

**Customer Service Odor Complaints Received
November 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5400043	11/1/2021 15:03	1114	S 1st St	40203	Customer reported a sewer odor inside and outside.	11/3/2021 6:53	NOFRTH	Cleaned medium debris from two catch basins and deodorized. Found one missing plug and replaced.
5400054	11/1/2021 16:06	1922	Deerwood Ave	40205	Customer reported a sewer odor inside and outside.	11/1/2021 16:06	WOCOM	Flushed sewer main and deodorized.
5400178	11/2/2021 11:25	1105	Ellison Ave	40204	Customer reported a sewer odor inside and outside.	11/2/2021 13:05	WOCOM	No odor detected at time of inspection. Cleaned heavy debris from catch basin and deodorized.
5400191	11/2/2021 13:04	411	N 20th St	40203	Customer reported a sewer odor inside and outside.	11/3/2021 14:01	WOCOM	Catch basin is a straight lead. Added deodorizer
5400192	11/2/2021 13:10	1009	S 4th St	40203	Customer reported a sewer odor inside.	11/2/2021 13:10	INFO	Information provided.
5400206	12/2/2021 13:40	643	Eastlawn Ave	40211	Customer reported sewer odor inside and outside.	11/3/2021 14:17	WOCOM	Deodorized two catch basins and vented manhole.
5400234	11/2/2021 19:01	2232	Frankfort Ave	40206	Customer reported a sewer odor inside and outside.	11/2/2021 19:19	WOCOM	No odor detected at time of inspection. Checked all MSD assets. Advised customer by phone to prime internal traps.
5400314	11/3/2021 9:57	1107	Sale Ave	40215	Customer reported a sewer odor inside and outside.	11/3/2021 13:26	WOCOM	Cleaned and deodorized three catch basins. One missing a plug. Workorder entered and plug replaced.
5400335	11/3/2021 12:08	724	S 42nd St	40211	Customer reported a sewer odor inside and outside.	11/3/2021 13:17	WOCOM	No odor detected at time of inspection. Cleaned medium debris from catch basin.
5400590	11/5/2021 13:32	620	S 18th St	40203	Customer reported a sewer odor inside and outside.	11/9/2021 9:26	WOCOM	Cleaned and deodorized three catch basins and one vented manhole.
5400622	11/6/2021 10:50	2232	Frankfort Ave	40206	Customer reported a sewer odor inside and outside.	11/6/2021 12:32	CLOSED	Private Property Issue.
5400705	11/8/2021 7:11	643	Eastlawn Ave	40211	Customer reported a sewer odor inside and outside.	11/11/2021 14:50	WOCOM	Work completed.
5400717	11/8/2021 8:59	4104	Joetta Ct	40216	Customer reported a sewer odor inside and outside.	11/8/2021 11:26	WOCOM	Deodorized catch basin.
5400721	11/8/2021 9:20	512	N 44th St	40212	Customer reported a sewer odor inside and outside.	11/10/2021 11:08	WOCOM	Cleaned light debris and deodorized catch basin.
5400723	11/8/2021 9:31	110	N Shawnee Terrace	40212	Customer reported a sewer odor outside.	11/10/2021 12:29	WOCOM	Cleaned heavy debris and deodorized catch basin.
5400746	11/8/2021 12:31	1405	Central Ave	40208	Customer reported a sewer odor inside and outside.	11/12/2021 12:31	WOCOM	Cleaned medium debris and deodorized catch basin.
5400753	11/8/2021 12:56	4530	W Broadway	40211	Customer reported a sewer odor inside and outside.	11/9/2021 10:00	WOCOM	Washed and deodorized area.
5400771	11/8/2021 16:07	5400	Larueltree Pl	40229	Customer reported a sewer odor inside and outside.	11/8/2021 16:29	NOMSD	Checked all MSD assets. Advised customer to prime all internal drains. No odor detected at time of inspection.

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5400783	11/8/2021 20:27	425	Highfield Rd	40207	Customer reported a sewer odor outside.	11/8/2021 21:36	NOMSD	Checked all MSD Assets. No odor detected at time of inspection.
5400848	11/9/2021 7:41	8914	Beulah Church Rd	40291	Customer reported a sewer odor outside.	11/9/2021 10:04	WOCOM	Checked all MSD Assets. Deodorized private sewer connection and main. No odor detected at time of inspection.
5400870	11/9/2021 10:51	1304	Weeler Ave	40208	Customer reported a sewer odor inside and outside.	11/9/2021 13:00	WOCOM	Cleaned light debris and deodorized six catch basins.
5400888	11/9/2021 12:29	1408	Larchmont Ave	40215	Customer reported a sewer odor inside.	11/9/2021 12:29	INFO	Information provided.
5400923	11/9/2021 16:51	2521	Wyeth Ct	40220	Customer reported a sewer odor outside.	11/9/2021 22:13	INSP	MSD assets were inspected. No sewer odor was present but a burning odor was present in the air.
5400924	11/9/2021 17:35	4048	LaSalle Ave	40215	Customer reported a sewer odor outside.	11/9/2021 19:55	NOMSD	Checked all MSD Assets. No odor detected at time of inspection.
5400989	11/10/2021 7:02	1519	S 32nd St	40211	Email from Metrocall: customer reported a sewer odor.	11/17/2021 10:23	WOCOM	Cleaned light debris from catch basin and deodorized.
5400991	11/10/2021 8:33	1007	S 1st St	40203	Email Received: Customer reported a sewer odor.	11/11/2021 10:28	WOCOM	No odor detected at time of inspection. Cleaned medium debris from catch basin and deodorized.
5401002	11/10/2021 9:22	200	S 7th St	40202	Customer reported a sewer odor inside and outside.	11/11/2021 11:11	WOCOM	Cleaned heavy debris and deodorized catch basin.
5401005	11/10/2021 9:29	643	Eastlawn Ave	40211	Customer reported a sewer odor outside.	11/10/2021 12:23	WOCOM	Flushed sewer main and added water to catch basin.
5401006	11/10/2021 9:32	1617	Maple St	40210	Customer reported a sewer odor inside and outside.	11/11/2021 15:06	WOCOM	Cleaned and deodorized catch basin.
5401011	11/10/2021 9:46	1009	S 4th St	40203	Customer reported a sewer odor inside and outside.	11/17/2021 10:23	WOCOM	Cleaned light debris from catch basin and deodorized.
5401012	11/10/2021 9:48	1211	S 26th St	40210	Customer reported a sewer odor inside.	11/10/2021 9:48	INFO	Information provided.
5401013	11/10/2021 9:51	1133	W Broadway	40203	Customer reported a sewer odor inside and outside.	11/11/2021 9:51	WOCOM	No odor detected at time of inspection. Catch basin is clean. Added deodorizer.
5401014	11/10/2020 9:53	2300	Standard Ave	40210	Customer reported a sewer odor inside and outside.	11/11/2021 15:07	WOCOM	Cleaned light debris from catch basin and deodorized.
5401015	11/10/2021 9:53	2605	Dixdale Ave	40210	Customer reported a sewer odor inside and outside.	11/17/2021 14:22	WOCOM	Cleaned light debris from catch basin and deodorized.
5401022	11/10/2021 10:53	10005	Shirewick Way	40272	Metrocall Email: Customer reported a sewer odor.	11/10/2021 13:25	WOCOM	Flushed sewer main.
5401024	11/10/2021 11:13	1707	Nobel Pl	40216	Customer reported a sewer odor inside and outside.	12/2/2021 9:50	WOCOM	Flushed sewer main.
5401027	11/10/2021 11:21	3408	W Jefferson St	40212	Metrocall Email: Customer reported a sewer odor.	11/12/2021 15:03	WOCOM	Cleaned light debris and deodorized catch basin.

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5401029	11/10/2021 11:28	701	W Ormsby Ave	40203	Metrocall Email: Customer reported a sewer odor.	11/11/2021 11:12	WOCOM	Cleaned light debris and replaced plug in catch basin.
5401066	11/10/2021 15:39	1315	Hickory St	40217	Metrocall Email: Customer reported a sewer odor.	11/10/2021 19:30	WOCOM	Cleaned and deodorized manhole.
5401071	11/10/2021 16:23	103	Northwestern Pkwy	40212	Metrocall Email: Customer reported a sewer odor.	11/12/2021 14:42	WOCOM	Cleaned and deodorized catch basin.
5401080	11/10/2021 21:50	2618	Algonquin Pkwy	40210	Customer reported a sewer odor inside and outside.	11/10/2021 23:43	INFO	No further details given.
5401081	11/10/2021 23:48	1922	Peony Dr	40211	Customer reported a sewer odor outside.	11/12/2021 15:05	INFO	Odor coming from treatment plant, not collection system.
5401082	11/10/2021 23:50	1613	Russell Lee Dr	40211	Customer reported a sewer odor outside.	11/12/2021 15:09	INFO	Odor coming from treatment plant, not collection system.
5401083	10/10/2021 23:52	1211	S 26th St	40210	Customer reported a sewer odor outside.	11/12/2021 15:11	INSP	Odor coming from treatment plant, not collection system.
5401161	11/11/2021 9:56	2322	Hale Ave	40210	Customer reported a sewer odor inside and outside.	11/12/2021 12:49	WOCOM	Cleaned light debris and deodorized catch basin.
5401163	11/11/2021 10:00	2523	Alanmede Rd	40205	Customer reported a sewer odor inside and outside.	11/11/2021 10:05	INSP	Inspected main sewers, no odors.
5401165	11/11/2021 10:08	110	S Campbell St	40206	Customer reported a sewer odor inside and outside.	11/18/2021 8:16	WOCOM	Cleaned and deodorized catch basin.
5401167	11/11/2021 10:12	4328	Sunset Cir	40216	Customer reported a sewer odor outside.	11/12/2021 15:07	WOCOM	Inspected MSD Assets, Found dry catch basins.
5401168	11/11/2021 10:19	3334	Taylor Blvd	40215	Customer reported a sewer odor inside and outside.	11/12/2021 9:49	WOCOM	Cleaned medium debris from catch basin and deodorized.
5401177	11/11/2021 10:53	1302	S 32nd St	40211	Customer reported a sewer odor inside and outside.	11/18/2021 13:39	WOCOM	Cleaned catch basin but in Workorder to have bricks removed from the line.
5401188	11/11/2021 11:43	651	S 40th St	40211	Customer reported a sewer odor outside.	11/12/2021 13:36	WOCOM	Catch basin clear, added deodorizer.
5401193	11/11/2021 12:54	2903	S 6th St	40208	Customer reported a sewer odor inside and outside.	11/12/2021 11:08	WOCOM	Deodorized four catch basins, all straight leads.
5401197	11/11/2021 13:14	360	N 42nd St	40212	Customer reported a sewer odor outside.	11/12/2021 15:10	WOCOM	Cleaned light debris from catch basin.
5401203	11/11/2021 14:34	3504	Hudson Ave	40211	Customer reported a sewer odor inside and outside.	11/15/2021 11:37	NOPRB	No problem found.
5401213	11/11/2021 15:52	836	Sutcliffe Ave	40211	Customer reported a sewer odor inside and outside.	11/11/2021 16:23	CUST	Checked all MSD Assets, no issues found.
5401214	11/11/2021 15:53	1609	Ellwood Ave	40204	Metrocall Email: Customer reported a sewer odor.	11/15/2021 9:55	WOCOM	Cleaned medium debris from catch basin and deodorized.
5401282	11/12/2021 9:31	2763	Montana Ave	40208	Customer reported a sewer odor outside.	11/15/2021 10:09	WOCOM	Cleaned heavy debris and deodorized catch basin.

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5401306	11/12/2021 13:33	2318	S 35th St	40211	Customer reported a sewer odor inside and outside.	11/15/2021 15:14	WOCOM	Cleaned heavy debris and deodorized catch basin.
5401337	11/14/2021 13:13	1235	S 4th St	40203	Customer reported a sewer odor inside and outside.	11/14/2021 14:11	NOMSD	Checked all MSD Assets, no issues found.
5401425	11/15/2021 8:37	1835	Hampden Ct	40205	Customer reported a sewer odor outside.	11/15/2021 10:02	WOCOM	Residents line was inspected and found to be clear of any obstructions.
5401444	11/15/2021 10:20	2008	Cedar St	40203	Customer reported an odor inside	11/15/2021 15:00	WOCOM	Checked all catch basins and manholes at intersections. No issues found.
5401454	11/15/2021 11:13	2618	Algonquin Pkwy	40210	Customer reported a sewer odor inside and outside.	11/16/2021 11:48	WOCOM	Cleaned heavy debris from catch basin. Also has vented manhole.
5401472	11/15/2021 13:13	1131	Euclid Ave	40208	Customer reported a sewer odor inside and outside.	11/16/2021 11:47	WOCOM	Cleaned light debris from catch basin and deodorized.
5401515	11/15/2021 16:19	250	E Liberty St	40202	Metrocall Email: Customer reported a sewer odor.	11/16/2021 11:46	WOCOM	Cleaned heavy debris from catch basin and deodorized.
5401522	11/15/2021 18:45	3338	Oleana Ave	40215	Customer reported a sewer odor outside.	11/16/2021 11:35	WOCOM	No odor detected at time of inspection. Deodorized two catch basins.
5401662	11/16/2021 15:35	807	S 40th St	40211	Customer reported a sewer odor outside.	11/17/2021 9:45	WOCOM	Cleaned heavy debris from catch basin and deodorized.
5401760	11/17/2021 7:18	6507	Lantana Ct	40229	Customer reported a sewer odor inside and outside.	11/17/2021 9:34	WOCOM	Flushed sewer main and advised customer to prime internal traps.
5401763	11/17/2021 8:05	1227	Dixie Hwy	40210	Customer reported a sewer odor inside and outside.	11/17/2021 14:25	WOCOM	Cleaned heavy debris and deodorized catch basin.
5402080	11/19/2021 9:14	6703	Sylvania No 4 Rd	40258	Customer reported a sewer odor outside.	11/19/2021 11:00	WOCOM	No odor detected at time of inspection. Deodorized main sewer.
5402133	11/19/2021 18:39	649	Eastlawn Ave	40211	Customer reported a sewer odor outside.	12/7/2021 9:54	INSP	Cleaned catch basins at location.
5402241	11/22/2021 9:19	119	S Galt Ave	40206	Customer reported a sewer odor outside.	11/23/2021 13:30	WOCOM	Cleaned and deodorized five catch basins. One found damaged and one is a straight lead. Flushed main.
5402295	11/22/2021 14:20	3403	W Jefferson St	40212	Metrocall Email: Customer reported a sewer odor.	11/23/2021 16:27	WOCOM	Cleaned medium debris and deodorized two catch basins.
5402330	11/22/2021 21:30	119	S Galt Ave	40206	Customer reported a sewer odor outside.	11/23/2021 13:30	WOCOM	Duplicate
5402401	11/23/2021 10:14	815	S 39th St	40211	Metrocall Email: Customer reported a sewer odor.	12/1/2021 16:22	WOCOM	Cleaned light debris and deodorized catch basin.
5402649	11/27/2021 14:36	2424	Lindbergh Dr	40208	Customer reported a sewer odor inside and outside.	11/27/2021 15:15	WOCOM	After speaking to the resident the odor was only in the house. Information provided.
5402655	11/28/2021 11:21	643	Eastlawn Ave	40211	Customer reported a sewer odor outside.	11/28/2021 13:30	INSP	Checked all MSD Assets. No issue found.

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5402755	11/29/2021 12:02	643	Eastlawn Ave	40211	Customer reported a sewer odor outside.	12/1/2021 16:20	WOCOM	Deodorized catch basin.
5402756	11/29/2021 12:04	115	Cannons Lane	40206	Customer reported a sewer odor outside.	11/29/2021 13:00	WOCOM	Deodorized the manhole.
5402887	11/30/2021 7:15	4530	West Broadway	40211	Customer reported a sewer odor outside.			
5402918	11/30/2021 10:19	3400	Jefferson St	40212	Metrocall Email: Customer reported a sewer odor.	11/30/2021 18:05	WOCOM	Deodorized all catch basins at intersection. Found one that is a straight lead.
5402991	11/30/2021 17:43	3338	Oleana Ave	40215	Customer reported a sewer odor inside and outside.	11/30/2021 22:09	WOCOM	Cleaned and deodorized three catch basins.
5402993	11/30/2021 18:52	3340	Oleana Ave	40215	Customer reported a sewer odor inside and outside.	11/30/2021 22:10	WOCOM	Cleaned and deodorized three catch basins.