

**Customer Service Odor Complaints Received
June 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5425732	6/2/2022 7:46	2813	Oregon Ave	40210	Customer reported a sewer odor outside.	6/7/2022 10:36	WOCOM	Cleaned and deodorized two catch basins.
5425797	6/2/2022 15:56	308	Freeman Ave	40214	Customer reported a sewer odor outside.	6/3/2022 1:15	WOCOM	Investigation found broken line holding water contributing to the odor. Line has been repaired.
5425923	6/3/2022 12:24	809	S 40th St	40211	Customer reported a sewer odor inside and outside.	6/3/2022 15:32	WOCOM	Cleaned and deodorized catch basin.
5425974	6/4/2022 5:53	2504	W Madison St	40211	Customer reported a sewer odor outside.	6/10/2022 16:04	WOCOM	Flushed the sewer main per customer request.
5426104	6/6/2022 8:08	300	W Woodlawn Ave	40214	Metrocall Email: Customer reported a sewer odor outside.	6/7/2022 15:04	WOCOM	Deodorized the catch basin.
5426111	6/6/2022 8:51	1611	Meremont Ridge RD	40245	Customer reported a sewer odor outside.	6/7/2022 13:57	WOCOM	Deodorized the catch basin.
5426135	6/6/2022 10:26	430	S 5th St	40202	Customer reported a sewer odor outside.	6/7/2022 14:53	WOCOM	Deodorized the catch basin.
5426172	6/6/2022 13:26	1001	Baxter Ave	40204	Customer reported a sewer odor inside and outside.	6/6/2022 20:40	WOCOM	No odor found during inspection. Checked all MSD Assets.
5426753	6/9/2022 14:25	3640	Cane Run Rd	40211	Customer reported a sewer odor outside.	6/10/2022 7:54	INSP	No odor found during inspection. Checked all MSD Assets.
5426912	6/12/2022 8:17	1205	Fairland Pl	40211	Customer reported a sewer odor outside.	6/12/2022 11:00	INSP	No odor found during inspection. Checked all MSD Assets.
5427027	6/13/2022 8:57	2040	New Main St	40206	Customer reported a sewer odor outside.	6/13/2022 10:16	WOCOM	Deodorized the catch basin.
5427334	6/13/2022 8:28	2401	W Jefferson St	40212	Customer reported a sewer odor inside.	6/13/2022 8:28	INFO	Information provided.
5427339	6/15/2011 10:04	4420	Virginia Ave	40211	Customer reported a sewer odor outside.	6/15/2022 11:32	WOCOM	Cleaned and deodorized catch basin.
5427377	6/15/2022 12:48	9602	W Manslick Rd	40272	Customer reported a sewer odor outside.	6/22/2022 15:23	WOCOM	Flushed 250ft of sewer main.
5427382	6/15/2022 13:44	233	S 39th Street	40212	Metro Call Email: Customer reported a sewer odor outside.	6/14/2022 13:59	INSP	Plant supervisor inspected the area and did not detect any odor.
5427391	6/15/2022 15:28	4500	Mesa Ct	40229	Customer reported a sewer odor inside and outside.	6/16/2022 15:05	WOCOM	Deodorized the manhole. No odor during inspection.
5427489	6/16/2022 7:25	817	S 39th Street	40211	Metro Call Email: Customer reported a sewer odor outside.	6/16/2022 8:00	INSP	Plant supervisor inspected the area and did not detect any odor. There is a vented manhole at the residence.
5427490	6/16/2022 7:30	1201	Old Cannons Lane	40207	Metro Call Email: Customer reported a sewer odor outside.			

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5427500	6/16/2022 10:04	1819	Deer Park Ave	40205	Customer reported a sewer odor outside.	6/17/2022 10:24	WOCOM	Cleaned and deodorized two catch basins.
5427634	6/17/2022 8:42	1925	Dubourg Ave	40216	Customer reported a sewer odor inside.	6/17/2022 8:42	INFO	Information provided.
5427683	6/17/2022 15:16	3001	Penway Ave	40210	Customer reported a sewer odor outside.	6/22/2022 8:50	WOCOM	Cleaned heavy debris and deodorized catch basin.
5427699	6/17/2022 22:16	1710	Quarry Hill Rd	40213	Customer reported a sewer odor outside.	6/22/2022 10:49	WOCOM	Deodorized the catch basin.
5427701	6/18/2022 10:09	9305	LeBeau Ct	40299	Customer reported a sewer odor outside.	6/18/2022 13:35	WOCOM	Deodorized manhole.
5427712	6/18/2022 15:21	11815	Lower River Rd	40272	Customer reported a sewer odor outside.	6/19/2022 10:18	INSP	No odor found during inspection. Checked all MSD Assets.
5427825	6/20/2022 13:03	5105	Graston Ct	40216	Customer reported a sewer odor outside.	6/20/2022 17:50	INSP	No odor found during inspection. Checked all MSD Assets.
5427899	6/21/2022 8:01	5508	Worthington Place	40241	Metro Call Email: Customer reported a sewer odor outside.	6/22/2022 7:38	INSP	No odor found during inspection.
5427907	6/21/2022 9:16	5604	Collington Ct	40241	Metro Call Email: Customer reported a sewer odor outside.	6/22/2022 7:42	INSP	No odor found during inspection.
5427920	6/21/2022 10:50	1200	E Broadway	40204	Customer reported a sewer odor outside.	6/21/2022 11:51	WOCOM	Cleaned medium debris and deodorized catch basin. Also found damaged plug.
5427928	6/21/2022 11:13	1406	Mirimar Rd	40222	Customer reported a sewer odor outside.	6/21/2022 12:50	INSP	No odor detected from MSD assets. Noted a dumpster at back of business may be the cause.
5427977	6/21/2022 22:19	1825	Windsor Pl	40204	Customer reported a sewer odor outside.	6/24/2022 6:24	WOCOM	Cleaned medium debris and deodorized catch basin. Also found damaged plug.
5428082	6/22/2022 7:11	360	N 42nd St	40212	Customer reported a sewer odor outside.	6/23/2022 11:01	WOCOM	Cleaned light debris and deodorized catch basin.
5428083	6/22/2022 7:40	623	s 38th St	40211	Metro Call Email: Customer reported a sewer odor outside.	6/23/2022 10:47	WOCOM	Cleaned heavy debris and deodorized catch basin.
5428087	6/22/2022 8:10	1826	Russell Lee	40211	Metro Call Email: Customer reported a sewer odor outside.	6/23/2022 11:34	WOCOM	Cleaned light debris and deodorized catch basin.
5428094	6/22/2022 9:06	5317	Devers Ave	40214	Customer reported a sewer odor inside.	6/22/2022 9:06	INFO	Information provided.
5428100	6/22/2022 10:16	3110	Dr William G Weathers	40211	Metro Call Email: Customer reported a sewer odor outside.	6/22/2022 13:42	WOCOM	Cleaned heavy debris and deodorized two catch basin.
5428111	6/22/2022 11:01	1934	Beech St	40210	Customer reported a sewer odor outside.	6/23/2022 11:54	WOCOM	Cleaned medium debris and deodorized catch basin.
5428122	6/22/2022 12:07	1226	S 32nd St	40211	Customer reported a sewer odor outside.	6/23/2022 10:57	WOCOM	Cleaned heavy debris and deodorized catch basin.
5428123	6/22/2022 12:12	2504	W Madison St	40211	Customer reported a sewer odor outside.	6/24/2022 6:31	WOCOM	Cleaned medium debris and deodorized catch basin.

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5428158	6/22/2022 16:12	2912	Tucker Rd	40299	Customer reported a sewer odor inside and outside.	6/22/2022 18:50	WOCOM	Due to ongoing issues at business MSD inspected both sides of the easement with a camera. No obstructions found. Dye was placed into line to confirm a correct connection to the sanitary sewer - it was confirmed. No other work MSD can perform.
5428167	6/22/2022 23:27	1024	Rosemary Dr	40213	Customer reported a sewer odor outside.	6/24/2022 6:24	WOCOM	Cleaned heavy debris and deodorized catch basin.
5428255	6/23/2022 6:41	2632	Algonquin Pkwy	40210	Customer reported a sewer odor outside.	6/23/2022 3:30	INSP	No odor detected upon inspection.
5428256	6/23/2022 6:46	3524	Algonquin Pkwy	40211	Customer reported a sewer odor outside.	6/24/2022 7:05	INSP	No odor detected upon inspection.
5428257	6/23/2022 7:00	1727	Marlow Rd	40216	Customer reported a sewer odor outside.	6/23/2022 9:21	WOCOM	Flushed 200ft of sewer main.
5428267	6/23/2022 9:36	3203	Eagle Pass	40213	Metro Call Email: Customer reported a sewer odor outside.	6/23/2022 11:09	INSP	No odor detected upon inspection.
5428269	6/23/2022 10:08	9309	LeBeau Ct	40299	Metro Call Email: Customer reported a sewer odor outside.	6/23/2022 11:07	WOCOM	Did a camera inspection of the service line. Root obstruction was found on private property side causing the odor. Marked the location.
5428270	6/23/2022 10:42	1413	Standard Village Dr	40210	Customer reported a sewer odor outside.	6/23/2022 11:41	WOCOM	Deodorized main sewer.
5428273	6/23/2022 10:49	11621	Lower River Rd	40272	Customer reported a sewer odor outside.	6/23/2022 10:49	WOCOM	Odor is coming from full luggers of Dewatered Cake. Operators are mitigating with odor reducing spray.
5428281	6/23/2022 12:00	3545	Lentz Ave	40215	Customer reported a sewer odor outside.	6/29/2022 13:42	WOCOM	Cleaned light debris and deodorized catch basin.
5428313	6/23/2022 15:50	939	Denmark St	40215	Customer reported a sewer odor inside and outside.	6/29/2022 19:25	WOCOM	Cleaned catch basin.
5428315	6/23/2022 16:00	307	W Woodlawn Ave	40214	Metro Call Email: Customer reported a sewer odor outside.	6/29/2022 13:43	WOCOM	Cleaned and deodorized four catch basins.
5428318	6/23/2022 16:23	1202	Bardstown Rd	40204	Customer reported a sewer odor outside.	6/29/2022 9:42	WOCOM	Cleaned light debris and deodorized catch basin.
5428408	6/24/2022 6:54	1245	Central Ave	40208	Metro Call Email: Customer reported a sewer odor outside.	6/24/2022 9:33	WOCOM	Cleaned heavy debris and deodorized two catch basin.
5428409	6/24/2022 7:03	1519	S 32nd St	40211	Metro Call Email: Customer reported a sewer odor outside.	6/24/2022 7:05	INSP	No odor detected at time of inspection.
5428415	6/24/2022 8:25	2704	Woodmere Ave	40216	Customer reported a sewer odor outside.	6/24/2022 9:35	INSP	No odor detected at time of inspection.
5428423	6/27/2022 9:21	1412	Valley Rd	40213	Metro Call Email: Customer reported a sewer odor outside.	6/24/2022 10:50	INSP	No odor detected at time of inspection.
5428426	6/24/2022 10:23	5604	Sterling Dr	40216	Customer reported a sewer odor outside.	6/24/2022 11:44	INSP	No odor detected at time of inspection.

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5428429	6/24/2022 11:05	1108	Goss Ave	40217	Metro Call Email: Customer reported a sewer odor outside.	6/24/2022 13:03	WOCOM	Cleaned heavy debris and deodorized catch basin.
5428432	6/24/2022 11:34	1341	S 3rd St	40208	Metro Call Email: Customer reported a sewer odor outside.	6/30/2022 6:53	WOCOM	Cleaned heavy debris and deodorized catch basin.
5428437	6/24/2022 12:07	1920	Cypress St	40210	Metro Call Email: Customer reported a sewer odor outside.	6/29/2022 13:15	WOCOM	Cleaned medium debris and deodorized catch basin.
5428472	6/25/2022 14:41	419	W Hill St	40208	Customer reported a sewer odor outside.			
5428476	6/25/2022 18:58	4710	Van Hoose Rd	40216	Customer reported a sewer odor outside.	6/25/2022 20:15	INSP	No odor detected upon inspection. Checked all MSD Assets.
5428482	6/26/2022 1:26	817	S 39th Street	40211	Metro Call Email: Customer reported a sewer odor outside.	6/29/2022 7:10	WOCOM	Cleaned and deodorized two catch basins.
5428484	6/26/2022 11:18	1102	Louis Coleman Jr Dr	40211	Customer reported a sewer odor inside and outside.	6/26/2022 14:48	CUST	No odor detected upon inspection. Checked all MSD Assets.
5428485	6/26/2022 12:21	5317	Devers Ave	40214	Customer reported a sewer odor inside and outside.	6/26/2022 14:08	INSP	No odor detected upon inspection. Checked all MSD Assets.
5428491	6/26/2022 17:25	951	Mary St	40204	Metro Call Email: Customer reported a sewer odor outside.	6/29/2022 10:08	WOCOM	Cleaned light debris and deodorized catch basin.
5428674	6-27-22 10:56	412	Camp St	40203	Metro Call Email: Customer reported a sewer odor outside.	6/29/2022 10:24	WOCOM	Deodorized catch basin.
5428695	6/27/2022 12:30	3731	Kahlert Ave	40215	Customer reported a sewer odor outside.	6/27/2022 13:35	WOCOM	Cleaned and deodorized catch basin.
5428698	6/27/2022 12:37	1826	Russell Lee	40211	Metro Call Email: Customer reported a sewer odor outside.	7/6/2022 12:35	WOCOM	Cleaned light debris and deodorized catch basin.
5428700	6/27/2022 12:44	412	Camp St	40203	Customer reported a sewer odor outside.	6/27/2022 16:50	WOCOM	Deodorized three basins, all straight leads.
5428759	6/27/2022 17:38	2300	Bolling Ave	40210	Customer reported a sewer odor outside.	6/30/2022 6:58	WOCOM	Deodorized catch basin, straight lead.
5428897	6/28/2022 14:57	2821	Meadow Dr	40220	Customer reported a sewer odor outside.			
5428918	6/28/2022 21:25	332	Gheens Ave	40214	Customer reported a sewer odor inside and outside.	6/30/2022 7:00	WOCOM	Cleaned heavy debris and deodorized catch basin.
5428920	6/29/2022 0:06	1714	Patton Ct	40210	Customer reported a sewer odor outside.	6/29/2022 3:45	INSP	No odor detected at time of inspection. Checked all MSD assets.
5429023	6/29/2022 20:50	319	Cannons Lane	40206	Metrocall Email: Customer reported a sewer odor outside.	6/28/2022 21:44	WOCOM	Deodorized catch basin.

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5429084	6/30/2022 9:35	1034	Bardstown Rd	40204	Customer reported a sewer odor outside.			
5429106	6/30/2022 12:06	3300	Young Ave	40211	Customer is reporting a chemical odor in the air.			
5429123	6/30/2022 14:31	1916	Nelson Ave	40216	Customer reported a sewer odor outside.	6/30/2022 15:27	WOCOM	Advised customer on site.
5429139	6/30/2022 15:49	8929	Eli Drive	40291	Customer reported a sewer odor inside and outside.	6/30/2022 9:34	WOCOM	No details provided.