

**Customer Service Odor Complaints Received
December 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5480485	12/1/2023 21:32	2504	W Madison St	40211	Customer reported a sewer odor inside and outside.	12/1/2023 23:11	WOCOM	Deodorized catch basin.
5480495	12/3/2023 8:26	3418	Herman St	40212	SMC Complaint: Customer reported a sewer odor outside.	12/3/2023 10:04	WOCOM	Flushed and deodorized sewer main.
5480496	12/3/2023 8:28	2118	Standard Ave	40210	SMC Complaint: Customer reported a sewer odor outside.	12/3/2023 13:30	WOCOM	Flushed and deodorized sewer main.
5480497	12/3/2023 10:42	1319	S 2nd St	40208	Customer reported a sewer odor inside and outside.	12/3/2023 14:55	WOCOM	Cleaned and deodorized catch basin.
5480504	12/3/2023 21:43	1378	Ouerbacker Ct	40208	Customer reported a sewer odor outside.	12/3/2023 23:10	WOCOM	Deodorized catch basin and manhole.
5480505	12/3/2023 23:03	1300	S Brook St	40208	Customer reported a sewer odor outside.	12/3/2023 23:28	WOCOM	Deodorized catch basin.
5480506	12/3/2023 23:31	1519	S 32nd St	40211	Metro 311 email: Customer reported a sewer odor outside.	12/4/2023 0:09	WOCOM	Deodorized catch basin.
5480507	12/3/2023 23:35	3418	Herman St	40212	SMC Complaint: Customer reported a sewer odor outside.	12/3/2023 23:35	DUP	Duplicate Entry
5480552	12/4/2023 7:43	4421	W Market St	40212	SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 13:22	WOCOM	Deodorized catch basin.
5480553	12/4/2023 8:04	1229	S 6th St	40203	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 9:30	WOCOM	Cleaned and deodorized three catch basins.
5480554	12/4/2023 8:10	1702	Stratton Ct	40211	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 12:15	WOCOM	Cleaned and deodorized catch basin.
5480557	12/4/2023 8:57	356	Armstrong Dr	40208	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 11:38	WOCOM	Gated community. Could not gain access.
5480558	12/4/2023 9:09	2817	Narragansett Dr	40210	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 12:15	WOCOM	Cleaned and deodorized catch basin.
5480559	12/4/2023 9:10	2617	Algonquin Pkwy	40210	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 13:43	WOCOM	Cleaned and deodorized three catch basins.
5480560	12/4/2023 9:11	1818	Gregg Ave	40210	SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 9:59	WOCOM	Cleaned and deodorized catch basin.
5480561	12/4/2023 9:12	1274	S Floyd St	40203	SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 13:22	WOCOM	Cleaned and deodorized catch basin.
5480562	12/4/2023 9:13	1307	S Floyd St	40203	SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 10:15	WOCOM	Cleaned and deodorized catch basin.
5480563	12/4/2023 9:14	3300	Young Ave	40211	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 10:20	WOCOM	Cleaned and deodorized catch basin.

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5480564	12/4/2023 9:14	2406	Burwell Ave	40210	SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 11:35	WOCOM	Cleaned and deodorized catch basin.
5480565	12/4/2023 9:15	1803	Ratcliffe Ave	40210	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 10:35	WOCOM	Flushed and deodorized sewer main.
5480566	12/4/2023 9:16	3210	Dr. William G Weathers Dr	40211	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 11:00	WOCOM	Flushed and deodorized sewer main.
5480567	12/4/2023 9:18	161	Theirman Ln	40207	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 10:07	WOCOM	Deodorized sewer main.
5480568	12/4/2023 9:19	4705	Brewster Ave	40211	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 11:15	WOCOM	Flushed and deodorized sewer main.
5480570	12/4/2023 9:35	1112	Central Ave	40208	SMC Complaint: Customer reported a sewer odor outside.	12/4/2023 9:33	INSP	Odor was coming from local industry.
5480572	12/4/2023 9:49		I-264		SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 0:00	NOTED	No further information.
5480575	12/4/2023 10:51	9003	Shevie Dr	40272	Customer reported a sewer odor outside.	12/4/2023 12:53	WOCOM	Flushed and deodorized sewer main.
5480576	12/4/2023 10:53	147	E Breckinridge St	40204	Customer reported a sewer odor inside and outside.	12/4/2023 14:10	WOCOM	Deodorized two catch basins and one manhole.
5480578	12/4/2023 11:18	1515	Beech St	40211	Customer reported a sewer odor inside and outside.	12/5/2023 11:54	WOCOM	Cleaned and deodorized catch basin.
5480581	12/4/2023 11:35	4404	Dixie Hwy	40216	Customer reported a sewer odor outside.	12/4/2023 14:20	WOCOM	Flushed and deodorized sewer main.
5480584	12/4/2023 11:44	409	S 40th St	40212	Customer reported a sewer odor outside.	12/4/2023 14:40	WOCOM	Flushed and deodorized sewer main.
5480585	12/4/2023 11:55	1431	S 9th St	40208	Customer reported a sewer odor outside.	12/5/2023 13:23	WOCOM	Cleaned and deodorized catch basin.
5480588	12/4/2023 12:39	4100	Bells Lane	40211	Customer reported a sewer odor inside and outside.	12/6/2023 7:17	NOTED	No further information.
5480589	12/4/2023 13:05	689	S 42nd St	40211	Customer reported a sewer odor inside and outside.	12/5/2023 13:24	WOCOM	Cleaned and deodorized catch basin.
5480597	12/4/2023 14:31	420	S 8th St	40203	SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 15:50	WOCOM	Flushed sewer main.
5480607	12/4/2023 16:20	1784	Wilart Dr	40210	Customer reported a sewer odor outside.	12/4/2023 21:19	WOCOM	Deodorized catch basin.
5480608	12/4/2023 16:38	118	S 43rd St	40212	Customer reported a sewer odor outside.	12/4/2023 17:23	INSP	No odor found upon inspection.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5480614	12/4/2023 19:49	1226	S 32nd St	40211	Customer reported a sewer odor outside.	12/5/2023 13:50	WOCOM	Deodorized catch basin.
5480615	12/4/2023 20:56	1610	Earl Ave	40215	Metro 311 email: Customer reported a sewer odor outside.	12/5/2023 14:08	WOCOM	Cleaned top of catch basin.
5480659	12/5/2023 7:38	1638	TYLER	40204	SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 11:00	WOCOM	Cleaned and deodorized catch basin.
5480660	12/5/2023 7:42	2617	ALFORD	40212	SMC Complaint: Customer reported a sewer odor outside.	12/6/2023 6:32	WOCOM	Cleaned and deodorized catch basin.
5480670	12/5/2023 12:14	642	MARKET	40202	SMC Complaint: Customer reported a sewer odor outside.	12/5/2023 13:36	WOCOM	Cleaned and deodorized catch basin.
5480684	12/5/2023 15:24	3512	SAMPLE	40245	Customer reported a sewer odor inside and outside.	12/5/2023 18:59	WOCOM	Flushed catch basin.
5480689	12/5/2023 16:36	2105	SHERWOOD	40205	Customer reported a sewer odor inside and outside.	12/5/2023 17:38	WOCOM	Deodorized catch basin.
5480690	12/5/2023 16:46	607	MAIN	40202	Customer reported a sewer odor outside.	12/7/2023 8:40	WOCOM	Cleaned and deodorized catch basin.
5480691	12/5/2023 17:29	3755	ROSEMONT	40218	Customer reported a sewer odor inside and outside.	12/5/2023 21:00	WOCOM	Deodorized catch basin.
5480693	12/5/2023 20:55	2627	VIRGINIA	40211	Customer reported a sewer odor inside and outside.	12/6/2023 11:30	WOCOM	Cleaned and deodorized catch basin.
5480739	12/6/2023 9:20	1821	HARDESTY	40216	Customer reported a sewer odor inside and outside.	12/6/2023 14:11	WOCOM	Deodorized catch basin.
5480742	12/6/2023 10:09	3512	SAMPLE	40245	Customer reported a sewer odor inside and outside.	12/6/2023 11:37	WOCOM	Cleaned and deodorized catch basin.
5480768	12/6/2023 16:59	1519	32ND	40211	Customer reported a sewer odor outside.	12/6/2023 23:32	WOCOM	Deodorized catch basin.
5480770	12/6/2023 20:27	2012	MARYLAND	40205	Customer reported a sewer odor outside.	12/6/2023 23:37	WOCOM	Deodorized catch basin and manhole.
5480771	12/6/2023 20:43	2418	MUHAMMAD ALI	40212	Customer reported a sewer odor inside and outside.	12/6/2023 23:30	WOCOM	Deodorized catch basin.
5480772	12/6/2023 21:07	208	34TH	40212	Customer reported a sewer odor inside and outside.	12/6/2023 23:29	WOCOM	Deodorized catch basin.
5480773	12/6/2023 22:25	3418	HERMAN	40212	SMC Complaint: Customer reported a sewer odor outside.	12/6/2023 23:25	WOCOM	Deodorized catch basin.
5480774	12/6/2023 22:55	643	EASTLAWN	40211	Customer reported a sewer odor outside.	12/6/2023 23:24	WOCOM	Deodorized catch basin and manhole.

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5480799	12/7/2023 8:04	3716	BROADWAY	40211	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 14:07	WOCOM	Deodorized catch basin.
5480800	12/7/2023 8:09	700	JEFFERSON	40202	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 10:15	INSP	No odor found upon inspection.
5480801	12/7/2023 8:16	1642	BONNYCASTLE	40205	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 12:58	WOCOM	Deodorized catch basin.
5480802	12/7/2023 8:33	1618	RUTH	40205	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 14:07	WOCOM	Deodorized catch basin.
5480803	12/7/2023 8:37	3545	ALGONQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 14:09	WOCOM	Deodorized catch basin.
5480804	12/7/2023 8:39	219	HILL	40208	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 14:08	WOCOM	Deodorized catch basin.
5480805	12/7/2023 8:42	1132	EASTERN	40217	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 14:08	WOCOM	Deodorized catch basin.
5480806	12/7/2023 8:43	2505	CHESTNUT	40211	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 14:09	WOCOM	Deodorized catch basin.
5480807	12/7/2023 8:45	659	25TH	40212	SMC Complaint: Customer reported a sewer odor outside.	12/8/2023 9:09	WOCOM	Cleaned and deodorized catch basin.
5480808	12/7/2023 8:46	1110	CECIL	40211	SMC Complaint: Customer reported a sewer odor outside.	12/9/2023 6:23	WOCOM	Deodorized catch basin.
5480810	12/7/2023 8:55	114	34TH	40212	SMC Complaint: Customer reported a sewer odor outside.	12/9/2023 6:24	WOCOM	Cleaned and deodorized two catch basins and one manhole.
5480811	12/7/2023 8:56	2715	ALFORD	40212	SMC Complaint: Customer reported a sewer odor outside.	12/9/2023 8:56	WOCOM	Cleaned and deodorized four catch basins and 3 manholes.
5480812	12/7/2023 8:58	312	43RD	40212	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 14:10	WOCOM	Deodorized catch basin.
5480813	12/7/2023 8:59	1313	SOUTHWESTERN	40211	SMC Complaint: Customer reported a sewer odor outside.	12/7/2023 12:59	WOCOM	Deodorized catch basin.
5480825	12/7/2023 12:46	1401	41ST	40211	Customer reported a sewer odor outside.	12/19/2023 4:16	INSP	Inspection made.
5480848	12/7/2023 18:53	2309	GAULBERT	40210	Customer reported a sewer odor inside and outside.	12/7/2023 19:43	WOCOM	Deodorized catch basin.
5480899	12/8/2023 15:25	4050	CANE RUN RD	40216	Customer reported a sewer odor inside and outside.	12/8/2023 22:23	WOCOM	Deodorized catch basin.
5480903	12/8/2023 16:27	3418	Herman St	40212	Customer reported a sewer odor outside.	12/8/2023 22:21	WOCOM	Deodorized catch basin.

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5480933	12/9/2023 17:30	3418	Herman St	40212	Metro 311 email: Customer reported a sewer odor outside.	12/9/2023 18:07	WOCOM	Deodorized catch basin.
5480944	12/10/2023 9:36	2305	7TH STREET	40208	Customer reported a sewer odor inside and outside.	12/10/2023 10:41	WOCOM	Deodorized catch basin.
5480996	12/11/2023 8:56	3516	DUTCHMANS	40205	Customer reported a sewer odor inside and outside.	12/11/2023 13:52	INSP	No odor found upon inspection.
5481005	12/11/2023 10:07	112	GALT	40206	Customer reported a sewer odor inside and outside.	12/11/2023 11:50	INSP	No odor found upon inspection.
5481018	12/11/2023 11:45	4400	GREENWOOD	40211	Customer reported a sewer odor outside.	12/13/2023 6:12	WOCOM	Cleaned and deodorized catch basin.
5481060	12/12/2023 9:20	824	40TH	40211	SMC Complaint: Customer reported a sewer odor outside.	12/13/2023 9:54	WOCOM	Cleaned and deodorized catch basin.
5481061	12/12/2023 9:27	1541	36TH	40211	SMC Complaint: Customer reported a sewer odor outside.	12/13/2023 12:32	WOCOM	Cleaned and deodorized catch basin.
5481062	12/12/2023 9:36	102	36TH	40212	SMC Complaint: Customer reported a sewer odor outside.	12/12/2023 10:10	WOCOM	Cleaned and deodorized catch basin.
5481082	12/12/2023 15:22	13408	BLAKELY	40272	Customer reported a sewer odor inside and outside.	12/12/2023 17:40	INSPT	No odor found upon inspection.
5481082	12/12/2023 15:22	13408	BLAKELY	40272	Customer reported a sewer odor inside and outside.	12/12/2023 17:40	INSPT	No odor found upon inspection.
5481116	12/13/2023 9:20	1803	RATCLIFFE	40210	SMC Complaint: Customer reported a sewer odor outside.	12/13/2023 13:04	WOCOM	Flushed sewer main.
5481179	12/14/2023 7:04	1412	MCCOY	40215	SMC Complaint: Customer reported a sewer odor outside.	12/14/2023 9:25	WOCOM	Cleaned and deodorized catch basin.
5481180	12/14/2023 7:07	3534	ALGONQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	12/15/2023 6:40	WOCOM	Cleaned and deodorized catch basin.
5481181	12/14/2023 7:09	1810	FUST	40216	SMC Complaint: Customer reported a sewer odor outside.	12/14/2023 10:30	WOCOM	Flushed sewer main.
5481182	12/14/2023 7:11	1110	CECIL	40211	SMC Complaint: Customer reported a sewer odor outside.	12/14/2023 10:10	WOCOM	Cleaned and deodorized catch basin.
5481183	12/14/2023 7:15	3432	KENTUCKY	40211	SMC Complaint: Customer reported a sewer odor outside.	12/14/2023 9:33	WOCOM	Cleaned and deodorized catch basin.
5481195	12/14/2023 11:16	142	38TH	40212	Customer reported a sewer odor inside and outside.	12/18/2023 6:37	WOCOM	Cleaned and deodorized four catch basins and 3 manholes.
5481197	12/14/2023 12:18	3730	BROADWAY	40211	Customer reported a sewer odor inside and outside.	12/14/2023 16:44	WOCOM	Cleaned and deodorized catch basin.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5481201	12/14/2023 12:42	12208	LEDGES	40243	Customer reported a sewer odor Inside only.	12/14/2023 12:42	INFO	Information provided.
5481214	12/14/2023 15:51	4530	BROADWAY	40211	Customer reported a sewer odor outside.	12/14/2023 15:55	INSP	Inspection made.
5481221	12/14/2023 22:11	11601	LOWER RIVER	40272	Metro 311 email: Customer reported a sewer odor outside.	12/15/2023 8:15	INSP	Inspection made. Customer notified.
5481257	12/15/2023 6:59	1498	CLARA	40215	Metro 311 email: Customer reported a sewer odor outside.	12/15/2023 12:00	WOCOM	Cleaned and deodorized seven catch basins and 3 manholes.
5481258	12/15/2023 7:04	3018	GERALD	40211	SMC Complaint: Customer reported a sewer odor outside.	12/15/2023 10:15	WOCOM	Cleaned and deodorized two catch basins.
5481259	12/15/2023 7:09	3210	DR WILLIAM G WEATHERS	40211	SMC Complaint: Customer reported a sewer odor outside.	12/25/2023 0:00	INSP	Inspection made.
5481260	12/15/2023 7:10	1519	32ND	40211	SMC Complaint: Customer reported a sewer odor outside.	12/15/2023 12:20	WOCOM	Cleaned and deodorized 2 catch basins and one manhole
5481261	12/15/2023 7:12	317	ESPLANADE	40214	SMC Complaint: Customer reported a sewer odor outside.	12/15/2023 13:30	WOCOM	Cleaned and deodorized catch basin.
5481290	12/15/2023 18:44	2911	TAYLOR	40208	Customer reported a sewer odor outside.	12/16/2023 21:12	WOCOM	Deodorized catch basin.
5481292	12/16/2023 6:08	3027	HARTLAGE	40216	Customer reported a sewer odor outside.	12/16/2023 11:00	WOCOM	Deodorized catch basin.
5481294	12/16/2023 8:54	824	40TH	40211	SMC Complaint: Customer reported a sewer odor outside.	12/16/2023 11:10	WOCOM	Flushed sewer main.
5481295	12/16/2023 8:59	2326	RAUSCH	40216	SMC Complaint: Customer reported a sewer odor outside.	12/16/2023 0:00	WOCOM	Flushed and deodorized sewer main.
5481296	12/16/2023 9:06	1226	32ND	40211	SMC Complaint: Customer reported a sewer odor outside.	12/16/2023 10:01	WOCOM	Cleaned and deodorized catch basin.
5481298	12/16/2023 10:13	1225	32ND	40211	Customer reported a sewer odor inside and outside.	12/18/2023 11:00	WOCOM	Cleaned and deodorized catch basin. Plug missing in one catch basin.
5481308	12/17/2023 9:21	1519	32ND	40211	Customer reported a sewer odor inside and outside.	12/17/2023 13:00	WOCOM	Flushed sewer main. Added water to two catch basins.
5481367	12/18/2023 6:55	3545	ALGONQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	12/18/2023 12:05	WOCOM	Cleaned catch basin and flushed sewer main.
5481380	12/18/2023 11:40	225	ABRAHAM FLEXNER	40202	Customer reported a sewer odor inside and outside.	12/18/2023 14:33	INSP	No odor found upon inspection. All assets checked.
5481392	12/18/2023 14:28	3408	BARDSTOWN	40218	Customer reported a sewer odor inside and outside.	12/18/2023 16:20	WOCOM	Deodorized sewer main.

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5481398	12/18/2023 15:58	1654	RUSSELL LEE	40211	Customer reported a sewer odor inside and outside.	12/18/2023 17:40	INSP	No odor detected.
5481465	12/19/2023 7:10	903	MAGNOLIA	40208	SMC Complaint: Customer reported a sewer odor outside.	12/21/2023 14:03	WOCOM	Cleaned and deodorized catch basin.
5481466	12/19/2023 7:12	1462	9TH	40208	SMC Complaint: Customer reported a sewer odor outside.	12/21/2023 14:03	WOCOM	Cleaned and deodorized catch basin.
5481468	12/19/2023 8:59	1129	CARDINAL	40213	Customer reported a sewer odor inside and outside.	12/19/2023 11:04	INSP	No odor detected.
5481482	12/19/2023 12:32	1007	LIBERTY	40204	Customer reported a sewer odor inside and outside.	12/21/2023 14:04	WOCOM	Cleaned and deodorized catch basin.
5481485	12/19/2023 13:08	831	HAZEL	40211	Customer reported a sewer odor inside and outside.	12/21/2023 5:15	WOCOM	Cleaned and deodorized four catch basins and 2 manholes. One catch basin needs plug repair.
5481505	12/19/2023 18:26	1519	32ND	40211	SMC Complaint: Customer reported a sewer odor outside.	12/19/2023 21:56	INSP	No odor detected.
5481507	12/19/2023 21:00	503	EVERGREEN PLACE	40223	Customer reported a sewer odor inside and outside.	12/19/2023 21:54	INSP	No odor detected.
5481540	12/20/2023 6:54	3418	HERMAN	40212	MetroCall Email: Customer reported a smell outside.	12/22/2023 7:45	WOCOM	Cleaned two catch basins and one manhole. Curb iron damaged.
5481540	12/20/2023 6:57	3418	HERMAN	40212	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 7:45	WOCOM	Cleaned two catch basins and one manhole. Curb iron damaged.
5481541	12/20/2023 6:59	824	40TH	40211	SMC Complaint: Customer reported a sewer odor outside.	12/21/2023 14:05	WOCOM	Cleaned and deodorized catch basin
5481549	12/20/2023 10:37	3951	CANE RUN	40211	Customer reported a sewer odor inside and outside.	12/20/2023 11:45	WOCOM	Flushed and deodorized sewer main.
5481554	12/20/2023 11:11	2912	KENTUCKY	40211	Customer reported a sewer odor inside and outside.	12/21/2023 2:50	WOCOM	Cleaned and deodorized catch basin.
5481555	12/20/2023 11:35	2105	HALE	40210	Customer reported a sewer odor inside and outside.	12/20/2023 2:30	WOCOM	Cleaned and deodorized catch basin
5481559	12/20/2023 13:35	680	4TH	40202	Customer reported a sewer odor inside and outside.	12/21/2023 14:06	WOCOM	Cleaned and deodorized catch basin
5481571	12/21/2023 5:17	733	38TH	40211	Customer reported a sewer odor inside and outside.	12/21/2023 0:00	WOCOM	Cleaned and deodorized five 5 catch basins and three manholes. Plug missing in one catch basin.
5481592	12/21/2023 6:49	1601	32ND	40211	MetroCall Email: Customer reported a smell outside.	12/21/2023 1:00	WOCOM	Cleaned and deodorized catch basin
5481593	12/21/2023 6:53	1519	32ND	40211	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 8:59	WOCOM	Cleaned and deodorized catch basin

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5481594	12/21/2023 7:09	601	BROADWAY	40202	SMC Complaint: Customer reported a sewer odor outside.	12/21/2023 14:20	WOCOM	Deodorized two catch basins.
5481595	12/21/2023 7:11	3210	DR WILLIAM G WEATHERS	40211	SMC Complaint: Customer reported a sewer odor outside.	12/21/2023 14:30	WOCOM	Deodorized four catch basins and 1 manhole.
5481596	12/21/2023 7:13	1303	ROSEWELL	40211	SMC Complaint: Customer reported a sewer odor outside.	12/21/2023 14:19	WOCOM	Cleaned and deodorized catch basin
5481597	12/21/2023 7:17	2118	STANDARD	40210	SMC Complaint: Customer reported a sewer odor outside.	12/21/2023 11:08	WOCOM	Flushed sewer main.
5481598	12/21/2023 8:36	4522	ALGONQUIN	40211	MetroCall Email: Customer reported a smell outside.	12/21/2023 8:53	INSP	Inspection Made
5481599	12/21/2023 9:33	1401	41ST	40211	Customer reported a sewer odor outside.	12/21/2023 14:14	WOCOM	Cleaned and deodorized catch basin
5481610	12/21/2023 11:18	2424	LINDBERGH	40208	Customer reported a sewer odor outside.	12/21/2023 14:13	WOCOM	Cleaned and deodorized catch basin
5481620	12/21/2023 14:37	4030	ALTON	40207	Customer reported a sewer odor inside and outside.	12/21/2023 16:30	WOCOM	Deodorized sewer main.
5481629	12/21/2023 18:11	4711	BREWSTER	40211	Customer reported a sewer odor outside.	12/21/2023 19:11	WOCOM	Deodorized sewer main.
5481669	12/22/2023 6:13	643	EASTLAWN	40211	Customer reported a sewer odor outside.	12/22/2023 13:11	WOCOM	Cleaned and deodorized five catch basins and 2 manholes.
5481671	12/22/2023 7:40	926	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 13:08	WOCOM	Deodorized sewer main.
5481672	12/22/2023 7:43	3545	ALGONQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 13:09	WOCOM	Flushed manhole and catchbasin.
5481673	12/22/2023 7:46	3519	ALGONQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 15:41	WOCOM	Flushed manhole and catchbasin.
5481674	12/22/2023 7:48	3534	ALGONQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 15:41	WOCOM	Flushed manhole and catchbasin.
5481675	12/22/2023 7:50	800	DENMARK	40215	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 13:08	WOCOM	Cleaned and deodorized catch basin.
5481676	12/22/2023 7:52	1902	RUSSELL LEE	40211	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 10:00	WOCOM	Flushed sewer main 100 ft.S
5481677	12/22/2023 7:56	916	CAMDEN	40215	SMC Complaint: Customer reported a sewer odor outside.	12/28/2023 10:18	WOCOM	Cleaned and deodorized two catch basins and two manholes.
5481678	12/22/2023 8:05	3428	KENTUCKY	40211	SMC Complaint: Customer reported a sewer odor outside.	12/23/2023 9:18	WOCOM	Cleaned and deodorized fourcatch basins and 2 manholes.

**Customer Service Odor Complaints Received
December 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5481679	12/22/2023 8:08	1706	STRATTON	40211	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 11:11	WOCOM	Cleaned and deodorized catch basin.
5481680	12/22/2023 8:10	2124	STANDARD	40210	SMC Complaint: Customer reported a sewer odor outside.	12/23/2023 13:02	WOCOM	Deodorized manhole.
5481681	12/22/2023 8:12	1827	MAIN	40203	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 13:10	WOCOM	Cleaned and deodorized catch basin.
5481684	12/22/2023 9:54	1707	MAE STREET KIDD	40211	SMC Complaint: Customer reported a sewer odor outside.	12/28/2023 10:15	WOCOM	Flushed sewer main.
5481685	12/22/2023 9:57	3717	CHAUNCEY	40211	Customer reported a sewer odor inside and outside.	12/22/2023 2:31	WOCOM	Flushed sewer main.
5481689	12/22/2023 11:17	4532	RIVERVIEW	40211	Customer reported a sewer odor inside and outside.	12/23/2023 10:51	WOCOM	Cleaned and deodorized catch basin.
5481692	12/22/2023 11:43	1401	41ST	40211	Customer reported a sewer odor inside and outside.	1/4/2024 0:00	NOFRTH	Noted.
5481694	12/22/2023 12:01	3821	HALE	40211	SMC Complaint: Customer reported a sewer odor outside.	12/22/2023 14:30	WOCOM	Cleaned and deodorized catch basin.
5481716	12/23/2023 13:36	3519	GRAND	40211	Customer reported a sewer odor inside and outside.	12/23/2022 2:25	WOCOM	Cleaned and deodorized two catch basins and one manhole.
5481765	12/25/2023 19:10	1331	HUNTINGTON	40219	MetroCall Email: Customer reported a smell outside.	12/25/2023 22:33	WOCOM	Complaint due to trash in apartment dumpster not being emptied. Not sewer related.
5481796	12/26/2023 16:47	119	39TH	40212	Customer reported a sewer odor outside.	12/26/2023 18:17	WOCOM	Deodorized catch basins.
5481818	12/27/2023 7:54	2118	STANDARD	40210	SMC Complaint: Customer reported a sewer odor outside.	12/27/2023 9:10	WOCOM	Flushed sewer main.
5481819	12/27/2023 7:55	4153	WHEELER	40215	SMC Complaint: Customer reported a sewer odor outside.	12/27/2023 9:30	WOCOM	Cleaned and deodorized catch basin.
5481820	12/27/2023 8:45	2209	HEATHER	40218	Customer reported a sewer odor inside and outside.	12/27/2023 9:05	NOFRTH	Deodorized catch basin.
5481821	12/27/2023 8:56	1330	HURSTBOURNE	40222	Customer reported a sewer odor inside and outside.	12/27/2023 9:35	NOFRTH	Deodorized catch basin.
5481912	12/28/2023 13:55	501	FAIRLAWN	40207	Customer reported a sewer odor inside and outside.	12/28/2023 16:20	WOCOM	Flushed sewer main.
5481918	12/28/2023 15:14	1100	MARKET	40203	Customer reported a sewer odor inside and outside.	12/28/2023 18:20	WOCOM	Deodorized all basins and filled with water.
5481819	12/27/2023 7:55	4153	WHEELER	40215	SMC Complaint: Customer reported a sewer odor outside.	12/27/2023 9:30	WOCOM	Cleaned and deodorized catch basin.

**Customer Service Odor Complaints Received
December 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5481820	12/27/2023 8:45	2209	HEATHER	40218	Customer reported a sewer odor inside and outside.	12/27/2023 9:05	WOCOM	Deodorized catch basin.
5481821	12/27/2023 8:56	1330	HURSTBOURNE	40222	Customer reported a sewer odor inside and outside.	12/27/2023 9:35	NOFRTH	Deodorized catch basin.
5481912	12/28/2023 13:55	501	FAIRLAWN	40207	Customer reported a sewer odor outside.	12/28/2023 16:20	WOCOM	Flushed and deodorized sewer main.
5481918	12/28/2023 15:14	1100	MARKET	40203	Customer reported a sewer odor inside and outside.	12/28/2023 18:20	WOCOM	Cleaned and deodorized catch basin.
5481948	12/29/2023 7:07	824	40TH	40211	SMC Complaint: Customer reported a sewer odor outside.	12/29/2023 8:30	WOCOM	Cleaned and deodorized catch basin.
5481949	12/29/2023 7:09	3428	KENTUCKY	40211	SMC Complaint: Customer reported a sewer odor outside.			
5481950	12/29/2023 7:11	938	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	12/29/2023 9:40	WOCOM	Flushed sewer main.
5481993	12/30/2023 17:36	2114	GAULBERT	40210	Customer reported a sewer odor outside.	12/30/2023 18:22	WOCOM	Deodorized catch basin.