorized two catch basins.
5413034	2/28/2022 14:48	2209	Holiday Manor Ctr	40222	Customer reported a sewer odor inside and outside.	3/1/2022 10:14	WOCOM	Large amount of grease found in sewer. Line was flushed and cleaned.
5413039	2/28/2022 15:08	4107	Browns Lane	40220	Customer reported a sewer odor inside and outside.	2/28/2022 17:45	WOCOM	Checked MSD Assets, no odor detected.