

**Customer Service Odor Complaints Received
August 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5469941	8/1/2023 7:50	4401	Bells Lane	40211	Customer is complaining of a sewer odor outside.	8/1/2023 11:23	INSP	No odor was observed at inspection.
5469945	8/1/2023 8:23	5303	Pacer Ln	40241	Customer is complaining of a sewer odor outside.	8/1/2023 15:50	WOCOM	Watered down manhole.
5469954	8/1/2023 10:30	6604	Putman St	40216	Customer is complaining of a sewer odor outside.	8/1/2023 7:54	WOCOM	Inspection made.
5469967	8/1/2023 12:52	3530	Herman St	40212	Customer is complaining of a sewer odor outside.	8/1/2023 15:30	WOCOM	Watered down and deodorized four catch basins.
5469968	8/1/2023 13:02	402	Louis Coleman Dr	40212	Customer is complaining of a sewer odor outside.	8/13/2023 14:24	WOCOM	Deodorized catch basins.
5469978	8/1/2023 14:40	1076	E Washington St	40206	Customer is complaining of a sewer odor outside.	8/15/2023 13:15	WOCOM	Cleaned and deodorized four catch basins.
5470044	8/2/2023 7:29	1637	Longfield Ave	40215	Metrocall Email: Customer is complaining of a sewer odor outside.	8/16/2023 6:16	WOCOM	Cleaned and deodorized four catch basins and eight manholes.
5470045	8/2/2023 7:32	3316	Algonquin Pkwy	40211	Metrocall Email: Customer is complaining of a sewer odor outside.	8/13/2023 14:36	WOCOM	Cleaned and deodorized catch basin.
5470047	8/2/2023 7:54	8805	Nottingham Pkwy	40222	Customer is complaining of a sewer odor outside.	8/2/2023 8:52	WOCOM	Flushed and deodorized sewer main.
5470049	8/2/2023 8:08	5112	Nancy Ave	40216	Customer is complaining of a sewer odor outside.	8/2/2023 13:44	WOCOM	No odor detected, checked all MSD assets.
5470050	8/2/2023 8:09	2700	Taylor Blvd	40208	Customer is complaining of a sewer odor outside.	8/2/2023 14:20	WOCOM	Deodorized two catch basins.
5470051	8/2/2023 8:18	1807	Neville Rd	40216	Customer is complaining of a sewer odor outside.	8/2/2023 12:22	WOCOM	Inspection made, no issues found.
5470056	8/2/2023 8:59	7903	Poinsettia Dr	40258	Customer is complaining of a sewer odor outside.	8/2/2023 13:10	WOCOM	Deodorized manhole.
5470060	8/2/2023 0:00	2616	Patio Ct	40214	Customer is complaining of a sewer odor outside.	8/2/2023 14:20	WOCOM	No odor detected, checked all MSD assets.
5470061	8/2/2023 9:47	613	Creel Ave	40208	Metrocall Email: Customer is complaining of a sewer odor outside.	8/2/2023 14:49	WOCOM	Deodorized catch basins.
5470063	8/2/2023 9:54	6103	Hunters Ct	40216	Metrocall Email: Customer is complaining of a sewer odor outside.	8/2/2023 15:29	WOCOM	Inspection made, no issues found.
5470094	8/2/2023 15:05	643	Eastlawn Ave	40211	Customer is complaining of a sewer odor outside.	8/2/2023 15:05	WOCOM	No further information given.
5470097	8/2/2023 15:10	2931	Dr. William G Weathers DR	40211	Customer is complaining of a sewer odor outside.	8/2/2023 16:20	WOCOM	Added water to catch basin.

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5470098	8/2/2023 15:12	1413	Standard Village Cir	40210	Customer is complaining of a sewer odor outside.	8/2/2023 20:48	WOCOM	Deodorized catch basins.
5470099	8/2/2023 15:18	1005	Everett Ave	40204	Customer is complaining of a sewer odor outside.	8/2/2023 23:59	WOCOM	Added water to catch basin.
5470101	8/2/2023 15:22	614	Cecil Ave	40211	Customer is complaining of a sewer odor outside.	8/2/2023 16:35	WOCOM	Deodorized two catch basins.
5470104	8/2/2023 15:45	1320	Hepburn Ave	40204	Customer is complaining of a sewer odor outside.	8/2/2023 17:47	WOCOM	Deodorized catch basins.
5470107	8/2/2023 16:12	529	E Liberty St	40202	Customer is complaining of a sewer odor outside.	8/2/2023 23:02	WOCOM	Deodorized catch basins.
5470108	8/2/2023 16:17	629	Louis Coleman Dr	40211	Customer is complaining of a sewer odor outside.	8/3/2023 16:17	WOCOM	Deodorized catch basins.
5470114	8/2/2023 17:08	1825	Windsor Pl	40204	Customer is complaining of a sewer odor outside.	8/3/2023 0:00	WOCOM	Watered down catch basin.
5470015	8/2/2023 17:09	2122	Maryland Ave	40205	Customer is complaining of a sewer odor outside.	8/2/2023 22:20	WOCOM	Deodorized catch basins.
5470016	8/2/2023 17:09	2536	Greenwood Ave	40211	Metrocall Email: Customer is complaining of a sewer odor outside.	8/3/2023 0:03	WOCOM	Cleaned and deodorized two catch basins.
5470018	8/2/2023 17:23	4123	Shelbyville Rd	40207	Customer is complaining of a sewer odor outside.	8/2/2023 22:00	WOCOM	No odor detected, checked all MSD assets.
5470123	8/2/2023 22:39	2101	S 41st St	40211	Customer is complaining of a sewer odor outside.	8/2/2023 23:04	WOCOM	Deodorized catch basins.
5470159	8/3/2023 7:08	3418	Herman St	40212	Metrocall Email: Customer is complaining of a sewer odor outside.	8/13/2023 14:39	WOCOM	Deodorized catch basins.
5470174	8/3/2023 9:44	614	Cecil Ave	40211	Customer is complaining of a sewer odor outside.	8/3/2023 9:52	WOCOM	Deodorized catch basins.
5470176	8/3/2023 10:42	2821	W Broadway	40211	Customer is complaining of a sewer odor outside.	8/4/2023 14:11	WOCOM	Deodorized catch basins.
5470180	8/3/2023 11:44	2428	Garrs Ln	40216	Customer is complaining of a sewer odor outside.	8/3/2023 12:25	WOCOM	Advised customer odor was coming from treatment plant.
5470208	8/3/2023 21:32	5301	New Cut Rd	40214	Customer is complaining of a sewer odor outside.	8/4/2023 1:18	WOCOM	No odor detected, checked all MSD assets.
5470260	8/4/2023 7:13	1514	S 32nd St	40211	Metrocall Email: Customer is complaining of a sewer odor outside.	8/12/2023 14:02	WOCOM	Deodorized catch basins.
5470261	8/4/2023 7:16	824	S 40th St	40211	Customer is complaining of a sewer odor outside.	8/13/2023 14:32	WOCOM	Cleaned and deodorized catch basin.
5470262	8/4/2023 7:20	3432	W Kentucky St	40211	Customer is complaining of a sewer odor outside.	8/4/2023 9:40	WOCOM	Deodorized two catch basins.

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5470263	8/4/2023 7:22	1519	S 32nd St	40211	Customer is complaining of a sewer odor outside.	8/4/2023 9:38	WOCOM	Cleaned and deodorized two catch basins.
5470271	8/4/2023 9:07	1320	S 3rd St	40208	Metrocall Email: Customer is complaining of a sewer odor outside.	8/17/2023 12:50	WOCOM	Cleaned and deodorized catch basin.
5470273	8/4/2023 9:24	700	E Muhammad Ali	40202	Customer is complaining of a sewer odor outside.	8/5/2023 0:00	WOCOM	Cleaned and deodorized catch basin.
5470274	8/4/2023 9:30	938	S 6th St	40203	Customer is complaining of a sewer odor outside.	8/13/2023 14:44	WOCOM	Cleaned and deodorized two catch basins.
5470277	8/4/2023 9:48	1205	Fairland Pl	40211	Customer is complaining of a sewer odor outside.	8/4/2023 10:20	INSP	Inspection Made
5470278	8/4/2023 10:00	1203	Fairland Pl	40211	Customer is complaining of a sewer odor outside.	8/4/2023 14:08	WOCOM	Cleaned and deodorized catch basin.
5470289	8/4/2023 12:27	1701	Youngland Ave	40216	Customer is complaining of a sewer odor outside.	8/4/2023 14:22	WOCOM	Deodorized sewer main.
5470291	8/4/2023 12:36	4232	Vermont Ave	40211	Customer is complaining of a sewer odor outside.	8/15/2023 9:20	WOCOM	Catch basin is a straight lead. Deodorized.
5470292	8/4/2023 12:37	1110	Cecil Ave	40211	Customer is complaining of a sewer odor outside.	8/15/2023 9:18	WOCOM	Cleaned and deodorized catch basin.
5470310	8/4/2022 18:05	1943	Beech St	40210	Customer is complaining of a sewer odor outside.	8/4/2023 19:22	WOCOM	Deodorized two catch basins.
5470312	8/4/2023 18:33	12522	Hedgeapple Way	40272	Customer is complaining of a sewer odor outside.	8/4/2023 20:22	WOCOM	Deodorized two catch basins.
5470317	8/5/2023 0:14	1226	S 32nd St	40211	Customer is complaining of a sewer odor outside.	8/5/2023 0:35	WOCOM	Deodorized two catch basins.
5470319	8/5/2023 7:14	634	Linell Ave	40211	Customer is complaining of a sewer odor inside and outside.	8/16/2023 10:54	WOCOM	Car parked over catch basin.
5470320	8/5/2023 7:36	4100	Bells Lane	40211	Customer is complaining of a sewer odor outside.	8/6/2023 4:21	NOTED	Odor was a vinegar type smell due to a chemical leak at the high rate treatment facility.
5470321	8/5/2023 8:26	1216	W Hill St	40210	Customer is complaining of a sewer odor outside.	8/16/2023 10:28	WOCOM	Cleaned heavy debris and deodorized catch basin.
5470322	8/5/2023 8:36	1221	W Chestnut St	40203	Customer is complaining of a sewer odor outside.	8/7/2023 10:40	WOCOM	Cleaned and deodorized catch basin.
5470329	8/5/2023 13:23	14908	Bircham	40245	Customer is complaining of a sewer odor outside.	8/5/2023 13:23	INSP	No odor detected, checked all MSD assets.
5470335	8/5/2023 20:45	2602	Pioneer Rd	40216	Customer is complaining of a sewer odor outside.	8/5/2023 21:15	WOCOM	Deodorized catch basins.
5470336	8/5/2023 23:49	2231	Brighton Rd	40205	Customer is complaining of a sewer odor outside.	8/6/2023 0:07	WOCOM	Car parked over catch basin.

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5470339	8/6/2023 6:58	215	W Lee St	40208	Customer is complaining of a sewer odor outside.	8/17/2023 0:00	WOCOM	Deodorized catch basins.
5470412	8/7/2023 8:28	692	S 42nd St	40211	Customer is complaining of a sewer odor outside.	8/7/2023 8:28	WOCOM	Cleaned five catch basins.
5470415	8/7/2023 8:39	614	Cecil Ave	40211	Customer is complaining of a sewer odor outside.	8/7/2023 8:55	WOCOM	Basin has already been cleaned.
5470433	8/7/2023 10:28	306	S 43rd St	40212	Customer is complaining of a sewer odor outside.	8/8/2023 13:00	WOCOM	Cleaned and deodorized catch basin.
5470503	8/7/2023 16:07	2526	St Xavier St	40212	Customer is complaining of a sewer odor outside.	8/7/2023 18:07	WOCOM	Deodorized catch basins.
5470597	8/8/2023 10:02	1727	Wilson Ave	40210	Customer is complaining of a sewer odor outside.	8/12/2023 13:56	WOCOM	Added deodorizer to catch basin and manhole.
5470626	8/8/2023 15:29	1605	Whippoorwill Rd	40213	Customer is complaining for a sewer odor inside.	8/8/2023 15:29	INFO	Information Provided
5470697	8/9/2023 9:18	3050	Commerce Center Pl	40211	Customer is complaining for a sewer odor inside.	8/9/2023 9:18	INFO	Information Provided
5470822	8/10/2023 15:47	3302	Young Ave	40211	Customer is complaining of a sewer odor outside.	8/18/2023 6:41	WOCOM	Cleaned heavy debris and deodorized catch basin.
5470884	8/11/2023 8:22	3204	Cabinwood Dr	40220	Customer is complaining of a sewer odor outside.	8/19/2023 6:50	WOCOM	Cleaned and deodorized two catch basins.
5470900	8/11/2023 14:00	4527	Westchester Ave	40211	Customer is complaining of a sewer odor outside.	8/12/2023 14:25	WOCOM	Upon inspection smell is inside home only, customer was advised to prime all inside traps.
5470904	8/11/2023 14:08	938	S 6th St	40203	Customer is complaining of a sewer odor outside.	8/17/2023 9:29	WOCOM	Cleaned and deodorized two catch basins.
5470917	8/12/2023 9:19	330	S 43rd St	40212	Customer is complaining of a sewer odor outside.	8/24/2023 15:36	WOCOM	Deodorized two catch basins.
5470920	8/12/2023 11:04	1602	Mae Street Kid	40211	Customer is complaining of a sewer odor outside.	8/18/2023 6:40	WOCOM	Cleaned heavy debris and deodorized catch basin.
5470936	8/13/2023 13:15	32	Poplar Hill Rd	40207	Customer is complaining of a sewer odor outside.	8/13/2023 4:17	WOCOM	Odor was coming from the ARV at the pump station.
5471005	8/14/2023 7:09	3418	Herman St	40212	Metrocall Email: Customer is complaining of a sewer odor outside.	8/24/2023 9:21	WOCOM	Flushed and deodorized main.
5471023	8/14/2023 10:46	4553	Southwestern Pkwy	40212	Customer is complaining of a sewer odor inside and outside.	8/24/2023 9:21	WOCOM	Deodorized two manholes and catch basins.
5471025	8/14/2023 10:59	805	S 45th St	40211	Customer is complaining of a sewer odor inside and outside.	8/14/2023 13:55	WOCOM	Basin has already been cleaned.
5471136	8/15/2023 8:12	3010	Freys Hill Rd	40241	Customer is complaining of a sewer odor inside and outside.	8/15/2023 12:24	WOCOM	Checked all MSD Assets. No issues found.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5471141	8/15/2023 9:26	400	Roy Wilkins Ave	40203	Customer is complaining of a sewer odor inside and outside.	8/15/2023 14:16	WOCOM	Deodorized catch basins.