

**Customer Service Odor Complaints Received  
July 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5385181	7/1/2021 16:19	3813	Poplar Level Rd	40213	Customer reported a sewer odor inside and outside.	7/1/2021 17:45	CUST	No odor detected at time of inspection. Advised customer on site.
5385373	7/3/2021 14:40	9623	Fairmount Rd	40291	Customer reported a odor coming from the treatment plant.	7/6/2021 6:45	INSP	Treatment Plant was checked for odors, none detected. Also checked near by pump stations and manholes, no odor detected. Spoke with resident.
5385459	7/5/2021 20:52	7707	Dingle Dell Rd	40214	No comments provided in service request.	7/5/2021 22:10	WOCOM	Checked MSD Assets and added deodorizer to manholes.
5385501	7/6/2021 11:51	4500	Hale Ave	40211	Reported through Smell MyCity App Customer reported a Garbage and Sewer Odor.	7/6/2021 14:23	WOCOM	Cleaned light debris out of four catch basins and deodorized.
5385671	7/7/2021 6:28	10710	Worthington Lane	40059	Customer reported an odor.	7/7/2021 0:00	NOTED	Address is in Oldham Co. Original complaint was 7-1-21. There was a delay in getting this entered into the system.
5385690	7/7/2021 12:15	3527	Lentz Ave	40215	Customer reported a sewer odor outside.	7/7/2021 14:51	WOCOM	No odor detected. Catch basins were clear.
5385813	7/8/2021 7:54	9705	Fairmount Rd	40291	Customer reported a sewer odor outside.	7/8/2021 0:00	INSP	After speaking with the customer the odor is inside the home coming out of the discharge hose for the washing machine.
5386022	7/9/2021 11:01	8804	Gentry Lane	40291	Reported through Smell MyCity App Customer reported a Sewer Odor.	7/9/2021 14:40	INSP	No odor detected at time of inspection. Spoke to customer about odor issues.
5386280	7/12/2021 8:38	3805	Drexel Ct	40241	Customer reported an odor inside.	7/12/2021 8:38	INFO	Customer was advised to prime all inside drains and followup with a plumber if problem persists.
5386281	7/12/2021 8:51	10702	Elkington Rd	40241	Customer reported a rotten egg smell.	7/14/2021 7:03	INSP	No odors detected at time of inspection. Manholes at location have been buried.
5386289	7/12/2021 9:17	501	Camp St	40203	Customer reported an ammonia smell.	7/13/2021 9:46	WOCOM	Inspection of area did not detect any ammonia odor. Catch basins in area are direct leads.
5386912	7/15/2021 11:14	822	S 31st St	40211	Customer reported a sewer odor inside and outside.	7/28/2021 14:06	WOCOM	No odor detected at time of inspection.
5386939	7/15/2021 14:19	4153	Craig Ave	40215	Customer reported a sewer odor outside.	7/26/2021 14:46	WOCOM	No odor detected at time of inspection. Catch Basin was fine.
5387062	7/16/2021 7:20	4304	Milo Dr	40218	From Metrocall: Customer reported a sewer odor.	7/26/2021 10:14	WOCOM	No odor detected at time of inspection. Basin was clear and empty.
5387068	7/16/2021 9:29	8108	Nancy Ln	40258	Customer reported a sewer odor outside.	7/26/2021 9:27	WOCOM	No odor detected at time of inspection.
5387085	7/16/2021 11:29	1023	S Hancock St	40203	Customer reported an odor from the catch basins.	7/27/2021 9:30	NOPRB	No odor detected at time of inspection. Added deodorizer to catch basin.
5387756	7/21/2021 16:15	3746	Rosemont	40218	Customer reported a sewer odor inside and outside.	7/21/2021 0:00	INSP	Main flowing fine, no signs of discharge. Odor noticed from garbage truck.
5387911	7/22/2021 17:35	1731	Gallagher St	40210	Customer reported a sewer odor outside.	7/22/2021 19:00	CUST	No odor detected at time of inspection. No indication of a discharge.

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5388028	7/23/2021 14:41	9842	Collier Lane	40291	Customer reported a rotten egg smell.	7/27/2021 10:35	CLOSED	No further detail given.
5388034	7/23/2021 15:09	8929	Eli Drive	40291	Customer reported an odor coming from the treatment plant.	7/27/2021 10:29	CLOSED	No further detail given.
5388077	7/24/2021 23:25	4016	Meadowfield Dr	40245	Customer reported an odor coming from the pump station in Oldham Co.	7/25/2021 14:12	CLOSED	Called Veolia customer service to report.
5388080	7/25/2021 18:18	2502	Browns Lane	40220	Customer reported a sewer odor inside and outside.	7/25/2021 18:45	CUST	Checked manholes and inspected line to customers side. No blockage found on MSD's portion.
5388374	7/27/2021 9:56	2071	Rivinia Ave	40205	Customer reported a sewer odor outside.	7/27/2021 10:56	WOCOM	Upon inspection cave in was found in residents yard. Testing showed it was not connected to the sewer main.
5388380	7/27/2021 11:01	2600	S 4th St	40208	Customer reported a sewer odor inside and outside.	8/3/2021 21:38	CUST	Flushed sewer main and deodorized.
5388423	7/27/2021 16:21	31	S 42nd St	40212	Customer reported a sewer odor outside.	7/27/2021 22:20	WOCOM	Flushed sewer main.
5388535	7/28/2021 8:59	4512	Garland Ave	40211	Customer reported a sewer odor outside.	8/2/2021 9:55	WOCOM	Cleaned light debris out of catch basins and deodorized.
5388589	7/28/2021 15:44	800	S 40th St	40211	Customer reported a sewer odor outside.	8/2/2021 14:21	WOCOM	Catch basin frame was found damaged. Workorder created for repair. Added water to help with odor until repair is made
5388598	7/28/2021 16:30	4517	Southern Pkwy	40214	Customer reported a chemical odor outside	7/28/2021 18:30	NOFUTH	MSD Industrial Waste Inspector inspected area and found no chemical odor present.
5388714	7/29/2021 9:46	1511	S 38th St	40211	Customer reported a sewer odor inside and outside.	7/30/2021 11:51	WOCOM	Deodorized and cleaned four catch basins.
5388836	7/30/2021 11:30	4918	Rossmoor Dr	40219	Customer reported a sewer odor outside.	7/30/2021 11:30	INSP	also checked in area. Odor could be coming from drainage ditch across the street.