

**Customer Service Odor Complaints Received
January 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5448324	1/1/2023 8:55	1912	Payne St	40206	Customer reported a sewer odor outside.	1/1/2023 10:00	WOCOM	No odor detected. Checked all MSD assets. Deodorized manhole and catch basin.
5448370	1/2/2023 11:15	2543	Griffiths Ave	40212	Customer reported a sewer odor inside only.	1/2/2023 11:15	INFO	Information Provided.
5448894	1/4/2023 12:42	313	N 43rd St	40212	Customer reported a sewer odor inside and outside.	1/4/2023 15:16	WOCOM	Deodorized two catch basins.
5449101	1/5/2023 13:09	4030	Alton Rd	40207	Customer reported a sewer odor inside	1/5/2023 14:15	WOCOM	Flushed line to private property. No issues found.
5449255	1/7/2023 12:18	846	S 37th St	40211	Customer reported a sewer odor inside	1/7/2023 12:18	INFO	Information Provided.
5449802	1/11/2023 13:11	720	S 8th St	40203	Customer reported a sewer odor outside.	1/11/2023 0:00	INSP	No odor detected at time of inspection.
5449992	1/12/2023 17:35	5516	Worthington Place Dr	40241	Customer reported a sewer odor outside.	1/13/2023 0:31	WOCOM	Odor detected in area but could not find origin. Checked manholes and catch basins.
5450074	1/13/2023 12:26	809	S 8th St	40203	Customer reported a sewer odor outside.	1/13/2023 12:35	INSP	No odor detected at time of inspection.
5450274	1/17/2023 9:01	3418	Herman St	40212	Metro Call Email: Customer reported a sewer odor outside.	2/1/2023 7:44	WOCOM	Cleaned heavy debris from catch basin.
5450624	1/19/2023 11:07	701	W Muhammad Ali	40203	Customer reported a sewer odor inside and outside.	1/19/2023 13:24	WOCOM	Flushed sewer main.
5450676	1/19/2023 15:33	3125	Indian Lake Dr	40241	Customer reported a sewer odor inside and outside.	1/19/2023 23:09	WOCOM	Deodorized manhole.
5450844	1/21/2023 11:50	210	Gibson Rd	40207	Customer reported a sewer odor inside and outside.	1/21/2023 14:20	INSP	No odor detected at time of inspection.
5450934	1/23/2023 8:53	7307	Watson Ln	40272	Customer reported a sewer odor inside and outside.	1/23/2023 17:06	WOCOM	Inspected MSD portion of property service, it was clear. Deodorized and clean catch basin. Medium debris found.
5451336	1/26/2023 9:04	3620	Wheeler Ave	40215	Customer reported a sewer odor outside.	1/26/2023 10:06	WOCOM	
5451345	1/26/2023 9:54	2601	Langdon Rd	40241	Metro Call Email: Customer reported a gas leak smell outside.		INSUF	Insufficient information provided.
5451366	1/26/2023 12:28	192	Coral Ave	40206	Customer reported an odor inside.	1/26/2023 12:28	INFO	Information Provided.
5451814	1/31/2023 10:44	1440	Bardstown Rd	40204	Customer reported a sewer odor outside.	1/31/2023 13:45	WOCOM	Checked basins in area and not issues found.