

**Customer Service Odor Complaints Received
April 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5458860	4/3/2023 14:18	8820	Fairground Rd	40291	Customer reported a sewer odor outside.	4/3/2023 14:32	NOMSD	No further information.
5459154	4/5/2023 10:30	938	S 6th St	40203	Metrocall email received: Customer reported a sewer odor outside.	4/7/2023 10:30	WOCOM	Deodorized catch basin.
5459279	4/6/2023 10:49	1141	Industrial Blvd	40219	Customer reported a sewer odor outside.	4/6/2023 12:37	WOCOM	Flushed sewer main.
5459317	4/6/2023 17:48	4915	Southern Parkway	40214	Customer reported a sewer odor outside.	4/7/2023 0:16	WOCOM	Deodorized two catch basins.
5459382	4/7/2023 14:33	2512	Stonehurst Dr	40242	Customer reported a sewer odor inside and outside.	4/7/2023 16:17	WOCOM	No odor detected during inspection. Deodorized manholes.
5459411	4/7/2023 21:34	7215	W Orell Rd	40272	Customer reported a sewer odor outside.	4/8/2023 9:39	INSP	No odor detected during inspection.
5459432	4/8/2023 21:51	5003	Woodsend Rd	40229	Customer reported a sewer odor outside.	4/8/2023 23:09	WOCOM	No odor detected during inspection. Deodorized catch basin.
5459440	4/9/2023 14:03	11801	Lower River Rd	40272	Customer reported a sewer odor outside.	4/10/2023 9:28	INSP	No odor detected at time of inspection.
5459520	4/10/2023 6:52	813	Gilliland Rd	40245	Customer reported a sewer odor outside.	4/13/2023 10:24	INSP	No odor detected at time of inspection.
5459593	4/10/2023 16:16	9510	Polaris Dr	40229	Customer reported a sewer odor outside.	5/5/2023 14:16	WOCOM	Cleaned and deodorized catch basin.
5459603	4/10/2023 18:46	7471	Egypt Ln	40219	Customer reported a sewer odor outside.	4/10/2023 20:11	WOCOM	Flushed sewer main.
5459661	4/11/2023 7:42	4655	Cliff Ave	40215	Customer reported a sewer odor outside.	4/18/2023 12:01	WOCOM	Cleaned and deodorized catch basin.
5459662	4/11/2023 7:42	4663	Cliff Ave	40215	Customer reported a sewer odor outside.	4/17/2023 14:00	WOCOM	Cleaned and deodorized catch basin.
5459811	4/12/2023 8:53	12317	Old Lagrange Rd	40245	Customer reported a sewer odor outside.	4/12/2023 8:53	INFO	From a Privately Owned but station.
5459937	4/13/2023 6:57	815	S 39th St	40211	Metrocall email received: Customer reported a sewer odor outside.	4/13/2023 9:22	WOCOM	Cleaned medium debris from five catch basins.
5459948	4/13/2023 10:37	1824	Russell Lee Dr	40211	Metrocall email received: Customer reported a sewer odor outside.	4/13/2023 16:41	WOCOM	Flushed and deodorized sewer main.
5459949	4/13/2023 10:38	701	W Ormsby Rd	40203	Metrocall email received: Customer reported a sewer odor outside.	4/13/2023 14:20	WOCOM	Cleaned heavy debris from catch basin.
5459957	4/13/2023 11:06	1700	Maple St	40210	Metrocall email received: Customer reported a sewer odor outside.	4/17/2023 14:51	WOCOM	Cleaned heavy debris from catch basin.

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5459968	4/13/2023 19:03	1220	S 3rd St	40203	Customer reported a sewer odor outside.	4/13/2023 14:27	WOCOM	Could not clean catch basin due to parked car. Deodorized instead.
5459997	4/13/2023 19:36	7215	W Orell Rd	40272	Customer reported a sewer odor outside.	4/14/2023 7:42	INSP	No odor detected at time of inspection.
5460052	4/14/2023 8:43	12907	Settlers Point	40026	Customer reported a sewer odor outside.	4/14/2023 14:28	INSP	No odor detected at time of inspection.
5460138	4/15/2023 0:57	3701	Glenmeade Rd	40218	Customer reported a sewer odor inside.	4/15/2023 1:45	CUST	This is a private property Issue.
5460230	4/17/2023 7:58	643	Eastlawn Ave	40211	Customer reported a sewer odor inside and outside.	4/18/2023 8:21	WOCOM	Cleaned and deodorized catch basin.
5460300	4/17/2023 15:50	4019	Winchester Rd	40207	Customer reported a sewer odor outside.	4/17/2023 20:30	INSP	No odor detected at time of inspection.
5460436	4/18/2023 15:36	1841	Sherwood Ave	40205	Customer reported a sewer odor inside and outside.	4/18/2023 16:40	INSP	No odor detected at time of inspection.
5460654	4/20/2023 8:20	3321	W Market St	40212	Metrocall email received: Customer reported a sewer odor outside.	4/20/2023 15:20	WOCOM	Cleaned heavy debris from catch basin.
5460657	4/20/2023 8:47	211	S 41st St	40211	Customer reported a sewer odor outside.	4/27/2023 10:48	WOCOM	Deodorized basin across the street.
5460662	4/20/2023 10:03	3418	Herman St	40212	Metrocall email received: Customer reported a sewer odor outside.	4/26/2023 8:01	WOCOM	Cleaned and deodorized catch basin.
5460780	4/21/2023 12:23	10009	Prairie Dr	40272	Metrocall email received: Customer reported a sewer odor outside.	4/21/2023 14:08	WOCOM	No odor detected at time of inspection.
5460818	4/22/2023 19:40	950	Brent St	40204	Customer reported a sewer odor inside and outside.	4/22/2023 21:13	WOCOM	No odor detected. Deodorized two catch basins.
5460919	4/24/2023 10:37	115	N 36th St	40212	Customer reported a sewer odor inside.	4/24/2023 10:37	INFO	Information Provided.
5460936	4/24/2023 11:50	6010	Cooper Chapel Rd	40229	Customer reported a sewer odor outside.	4/24/2023 12:53	WOCOM	Watered down manhole to help with odor.
5461040	4/25/2023 7:45	1225	S 32nd St	40211	Customer reported a sewer odor inside and outside.	5/1/2023 11:34	WOCOM	Cleaned light debris and deodorized catch basin.
5461050	4/25/2023 10:12	6101	Price Lane	40229	Customer reported a sewer odor outside.	4/25/2023 11:49	WOCOM	Deodorized main sewer.
5461096	4/25/2023 15:26	5400	Laureltree Pl	40229	Customer reported a sewer odor outside.	4/25/2023 18:30	WOCOM	No odor detected at time of inspection.
5461104	4/25/2023 16:13	2716	Slevin St	40212	Customer reported a sewer odor outside.	4/25/2023 18:49	WOCOM	Deodorized catch basin.
5461116	4/26/2023 0:10	1440	Olive St	40210	Customer reported a sewer odor outside.	4/26/2023 11:44	WOCOM	No odor detected. Deodorized four basins.

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5461167	4/26/2023 8:39	1229	S 6th St	40203	Metrocall email received: Customer reported a sewer odor outside.	4/26/2023 9:38	WOCOM	Cleaned six catch basins.
5461168	4/26/2023 8:42	3317	Dr William G Weathers	40211	Metrocall email received: Customer reported a sewer odor outside.			
5461169	4/26/2023 8:42	3320	Virginia Ave	40211	Metrocall email received: Customer reported a sewer odor outside.	4/26/2023 10:10	WOCOM	Deodorized catch basin.
5461170	4/26/2023 8:46	1519	S 32nd St	40211	Metrocall email received: Customer reported a sewer odor outside.	4/26/2023 10:20	WOCOM	Deodorized catch basin.
5461171	4/26/2023 8:51	3300	Young St	40211	Metrocall email received: Customer reported a sewer odor outside.	5/1/2023 8:00	WOCOM	Cleaned light debris and deodorized catch basin.
5461174	4/26/2023 0:00	1516	Catalpa St	40211	Customer reported a sewer odor inside and outside.	4/26/2023 10:51	WOCOM	No odor detected. Deodorized four basins.
5461177	4/26/2023 9:53	2319	Racliffe Ave	40210	Customer reported a sewer odor outside.	4/27/2023 8:24	INSP	Routing to get curb iron on basin fixed.
5461194	4/26/2023 11:07	734	S 15th ST	40210	Customer reported a sewer odor inside and outside.	4/26/2023 1:55	WOCOM	Cars blocking basin. Unable to clean.
5461218	4/26/2023 14:50	4800	Strawberry Ln	40209	Customer reported a sewer odor outside.	4/26/2023 19:30	INSP	No odor detected at time of inspection.
5461286	4/27/2023 10:45	5607	Maryman Rd	40258	Customer reported a sewer odor inside.	4/27/2023 10:45	INFO	Information Provided.
5461296	4/27/2023 11:46	3216	Cheval Way	40299	Customer reported a sewer odor inside and outside.	4/27/2023 12:30	WOCOM	Flushed sewer main.
5461331	4/27/2023 16:04	3050	W Broadway	40211	Customer reported a sewer odor outside.	4/27/2023 22:32	WOCOM	Deodorized catch basin.
5461433	4/28/2023 21:45	4222	Machupe Dr	40241	Customer reported a sewer odor outside.	4/28/2023 22:40	WOCOM	No odor detected at time of inspection.