

**Customer Service Odor Complaints Received
January 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5406345	1/3/2022 8:45	8813	Mapleview Rd	40258	Customer reported a sewer odor inside and outside.	1/3/2022 11:37	CUST	Advised customer to prime internal traps.
5406368	1/3/2022 10:23	12339	Shelbyville Rd	40243	Customer reported a sewer odor inside and outside.	1/3/2022 10:26	CUST	Upon inspection grease trap at business was found to be full and causing the odor.
5406459	1/3/2022 16:44	1440	S Brook St	40208	Customer reported a sewer odor inside and outside.	1/5/2022 14:16	WOCOM	Cleaned medium debris from catch basin.
5406990	1/7/2022 15:42	371	N 26th St	40212	Customer reported a sewer odor outside.	1/10/2022 15:05	WOCOM	Cleaned light debris from catch basin and deodorized.
5407259	1/10/2022 21:38	4409	Vaneto Dr	40216	Customer reported a sewer odor outside.	1/12/2022 11:21	WOCOM	Cleaned light debris from yard drains and deodorized.
5407285	1/11/2022 10:51	1324	Short St	40213	Metrocall Email: Customer reporting an odor outside.	1/11/2021 11:42	WOCOM	Flushed 6 inch sewer main.
5407514	1/12/2022 13:18	1519	S 28th St	40211	Customer reported a sewer odor outside.	1/13/2021 14:31	WOCOM	Cleaned medium debris from catch basin.
5407530	1/12/2022 15:40	2915	Gudgel Rd	40211	Metrocall Email: Customer reporting an odor outside.	1/12/2022 16:22	INSP	Plant supervisor inspected the area. Detected odor coming from the Rubbertown area and confirmed wind direction at the time of the complaint.
5407677	1/13/2022 15:24	8405	Cedar Creek Rd	40291	Customer reported a sewer odor outside.	1/13/2021 17:56	INSP	No odor detected at investigation.
5407684	1/13/2022 16:54	5419	Winding Rd	40214	Customer reported a sewer odor outside.	1/14/2021 10:03	WOCOM	No odor detected, deodorized catch basin.
5408169	1/19/2022 8:11	666	35th St	40211	Customer reported a sewer odor outside.	1/20/2022 15:37	WOCOM	Cleaned and deodorized two catch basins.
5408452	1/21/2022 11:02	8813	Mapleview Rd	40258	Customer reported a sewer odor outside.	1/21/2022 12:29	WOCOM	Attempted to flush main but manhole has been paved over. Manhole needs to be located.
5408643	1/24/2022 16:25	4366	Lonsdale Ave	40215	Customer reported a sewer odor inside and outside.	1/28/2022 8:10	WOCOM	Cleaned heavy debris from catch basin.
5408734	1/25/2022 9:41	3020	Grand Lakes Dr	40299	Customer reported a sewer odor inside and outside.	1/25/2022 11:55	WOCOM	No odor detected at time of inspection. Checked all MSD assets.
5408774	1/25/2022 15:41	422	S 28th St	40212	Customer reported a sewer odor inside and outside.	1/28/2022 15:19	WOCOM	Cleaned medium debris and deodorized catch basin.
5408878	1/26/2022 11:13	1910	Bank St	40203	Metrocall Email: Customer reporting an odor outside.	1/28/2022 10:39	WOCOM	Cleaned light debris and deodorized two catch basins.
5408880	1/26/2022 11:19	815	S 39th St	40211	Metrocall Email: Customer reporting an odor outside.	1/28/2022 15:30	WOCOM	Deodorized catch basins.
5409152	1/28/2022 9:48	1832	Muhammad Ali	40203	Customer reported a sewer odor inside and outside.	2/1/2022 6:30	WOCOM	Cleaned medium debris and deodorized catch basin.
5409178	1/28/2022 13:23	4644	S 1st St	40214	Customer reported a sewer odor inside and outside.	2/1/2021 6:38	WOCOM	Cleaned and deodorized catch basin.
5409338	1/31/2022 10:07	4917	Outer Loop	40219	Customer reported a sewer odor inside.	1/31/2021 10:07	INFO	Information Provided.

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5409353	1/31/2021 13:25	4503	Shenandoah Dr	40241	Customer reported a sewer odor outside.	1/31/2021 14:23	WOCOM	Flushed 115 ft of sewer main.