

**Customer Service Odor Complaints Received  
March 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5413130	3/1/2022 7:09	3727	W Broadway	40211	Customer reported a sewer odor inside and outside.	3/3/2022 12:38	WOCOM	Cleaned light debris and deodorized catch basin.
5413646	3/4/2022 12:47	1767	Bardstown Road	40205	Customer reported a sewer odor outside.	3/4/2022 12:47	NOTED	Advised customer to prime traps and to contact plumber if odor persists.
5414065	3/8/2022 7:02	3608	W Jefferson St	40212	Email from MetroCall: Customer reported a sewer odor outside.	3/10/2022 15:50	WOCOM	Cleaned heavy debris and deodorized catch basin.
5414163	3/8/2022 16:02	2920	Field Ave	40206	Customer reported a sewer odor outside.	3/9/2022 15:26	CUST	Investigation found customer sewer line it broke on their property and causing a discharge. Informed resident to contact a plumber.
5414498	3/10/2022 16:15	587	Running Creek Drive	40165	Customer reported a sewer odor outside.	3/11/2022 13:00	INSP	Operations staff was performing a pump around at the nearby pump station to while performing necessary maintenance. This is most likely the cause of the odor.
5414585	3/11/2022 9:02	1812	Gillette Ave	40216	Customer is reporting a sewer odor.	3/11/2022 9:02	NOTED	Customer will not give exact address of odor.
5414588	3/11/2022 9:20	4820	Crittenden Dr	40209	Customer reported a sewer odor outside.	3/11/2022 10:33	WOCOM	Upon investigation the only odor detected was a paint odor.
5414602	3/11/2022 12:29	600	Running Creek Drive	40165	Customer reported a sewer odor outside.	3/11/2022 13:00	INSP	Operations staff was performing a pump around at the nearby pump station to while performing necessary maintenance. This is most likely the cause of the odor.
5414609	3/11/2022 13:30	4547	S 2nd St	40214	Customer reported a sewer odor outside.	3/11/2022 13:30	NOTED	Odor in the area was from a HazMat spill on 1st Street.
5414615	3/11/2022 14:03	4632	S 1st St	40214	Customer reported a sewer odor outside.	3/11/2022 14:03	NOTED	Odor in the area was from a HazMat spill on 1st Street.
5414626	3/11/2022 15:25	910	W Ashland Ave	40215	Customer reported a sewer odor outside.	3/11/2022 15:25	NOTED	Odor in the area was from a HazMat spill on 1st Street.
5414817	3/14/2022 12:38	317	S 38th St	40212	Customer reported a sewer odor inside and outside.	3/16/2022 10:22	WOCOM	Cleaned medium debris and deodorized catch basin.
5415082	3/15/2022 13:51	1013	Milton St	40217	Customer reported a sewer odor outside.	3/17/2022 10:42	WOCOM	Cleaned and deodorized two catch basins.
5415304	3/16/2022 16:40	2211	Hale Ave	40210	Customer reported a sewer odor outside.	3/17/2022 14:46	WOCOM	Cleaned heavy debris and deodorized catch basin.
5415533	3/18/2022 7:58	742	S Hancock St	40203	Customer reported a sewer odor outside.	3/18/2022 11:30	WOCOM	Flushed and deodorized sewer main.
5415663	3/21/2022 9:02	3611	Hillcreek Rd	40220	Customer reported a sewer odor outside.	3/22/2022 14:27	WOCOM	Flushed and deodorized sewer main.
5415667	3/21/2022 9:16	3406	W Jefferson St	40212	Metrocall Email Received: Customer reported a sewer odor outside.	3/22/2022 6:48	WOCOM	Deodorized five catch basins.
5415689	3/21/2022 11:15	306	Longview Park Pl	40245	Customer reported a sewer odor outside.			
5415730	3/21/2022 13:34	807	Dearborn Ave	40211	Customer reported a sewer odor inside and outside.	3/21/2022 17:43	WOCOM	Flushed and deodorized catch basin.

**Customer Service Odor Complaints Received  
March 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5415737	3/21/2022 13:47	11600	Conservation Trail	40291	Customer reported a sewer odor outside.	3/22/2022 14:21	WOCOM	Deodorized catch basin.
5415773	3/21/2022 15:13	5419	Winding Rd	40214	Customer reported a sewer odor outside.	3/22/2022 13:46	WOCOM	Deodorized catch basin.
5415945	3/22/2022 14:53	9842	Collier Lane	40291	Customer reported a sewer odor outside.	3/22/2022 15:45	WOCOM	Deodorized catch basin.
5416216	3/24/2022 14:10	5003	Oak Park	40258	Customer reported a sewer odor outside.	3/24/2022 16:22	INSP	No odor detected at time of inspection.
5416318	3/25/2022 14:18	9008	Lantern Lite Pkwy	40220	Customer reported a sewer odor inside and outside.	3/25/2022 16:17	CUST	Inspected MSD portion of residents line, no obstruction found. Advised resident to call a plumber.
5416416	3/28/2021 10:16	317	Wabasso Ave	40209	Customer reported a strong chemical odor.	3/29/2022 12:22	NOPRB	No odor detected at time of inspection.
5416434	3/28/2022 11:31	10802	Linn Station rd	40223	Customer reported a sewer odor inside and outside.	3/28/2022 14:14	WOCOM	Inspected manhole. Ran camera from sewer connection to foundation and found sludge inside the foundation. Advised resident to prime their lines.
5416477	3/28/2022 13:53	716	Cecil Ave	40211	Customer reported a sewer odor outside.	3/29/2022 15:51	WOCOM	Flushed sewer main and deodorized.
5416506	3/28/2022 15:58	4147	W Broadway	40211	Metrocall Email Received: Customer reported a sewer odor outside.	3/29/2022 11:17	WOCOM	Cleaned medium debris and deodorized catch basin.
5416551	3/29/2022 10:00	3406	W Jefferson St	40212	Metrocall Email Received: Customer reported a sewer odor outside.	4/8/2022 9:41	WOCOM	Cleaned heavy debris and deodorized catch basin.
5416567	3/29/2022 10:54	100	N 42nd St	40212	Customer reported a sewer odor outside.	3/29/2022 14:48	WOCOM	Cleaned medium debris from four catch basins and deodorized
5416739	3/30/2022 16:36	3314	McClain Ct	40299	Customer reported a sewer odor inside and outside.	3/30/2022 18:15	NOFRTH	No odor detected at time of inspection. Checked all MSD Assets.
5416756	3/31/2022 8:04	2114	W Gaulbert Ave	40210	Customer reported a sewer odor outside.	4/1/2022 8:56	WOCOM	Deodorized catch basin.
5416792	3/31/2022 11:21	12629	Bay Arbor Pl	40245	Customer reported a sewer odor outside.	3/31/2022 15:08	NOPRB	Checked pump station in area, no issues found.