

**Customer Service Odor Complaints Received  
May 2022**

| Service Request | Call Date       | Street Number | Street Name      | Zip   | Customer Comments                                  | Resolved        | Resolution | Follow up Details   |
|-----------------|-----------------|---------------|------------------|-------|--|-----------------|------------|---|
| 5421870         | 5/1/2022 6:04   | 360           | N 42nd St        | 40201 | Customer reported a sewer odor outside.            | 5/5/2022 10:16  | WOCOM      | Cleaned light debris and deodorized catch basin.  |
| 5421997         | 5/2/2022 10:35  | 10006         | Cedar Garden Dr  | 40291 | Customer reported a sewer odor inside.             | 5/2/2022 10:35  | INFO       | Information Provided.   |
| 5422041         | 5/2/2022 12:08  | 1761          | Bernheim Ln      | 40210 | Customer reported a sewer odor inside and outside. | 5/2/2022 12:46  | INFO       | No odor detected at time of inspection. Performed root cut in main and flushed.   |
| 5422228         | 5/3/2022 12:47  | 1201          | Old Cannons Ln   | 40207 | MetroCall Email: Customer reported a sewer odor.   | 5/4/2022 9:35   | WOCOM      | Odor is coming from the siphon behind neighbors house. Basin has concrete washed in it which has obstructed the lead.                                 |
| 5422553         | 5/5/2022 11:33  | 103           | Haldeman Ave     | 40206 | MetroCall Email: Customer reported a sewer odor.   | 5/5/2022 20:59  | WOCOM      | No odor detected at time of inspection. Car parked over catch basin.  |
| 5423031         | 5/10/2022 13:43 | 1707          | Nobel Pl         | 40216 | Customer reported a sewer odor inside and outside. | 5/10/2022 22:17 | WOCOM      | Flushed 100 feet of sewer main.   |
| 5423172         | 5/11/2022 9:22  | 325           | Hillview Blv     | 40229 | Customer reported a sewer odor outside.            | 5/11/2022 10:30 | WOCOM      | Odor was coming from the vactoring truck performing maintenance work at the treatment plant.  |
| 5423177         | 5/11/2022 9:50  | 314           | Hillview Blv     | 40229 | Customer reported a sewer odor outside.            | 5/11/2022 10:30 | WOCOM      | Odor was coming from the vactoring truck performing maintenance work at the treatment plant.  |
| 5423509         | 5/13/2022 6:36  | 1727          | Marlow Rd        | 40216 | Customer reported a sewer odor outside.            | 5/13/2022 9:22  | WOCOM      | Flushed 300 ft of sewer main.   |
| 5423517         | 5/13/2022 8:33  | 2304          | Ralph Ave        | 40216 | Customer reported a sewer odor inside and outside. | 5/13/2022 9:46  | WOCOM      | Flushed service connection.   |
| 5423528         | 5/13/2022 10:16 | 3425          | Fern Lea Rd      | 40216 | Customer reported a sewer odor inside and outside. | 5/13/2022 12:55 | WOCOM      | Checked all MSD Assets, flowing fine. Advised resident to prime inside lines.   |
| 5423601         | 5/13/2022 16:39 | 13630         | Hunters Ridge Ct | 40059 | Customer reported a sewer odor outside.            | 5/14/2022 12:00 | WOCOM      | Inspected pump station in area and found some odor at the wet well. Applied red hot to the wet well. Returned later in the day and the odor was gone. |
| 5423607         | 5/13/2022 19:55 | 3817          | Craig Ave        | 40215 | Customer reported a sewer odor inside and outside. | 5/18/2022 7:41  | WOCOM      | Cleaned light debris and deodorized catch basin.  |
| 5423621         | 5/14/2022 18:45 | 3800          | Garland Ave      | 40211 | Customer reported a sewer odor inside and outside. | 5/14/2022 19:46 | WOCOM      | Deodorized catch basins in area.  |
| 5423805         | 5/16/2022 14:19 | 830           | S Hancock St     | 40203 | Customer reported a sewer odor outside.            | 5/18/2022 7:43  | WOCOM      | Cleaned medium debris and deodorized catch basin.   |
| 5423850         | 5/16/2022 23:01 | 1611          | Norris Pl        | 40205 | Customer reported a sewer odor outside.            | 5/17/2022 0:04  | WOCOM      | No problem found.   |
| 5423929         | 5/17/2022 8:32  | 1006          | Old Cannons Ln   | 40207 | MetroCall Email: Customer reported a sewer odor.   | 5/19/2022 14:48 | WOCOM      | Cleaned light debris and deodorized catch basin.  |

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| 5423930         | 5/17/2022 8:55  | 632           | S 38th St            | 40211 | MetroCall Email: Customer reported a sewer odor.   | 5/17/2022 15:27 | WOCOM      | Cleaned heavy debris and deodorized catch basins.  |
| 5424259         | 5/19/2022 9:40  | 308           | Freeman Ave          | 40214 | Customer reported a sewer odor inside and outside. | 5/19/2022 15:09 | WOCOM      | Deodorized line.   |
| 5424283         | 5/19/2022 11:31 | 4130          | W Broadway           | 40211 | Customer reported a sewer odor outside.            | 6/3/2022 13:04  | WOCOM      | Cleaned light debris and deodorized catch basin.   |
| 5424564         | 5/23/2022 10:50 | 7311          | W Orell Rd           | 40272 | Customer reported a sewer odor outside.            | 6/1/2022 10:18  | NOTED      | Odor complaint was not reported to plant staff to be able to make a timely evaluation.                           |
| 5424600         | 5/23/2022 13:40 | 3117          | Greenwood Ave        | 40211 | Customer reported a sewer odor outside.            | 6/6/2022 12:35  | WOCOM      | Cleaned light debris and deodorized catch basin.   |
| 5424660         | 5/24/2022 7:14  | 4921          | Raven Rd             | 40213 | Customer reported a sewer odor inside.             | 5/24/2022 9:11  | INSP       | Inspected main sewer and did not detect any odor.  |
| 5424943         | 5/25/2022 12:37 | 520           | Denmark St           | 40215 | Customer reported a sewer odor inside and outside. | 6/3/2022 15:24  | WOCOM      | Cleaned light debris and deodorized catch basin.   |
| 5425262         | 5/29/2022 9:33  | 3514          | W Main St            | 40212 | Customer reported a sewer odor inside and outside. | 6/7/2022 9:20   | WOCOM      | Cleaned medium debris and deodorized catch basin. Found damaged plug.  |
| 5425272         | 5/29/2022 20:33 | 13630         | Hunters Ridge Ct     | 40059 | Customer reported a sewer odor outside.            | 5/31/2022 7:12  | INSP       | Inspection of the lift station found grease accumulation that was causing some odor. Areas were pressure washed. |
| 5425392         | 5/31/2022 19:25 | 517           | Sycamore Shoals Trce | 40223 | Customer reported a sewer odor outside.            | 5/31/2022 22:25 | NOPRB      | Checked all MSD Assets, no odor detected.  |