## Customer Service Odor Complaints Received January 2023

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
								No odor detected. Checked all MSD assets. Deodorized
5448324	1/1/2023 8:55	1912	Payne St	40206	Customer reported a sewer odor outside.	1/1/2023 10:00	WOCOM	manhole and catch basin.
					Customer reported a sewer odor inside			
5448370	1/2/2023 11:15	2543	Griffiths Ave	40212	only.	1/2/2023 11:15	INFO	Information Provided.
					Customer reported a sewer odor inside			
5448894	1/4/2023 12:42	313	N 43rd St	40212	and outside.	1/4/2023 15:16	WOCOM	Deodorized two catch basins.
F 4 4 0 1 0 1	4/5/2022 42:00	4020	Altan Dal	40207		1/5/2022 14:15	MOCONA	Flushed line to universe green, No issues found
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.
3449233	1/7/2023 12.16	040	3 37111 31	40211	customer reported a sewer odor miside	1///2023 12.18	INFO	illioilliation Frovidea.
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.
5445002	1/11/2023 13:11	720	3 0011 30	40203	customer reported a sewer odor odiside.	1,11,2023 0.00	11431	Odor detected in area but could not find origin.
5449992	1/12/2023 17:35	5516	Worthington Place Dr	40241	Customer reported a sewer odor outside.	1/13/2023 0:31	WOCOM	Checked manholes and catch basins.
	· ·		5		·			
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.
					Metro Call Email: Customer reported a			
5450274	1/17/2023 9:01	3418	Herman St	40212	sewer odor outside.	2/1/2023 7:44	WOCOM	Cleaned heavy debris from catch basin.
					Customer reported a sewer odor inside			
5450624	1/19/2023 11:07	701	W Muhammad Ali	40203	and outside.	1/19/2023 13:24	WOCOM	Flushed sewer main.
E4E0676	1/10/2022 15:22	2125	Indian Lako Dr	40241	Customer reported a sewer odor inside	1/10/2022 22:00	WOCONA	Doodorized manhala
5450676	1/19/2023 15:33	3125	Indian Lake Dr	40241	and outside.  Customer reported a sewer odor inside	1/19/2023 23:09	WOCOM	Deodorized manhole.
5450844	1/21/2023 11:50	210	Gibson Rd	40207	and outside.	1/21/2023 14:20	INSP	No odor detected at time of inspection.
3430844	1/21/2025 11.50	210	OIDSOIT NO	40207	Customer reported a sewer odor inside	1/21/2023 14.20	11451	no odor detected at time of mapection.
5450934	1/23/2023 8:53	7307	Watson Ln	40272	and outside.	1/23/2023 17:06	WOCOM	Inspected MSD portion of property service, it was clear.
0.0000.	_,,			.0272		_,,		Deodorized and clean catch basin. Medium debris
5451336	1/26/2023 9:04	3620	Wheeler Ave	40215	Customer reported a sewer odor outside.	1/26/2023 10:06	WOCOM	found.
					Metro Call Email: Customer reported a			
5451345	1/26/2023 9:54	2601	Langdon Rd	40241	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.