

**Customer Service Odor Complaints Received
February 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5451918	2/1/2023 8:54	1863	Overlook Terrace	40205	Customer reported a sewer odor outside.	2/1/2023 15:02	WOCOM	Catch basin was clean. Added deodorizer.
5451949	2/1/2023 0:00	1440	Bardstown Rd	40204	Customer reported a sewer odor inside and outside.			
5451987	2/1/2023 17:16	1218	Hull St	40204	Customer reported a sewer odor outside.	2/6/2023 13:33	WOCOM	Cleaned light debris from catch basin and deodorized.
5452201	2/3/2023 15:23	700	S 31st St	40211	Customer reported a sewer odor outside.	2/3/2023 17:41	WOCOM	Deodorized manhole.
5452220	2/4/2023 9:29	108	Hartwell Ct	40214	Customer reported a sewer odor inside and outside.	2/6/2023 14:00	WOCOM	Cleaned heavy debris from catch basin and deodorized.
5452341	2/6/2023 10:32	1245	Central Ave	40208	No details given.	2/7/2023 14:46	WOCOM	Cleaned heavy debris and added water to catch basin.
5452542	2/7/2023 14:23		No address given		Customer reported a sewer odor inside.	2/7/2023 14:23	INFO	Information provided.
5452688	2/8/2023 14:26	9800	Cedar Garden	40291		2/8/2023 16:26	WOCOM	No odor detected. Checked MSD assets.
5452904	2/10/2023 6:24	1924	Roanoke Ave	40205	Email received: Customer reporting a sewer odor outside.	2/10/2023 8:30	WOCOM	Flushed sewer main and deodorized three manholes.
5452973	2/12/2023 5:30	1422	Larchmont Ave	40215	Email received: Customer reporting a sewer odor inside and outside.	2/12/2023 8:31	WOCOM	Checked MSD Assets, no odor. Odor was from local factory.
5452980	2/12/2023 19:26	950	Brent St	40204	Customer reported a sewer odor inside and outside.	2/12/2023 21:57	WOCOM	Deodorized three catch basins.
5453050	2/13/2023 11:06	1659	Eastern Pky	40204	Customer reported a sewer odor inside and outside.	2/13/2023 15:35	WOCOM	Cleaned and deodorized catch basin.
5453191	2/14/2023 11:05	949	Vine St	40204	Customer reported a sewer odor inside and outside.	2/14/2023 12:47	WOCOM	Deodorized manhole.
5453228	2/14/2023 14:54	4030	Alton Rd	40207	Customer noticed a chemical odor outside.	2/14/2023 17:33	WOCOM	Checked MSD Assets, no odor. Deodorized manholes.
5453320	2/15/2023 10:20	6115	Cherry Lane	40014	Customer reported a sewer odor inside and outside.	2/15/2023 14:25	INSP	No odor detected. Checked MSD assets.
5453338	2/15/2023 12:54	4103	Vermont Ave	40211	Customer reported a sewer odor inside.	2/15/2023 13:55	WOCOM	Cleaned and deodorized two catch basins.
5453422	2/16/2023 7:48	6129	Airport Hotels Blvd	40203	Customer reported a sewer odor inside and outside.	2/16/2023 9:55	WOCOM	Checked MSD Assets, no odor. Deodorized manholes.

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5453442	2/16/2023 8:29	926	S 6TH St	40203	Customer noticed a chemical odor outside.	2/16/2023 19:45	INSP	Chemical odor not coming from sewer system.
5453472	2/16/2023 9:32	3902	Taylorville Rd	40220	Email received: Customer reporting a sewer odor outside.	2/16/2023 13:39	WOCOM	Deodorized two catch basins.
5453515	2/16/2023 11:21	11715	Lower River Rd	40272	Customer noticed a chemical odor outside.	2/16/2023 13:02	INSP	Odor may have been due to rain event and extra equipment in service.
5453941	2/20/2023 13:36	2617	Slevin St	40212	Customer reported a sewer odor inside and outside.	2/20/2023 14:32	WOCOM	Cleaned medium debris from catch basin and deodorized.
5454043	2/21/2023 6:48	3418	Herman St	40212	Email received: Customer reporting a sewer odor outside.			
5454355	2/23/2023 7:28	1310	Larchmont Ave	40215	Customer reported a sewer odor outside.	2/23/2023 10:50	WOCOM	Deodorized three manholes.
5454362	2/23/2023 11:21	1800	W Broadway	40203	Email received: Customer reporting a sewer odor outside.	2/23/2023 10:26	WOCOM	No odor detected. Deodorized basin.
5454555	2/26/2023 13:30	1422	Larchmont Ave	40215	Email received: Customer reporting a sewer odor outside.	2/26/2022 13:53	INSP	Advised customer on site odor was from local factory.
5454873	2/28/2022 15:26	6416	Overhill Dr	40229	Customer reported a sewer odor inside and outside.	2/28/2022 18:43	INSP	No odor found during inspection. Advised customer on site.