

**Customer Service Odor Complaints Received
October 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5396531	10/1/2021 15:40	1101	E Washington St	40206	Email from Metrocall: Customer reported a sewer odor outside.	10/1/2021 18:59	WOCOM	Deodorized all catch basins in area.
5396576	10/1/2021 17:40	961	S Shelby St	40203	Customer reported a sewer odor outside.	10/1/2021 18:15	CUST	No odor detected at time of inspection. Checked all MSD Assets.
5396953	10/5/2021 10:26	3107	Carriage Hill Dr	40241	Customer reported a sewer odor outside.	10/5/2021 11:29	WOCOM	No odor detected at time of inspection. Checked all MSD Assets.
5397239	10/7/2021 8:05	7201	Preston Hwy	40219	Customer reported a sewer odor inside.	10/7/2021 8:05	INFO	Information Provided.
5397279	10/7/2021 14:28	321	E Breckinridge St	40203	Customer reported a sewer odor inside.	10/7/2021 14:28	INFO	Information Provided.
5397307	10/7/2021 16:31	730	S 36th St	40211	Customer reported a sewer odor outside.	10/11/2021 0:00	WOCOM	Deodorized two catch basins - straight leads.
5397563	10/11/2021 8:53	1002	Franklin St	40206	Customer reported a sewer odor outside.	10/12/2021 17:41	WOCOM	Cleaned and deodorized five catch basins at the intersection. Also noticed an accumulation of dirt obstructing part of the sewer line. Workorder entered for further inspection.
5397576	10/11/2021 9:52	643	Eastlawn Ave	40211	Customer reported a sewer odor inside.	10/12/2021 12:00	WOCOM	Cleaned and deodorized six catch basins.
5397577	10/11/2021 9:55	126	N 26th Street	40212	Customer reported a sewer odor inside and outside	10/11/2021 10:57	INSP	MSD contractor is performing work in the intersection. One of the catch basins is a straight lead that could be contributing to the odor.
5397621	10/11/2021 14:52	13630	Hunters Ridge Ct	40059	Customer reported a sewer odor.	10/11/2021 19:02	CLOSED	In Oldham Co. Routed to Veolia.
5397759	10/12/2021 10:48	1061	E Kentucky St	40204	Customer reported a sewer odor outside.	10/19/2021 10:48	WOCOM	No odor detected at time of inspection. Deodorized the catch basin.
5397776	10/12/2021 12:03	1335	E Washington St	40206	Customer reported a sewer odor outside.	10/12/2021 17:53	INSP	Inspected manholes in area and smelled the odor of the SWIFT packaging plant. Two residents also confirmed odor was from SWIFT.
5397800	10/12/2021 16:35	3714	W Broadway	40211	Customer reported a sewer odor outside.	10/22/2021 21:56	WOCOM	Deodorized catch basin and vented manhole.
5397907	10/13/2021 10:54	1083	Cherokee Rd	40204	Customer reported an odor outside.	10/13/2021 11:00	INSP	Inspected and found no odor or any substance in the catch basin and manhole.
5397908	10/13/2021 10:56	1348	River Rd	40206	Email from Metrocall: Customer reported a sewer odor outside.	10/14/2021 9:25	INSP	Inspected all MSD Assets. The only odor detected was from SWIFT.
5398067	10/14/2021 11:28	1308	Helm Place Ln	40299	Email from Metrocall: Customer reported a sewer odor outside.	10/18/2021 10:48	WOCOM	No odor detected at time of inspection. Checked all MSD Assets. Deodorized catch basin.
5398275	10/15/2021 12:56	128	N 39th St	40212	Customer reported a sewer odor outside.	10/15/2021 13:04	NOFRTH	Sewer is on a monthly PM for flushing.
5398306	10/15/2021 16:35	6503	Jacob School Rd	40059	Customer reported a sewer odor inside and outside	10/15/2021 18:37	NOMSD	No odor detected at time of inspected. Checked all MSD Assets.

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5398414	10/18/2021 9:20	422	Wine Cellar Ct	40272	Customer reported a sewer odor inside.	10/18/2021 10:42	WOCOM	Flushed and deodorized main sewer.
5398423	10/18/2021 9:35	1665	Richmond Dr	40205	Customer reported a sewer odor inside and outside	10/20/2021 12:26	WOCOM	Upon inspection found damage to the catch basin. Workorder entered for repair.
5398433	10/18/2021 10:43	1700	Norris Pl	40205	Email from Metrocall: Customer reported a sewer odor outside.	10/19/2021 13:32	WOCOM	Cleaned heavy debris from catch basins and deodorized.
5398443	10/18/2021 11:08	4532	Old Lagrange Rd	40010	Customer reported a sewer odor.	10/18/2021 11:14	CUST	Inspected and found odor with Private Septic Tank on adjoining property.
5398472	10/18/2021 13:00	3351	Grand Ave	40211	Customer reported a sewer odor outside.	10/22/2021 14:27	WOCOM	Cleaned light debris from catch basin and deodorized.
5398593	10/19/2021 7:05	2720	Grand Ave	40211	Customer reported a sewer odor outside.	10/20/2021 13:26	WOCOM	Catch basin is a straight lead. Added deodorizer
5398594	10/19/2020 7:10	655	S 23rd St	40211	Customer reported a sewer odor outside.	10/21/2021 14:18	WOCOM	Cleaned medium debris and deodorized two catch basins.
5398663	10/19/2021 14:10	6707	Bimini Ct	40219	Customer reported a sewer odor outside.	10/19/2021 15:31	WOCOM	Flushed sewer main.
5398665	10/19/2021 14:20	1421	Homeview Dr	40215	Customer reported a sewer odor inside and outside	10/20/2021 10:49	NOMSD	No odor detected at time of inspection. Checked all MSD Assets.
5398674	10/19/2021 14:54	600	W Main St	40202	Customer reported a sewer odor outside.	10/20/2021 12:10	WOCOM	Cleaned and deodorized catch basins.
5398707	10/19/2021 22:36	1814	S 23rd St	40211	Customer reported a sewer odor outside.	10/19/2021 23:13	NOMSD	No odor detected at time of inspection. Checked all MSD Assets.
5398771	10/20/2021 7:37	3401	W Jefferson St	40212	Customer reported a sewer odor outside.	10/20/2021 10:03	WOCOM	Cleaned heavy debris from catch basins and deodorized.
5398817	10/20/2021 14:09	620	S 17th St	40203	Customer reported a sewer odor outside.	10/21/2021 12:19	WOCOM	Cleaned light debris and deodorized catch basin.
5398864	10/20/2021 21:50	3306	Oleanda Ave	40215	Customer reported a sewer odor inside	10/20/2021 22:29	INFO	Information Provided.
5398936	10/21/2021 8:47	655	S 40th St	40211	Customer reported a sewer odor inside and outside	10/21/2021 10:20	WOCOM	Deodorized catch basin and manhole at property.
5398939	10/21/2021 9:09	3338	Oleanda Ave	40215	Customer reported a sewer odor inside and outside	10/22/2021 13:22	WOCOM	No odor present at time of inspection. Checked all MSD Assets.
5398968	10/21/2021 11:25	9711	Scarborough Ave	40272	Customer reported a sewer odor inside and outside	10/21/2021 13:55	WOCOM	Flushed sewer main.
5398970	10/21/2021 11:48	2111	W Hill St	40210	Customer reported a sewer odor inside and outside	10/22/2021 13:27	WOCOM	Cleaned medium debris and deodorized catch basin. Plug is damaged.
5398976	10/21/2021 12:21	2342	W Madison St	40211	Customer reported a sewer odor outside.	10/22/2021 13:42	WOCOM	Cleaned all basins at intersection and deodorized.
5399015	10/21/2021 16:17	315	N 45th St	40212	Customer reported a sewer odor outside.	10/21/2021 17:22	WOCOM	Deodorized all catch basins in area.

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5399088	10/22/2021 8:34	1401	Weyler Ave	40215	Customer reported a sewer odor outside.	10/22/2021 10:20	WOCOM	Cleaned light debris and deodorized four catch basins.
5399099	10/22/2021 9:55	670	Madelon Ct	40211	Customer reported a sewer odor inside and outside	10/25/2021 12:03	WOCOM	Cleaned heavy debris from catch basins and deodorized. Basin was missing plug.
5399102	10/22/2021 10:13	3340	Oleanda Ave	40215	Customer reported a sewer odor inside and outside	10/22/2021 13:14	WOCOM	Flushed sewer main.
5399109	10/22/2021 10:38	1422	Central Ave	40208	Customer reported a sewer odor outside.	10/25/2021 11:52	WOCOM	Cleaned heavy debris from catch basin and deodorized.
5399117	10/22/2021 11:59	4510	Algonquin Parkway	40211	Customer reported a sewer odor outside.	10/22/2021 14:02	NOTED	No odor detected at time of inspection.
5399144	10/22/2021 14:38	323	Glendora Ave	40212	Customer reported a sewer odor inside and outside	10/25/2021 9:44	WOCOM	Cleaned medium debris from catch basin and deodorized.
5399280	10/25/2021 9:45	1905	Peony Dr	40211	Email from Metrocall: Customer reported a sewer odor outside.	10/26/2021 10:11	WOCOM	No odor detected at time of inspection. Cleaned light debris from basin and deodorized.
5399301	10/25/2021 12:21	4212	N Church Way	40207	Customer reported a sewer odor outside.	10/25/2021 13:55	WOCOM	During inspection customer told crew the odor was not coming from basins at this location, but the basins located in St. Matthews.
5399315	10/25/2021 13:36	2231	Hikes Lane	40218	Email from Metrocall: Customer reported a sewer odor outside.	10/25/2021 17:09	WOCOM	No odor detected at time of inspection.
5399343	10/25/2021 16:43	3120	Radiance Rd	40220	Customer reported a rotten egg odor inside and outside	10/25/2021 14:44	NOMSD	Inspection made and determined the it is a private property issue.
5399484	10/26/2021 11:36	1114	S 1st Street	40203	Customer reported a sewer odor inside and outside	10/29/2021 7:55	WOCOM	Cleaned heavy debris and deodorized catch basin.
5399601	10/27/2021 9:10	1928	Frankfort Ave	40206	Customer reported a sewer odor outside.	11/1/2021 9:10	WOCOM	Cleaned heavy debris and deodorized catch basin.
5399603	10/27/2021 9:22	1928	Frankfort Ave	40206	Email from Metrocall: Customer reported a sewer odor outside.			Duplicate.
5399629	10/27/2021 13:22	9850	Von Allmen Ct	40241	Customer reported a sewer odor inside.	10/27/2021 13:22	INFO	Information Provided.
5399646	10/27/2021 14:57	15116	Old Taylorsville Rd	40023	Email from Metrocall: Customer reported a sewer odor outside.	10/28/2021 11:15	WOCOM	No odor detected at time of inspected. Checked all MSD Assets.
5399658	10/27/2021 15:47	8609	Long Bow Ln	40291	Customer reported a sewer odor inside and outside	10/27/2021 18:26	INFO	No odor detected at time of inspection. Checked all MSD Assets.
5399685	10/27/2021 18:42	306	Longview Park Pl	40245	Customer reported a sewer odor outside.	10/27/2021 20:20	INSPT	Inspection made and determined the it is a private property issue.
5399774	10/28/2021 13:41	1719	W Kentucky St	40210	Customer reported a sewer odor inside and outside	10/29/2021 0:00	WOCOM	Cleaned heavy debris from catch basin and deodorized.