

**Customer Service Odor Complaints Received
July 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5467298	7/1/2023 18:22	4209	Sunset Dr	40211	Customer reported a sewer odor outside.	7/5/2023 6:43	WOCOM	Cleaned and deodorized catch basin.
5467623	7/6/2023 13:07	3210	William G Weathers Dr	40211	Customer reported a sewer odor outside.	7/11/2023 6:22	WOCOM	Cleaned and deodorized catch basin.
5467654	7/6/2023 15:57	8800	Genry Ln	40291	Customer reported a sewer odor outside.	7/9/2023 4:48	NOTED	Not routed to correct group for inspection within a timely manner.
5467784	7/8/2023 10:02	5108	Shadow wood Lane	40059	Customer reported a sewer odor outside.	7/8/2023 11:30	WOCOM	Checked all MSD Assets. No issues found.
5467790	7/8/2023 11:59	1519	S 32nd St	40211	Customer reported a sewer odor outside.	7/8/2023 12:52	WOCOM	Cleaned light debris and deodorized catch basin.
5467792	7/8/2023 12:07	824	S 40th St	40211	Customer reported a sewer odor outside.	7/8/2023 12:55	WOCOM	Cars parked over catch basin. Could not clean.
5467794	7/8/2023 13:17	2632	Chamberlain Lane	40245	Customer reported a sewer odor outside.	7/8/2023 15:01	INSP	No odor detected at time of inspection.
5467919	7/10/2023 9:26	938	S 6th St	40203	Customer reported a sewer odor outside.	7/11/2023 6:27	WOCOM	Cleaned and deodorized three catch basins.
54668243	7/12/2023 12:48	2427	Irish Bend Ct	40023	Customer reported a sewer odor outside.	7/12/2023 14:00	WOCOM	Flushed and deodorized sewer main.
5468274	7/12/2023 17:11	2310	W Jefferson St	40212	Customer reported a sewer odor outside.	7/12/2023 22:08	WOCOM	Deodorized catch basins.
5468361	7/13/2023 13:42	1992	Peony Dr	40211	Customer reported a sewer odor outside.	7/17/2023 6:21	WOCOM	Cleaned medium debris and deodorized catch basins.
5468432	7/14/2023 8:31	1131	S 6th St	40203	Customer reported a sewer odor outside.	7/19/2023 7:12	WOCOM	Cleaned and deodorized catch basin.
5468467	7/14/2023 18:27	3012	Montana Ave	40208	Customer reported a sewer odor outside.	7/14/2023 22:20	WOCOM	No odor detected at time of inspection.
5468552	7/17/2023 8:22	5108	Shadow wood Lane	40059	Customer reported a sewer odor outside.	7/1/2023 10:09	WOCOM	Pipes on homeowners side are cracked causing odor.
5468696	7/18/2023 7:25	938	S 6th St	40203	Customer reported a sewer odor outside.	7/19/2023 7:16	WOCOM	Cleaned and deodorized catch basin.
5468893	7/19/2023 13:50	1005	Everett Ave	40204	Customer reported a sewer odor outside.	7/24/2023 6:19	WOCOM	Cleaned and deodorized catch basin.
5468977	7/20/2023 8:24	1048	S 7th St	40203	Customer reported a sewer odor outside.	7/24/2023 6:20	WOCOM	Cleaned and deodorized catch basin.
5469113	7/21/2023 11:09	126	W Collins Ct	40214	Metro Call Email: Customer reported a sewer odor outside.	7/21/2023 15:07	WOCOM	Found road drain clogged with odor. Cleaned moderate debris and deodorized catch basin.

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5469116	7/21/2023 11:53	3335	Dayton Ave	40207	Customer reported a sewer odor inside and outside.	7/21/2023 13:00	WOCOM	Flushed and deodorized sewer main.
5469140	7/21/2023 17:32	137	W Collins Ct	40214	Customer reported a sewer odor outside.	7/21/2023 19:25	WOCOM	Deodorized catch basins and manhole.
5469158	7/22/2023 23:32	1519	S 32nd St	40211	Metro Call Email: Customer reported a sewer odor outside.	7/23/2023 23:54	WOCOM	Deodorized catch basins.
5469160	7/23/2023 9:50	653	Cecil Ave	40211	Customer reported a sewer odor inside and outside.	7/23/2023 12:25	WOCOM	Deodorized catch basins and manhole.
5469164	7/23/2023 10:45	1204	Tennessee Ave	40208	Customer reported a sewer odor inside and outside.	7/23/2023 12:01	WOCOM	Cleaned and flushed catch basins.
5469165	7/23/2023 11:21	1105	Cardinal Dr	40213	Customer reported a sewer odor outside.	7/23/2023 13:35	WOCOM	No odor detected at time of inspections. Checked all MSD assets.
5469167	7/23/2023 14:32	3418	Herman St	40212	Metro Call Email: Customer reported a sewer odor outside.	7/23/2023 20:31	WOCOM	No further information given.
5469168	7/23/2023 14:36	408	Louis Coleman Jr Dr	40212	Metro Call Email: Customer reported a sewer odor outside.	7/23/2023 14:52	DUP	Listed as a duplicate entry.
5469172	7/23/2023 20:39	545	E St Catherine St	40203	Customer reported a sewer odor outside.	7/23/2023 22:15	WOCOM	Deodorized catch basins.
5469173	7/23/2023 20:41	1714	Patton Ct	40210	Customer reported a sewer odor outside.	7/23/2023 22:29	WOCOM	Deodorized catch basins.
5469174	7/23/2023 20:42	332	N 20th St	40203	Customer reported a sewer odor outside.	7/23/2023 21:57	WOCOM	Deodorized catch basins.
5469175	7/23/2023 20:44	2306	W Market St	40212	Customer reported a sewer odor outside.	7/23/2023 21:49	WOCOM	Deodorized catch basins.
5469176	7/23/2023 20:47	400	N 34th St	40212	Customer reported a sewer odor outside.	7/23/2023 21:28	WOCOM	Deodorized catch basins.
5469177	7/23/2023 20:48	824	S 40th st	40211	Customer reported a sewer odor outside.	7/23/2023 21:41	WOCOM	Deodorized catch basins.
5469179	7/23/2023 22:45	1524	Market St	40203	Customer reported a sewer odor outside.	7/23/2023 23:07	WOCOM	Deodorized catch basins.
5469181	7/24/2023 0:04	233	S 39th St	40212	Customer reported a sewer odor outside.	7/27/2023 8:30	WOCOM	Cleaned light debris and deodorized catch basin.
5469282	7/24/2023 13:16	4326	Naneen Dr	40216	Metro Call Email: Customer reported a sewer odor outside.	7/24/2023 15:02	WOCOM	Flushed sewer main.
5469386	7/25/2023 7:12	4203	Sunset Dr	40211	Customer reported a sewer odor outside.	7/30/2023 13:38	WOCOM	Cleaned and deodorized catch basins.
5469388	7/25/2023 7:18	1110	Cecil Ave	40211	Customer reported a sewer odor outside.	7/26/2023 15:09	WOCOM	Deodorized catch basin.

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5469389	7/25/2023 7:20	1101	E Washington St	40206	Customer reported a sewer odor outside.	7/25/2023 8:33	INSP	Odor was from the JB Swift Plant.
5469390	7/25/2023 7:22	4240	Vermont Ave	40211	Customer reported a sewer odor outside.	7/26/2023 15:25	WOCOM	Car parked on top of basin. Could not clean.
5469400	7/25/2023 9:01	312	S 43rd St	40212	Customer reported a sewer odor outside.	7/27/2023 8:27	WOCOM	Cleaned heavy debris and deodorized catch basin.
5469424	7/25/2023 12:55	3018	W Main St	40212	Customer reported a sewer odor inside and outside.	7/27/2023 12:55	WOCOM	Cleaned heavy debris and deodorized catch basin.
5469433	7/25/2023 14:04	594	Brandon Dunes Dr	40228	Customer reported a sewer odor inside and outside.	7/25/2023 17:16	INSP	Odor coming from a nearby factory.
5469443	7/25/2023 14:59	4341	Pruit Ct	40218	Customer reported a sewer odor inside and outside.	7/25/2023 22:19	WOCOM	Deodorized catch basins.
5469457	7/25/2023 22:04	537	S 3rd St	40202	Metro Call Email: Customer reported a sewer odor outside.	7/25/2023 23:05	WOCOM	Deodorized five catch basins.
5469515	7/25/2023 6:19	1205	Fairland Pl	40211	Customer reported a sewer odor outside.	7/27/2023 10:47	WOCOM	Cleaned light debris and deodorized catch basin.
5469516	7/26/2023 6:24	3514	Greenwood Ave	40211	Customer reported a sewer odor outside.	7/27/2023 6:27	WOCOM	Cleaned heavy debris and deodorized catch basin.
5469518	7/26/2023 7:27	401	S 39th St	40212	Customer reported a sewer odor inside.	7/26/2023 7:57	INFO	Information Provided.
5469524	7/26/2023 8:13	100	N 42nd St	40212	Customer reported a sewer odor inside and outside.	7/26/2023 15:29	WOCOM	Cleaned and deodorized catch basin.
5469527	7/26/2023 9:16	817	S 39th St	40211	Customer reported a sewer odor outside.	7/26/2023 15:07	WOCOM	Cleaned and deodorized four catch basins.
5469528	7/26/2023 9:19	1519	S 32nd St	40211	Customer reported a sewer odor outside.	7/31/2023 6:55	WOCOM	Deodorized catch basin.
5469580	7/27/2023 5:34	643	Eastlawn Ave	40211	Customer reported a sewer odor outside.	7/31/2023 6:54	WOCOM	Deodorized catch basin.
5469634	7/27/2023 7:13	3418	Herman St	40212	Customer reported a sewer odor outside.	7/28/2023 14:30	WOCOM	Deodorized catch basin.
5469651	7/27/2023 10:13	2133	W Main St	40212	Customer reported a sewer odor outside.			
5469665	7/27/2023 12:55	213	Faifax Ave	40207	Customer reported a sewer odor outside.	7/27/2023 14:25	WOCOM	Flushed and deodorized sewer main.
5469673	7/27/2023 14:07	1070	Cecil Ave	40211	Customer reported a sewer odor outside.	7/28/2023 8:30	WOCOM	Deodorized catch basin.
5469674	7/27/2023 14:08	922	S 6h St	40203	Customer reported a sewer odor outside.	7/28/2023 14:29	WOCOM	Deodorized catch basin.

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5469684	7/27/2023 21:07	2504	W Madison St	40211	Customer reported a sewer odor outside.	7/27/2023 21:27	WOCOM	Deodorized catch basins.
5469685	7/27/2023 21:52	1203	Fairland Pl	40211	Customer reported a sewer odor outside.	7/27/2023 22:36	WOCOM	Deodorized manhole.
5469717	7/27/2023 8:00	4522	Winrose Way	40211	Customer reported a sewer odor outside.	7/28/2023 8:30	INSP	Inspection made.
5469720	7/28/2023 9:00	3530	Larkwood Ave	40212	Customer reported a sewer odor outside.	7/28/2023 10:04	WOCOM	Deodorized catch basin.
5469723	7/28/2023 10:04	3418	Herman St	40212	Customer reported a sewer odor outside.	7/30/2023 13:30	WOCOM	Added water to catch basins.
5469724	7/28/2023 10:07	623	S 38th St	40211	Customer reported a sewer odor outside.	7/28/2023 22:22	WOCOM	Watered down catch basins.
5469725	7/28/2023 10:09	1025	S 6th St	40203	Customer reported a sewer odor outside.	7/28/2023 10:09	WOCOM	Car parked on top of basin. Could not clean.
5469726	7/28/2023 10:10	926	S 6th St	40203	Customer reported a sewer odor outside.	7/30/2023 13:03	WOCOM	Deodorized four catch basins and one manhole.
5469746	7/28/2023 16:49	2101	Burwell Ave	40210	Customer reported a sewer odor outside.	7/28/2023 22:19	WOCOM	Deodorized catch basin.
5469761	7/30/2023 7:06	100	E Jefferson St	40202	Customer reported a sewer odor inside.	7/30/2023 7:06	INFO	Information Provided.
5469767	7/30/2023 22:17	3665	Powell Ave	40215	Customer reported a sewer odor outside.	7/30/2023 23:03	WOCOM	Deodorized catch basin.
5469769	7/30/2023 23:11	4326	S 2nd St	40214	Customer reported a sewer odor outside.	7/31/2023 0:13	WOCOM	Deodorized catch basin.
5469770	7/30/2023 23:26	1637	Longfield Way	40215	Metro Call Email: Customer reported a sewer odor outside.	7/30/2023 23:26	WOCOM	Deodorized catch basin.
5469771	7/30/2023 23:33	812	W Ashland Ave	40215	Customer reported a sewer odor outside.	7/31/2023 0:28	WOCOM	Deodorized catch basin.
5469772	7/30/2023 23:44	4919	Southern Parkway	40214	Customer reported a sewer odor outside.	7/31/2023 0:43	WOCOM	Deodorized catch basin.
5469773	7/30/2023 23:52	4707	Burkley Ave	40214	Customer reported a sewer odor outside.	7/31/2023 0:29	WOCOM	Deodorized catch basin.
5469829	7/31/2023 8:27	2512	Howard St	40211	Customer reported a sewer odor outside.	8/5/2023 9:05	WOCOM	Cleaned and deodorized four catch basins.
5469844	7/31/2023 11:25	3535	Virginia Ave	40211	Customer reported a sewer odor outside.			
5469867	7/31/2023 13:56	1705	Hasty Way	40216	Customer reported a sewer odor outside.	7/31/2023 16:17	WOCOM	Deodorized sewer main.

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5469881	7/31/2023 16:10	11009	Lunenburg Ct	40245	Customer reported a sewer odor outside.	7/31/2023 20:35	INSP	No issues found upon inspection.