

**Customer Service Odor Complaints Received
March 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5455122	3/2/2023 14:14	11801	Lower River Rd	40272	Customer reported a sewer odor outside.	3/3/2023 14:08	INSP	Additional wet weather flow to the treatment plant may be contributing to the odor.
5455271	3/3/2023 9:48	1422	Larchmont Rd	40215	Customer reported a sewer odor outside.	3/6/2023 8:40	INSP	No odor detected during inspection.
5456011	3/8/2023 11:04	932	S 6th St	40203	Customer reported a chemical odor outside.	3/17/2023 11:04	WOCOM	Deodorized catch basin.
5456027	3/8/2023 12:43	10409	Watterson Trail	40299	Customer reported a sewer odor outside.	3/8/2023 16:12	INSP	Inspection found odor is coming from a local business.
5456051	3/8/2023 15:49	1824	Berry Blvd	40215	Customer reported a sewer odor inside and outside.	3/8/2023 16:43	WOCOM	No odor found at inspection. Cleaned and deodorized catch basin.
5456289	3/10/2023 12:11	4946	Poplar Level Rd	40219	Customer reported a sewer odor outside.	3/10/2023 13:34	WOCOM	Catch basin is privately owned. Flushed the sanitary main as a courtesy.
5456318	3/10/2023 16:01	7000	Dougy Way	40219	Customer reported a sewer odor inside and outside.	3/10/2023 23:02	WOCOM	No odor found during inspection. Put a bottle of lemon sent in the manhole as a courtesy.
5456333	3/11/2023 10:45	2114	W Gaulbert Ave	40210	Customer reported a sewer odor inside and outside.	3/11/2023 11:09	WOCOM	Deodorized two catch basins.
5456423	3/13/2023 7:51	4532	W Broadway	40211	Customer reported a sewer odor inside and outside.	3/13/2023 10:02	WOCOM	Inspected three catch basins, added deodorizer.
5456532	3/13/2023 16:16	4924	Daleray Dr	40219	Customer reported a sewer odor inside and outside.	3/13/2023 22:58	WOCOM	No odor found at inspection. Checked all MSD assets.
5456752	3/15/2023 9:04	10934	Symington Cir	40241	Metro email received - Customer is reporting a sewer odor outside.	3/15/2023 13:05	WOCOM	No odor detected during inspection. Flushed and deodorized sanitary sewer main as a courtesy.
5456999	3/17/2023 8:37	4131	W Broadway	40211	Metro email received - Customer is reporting a sewer odor outside.	3/17/2023 10:52	WOCOM	Deodorized eight catch basins.
5457109	3/18/2023 9:58	1040	Bardstown Rd	40204	Customer reporting a sewer odor inside.	3/18/2023 9:48	INFO	Information provided.
5457143	3/19/2023 21:30	11702	Pierce Way	40272	Customer reported a sewer odor outside.	3/19/2023 22:07	WOCOM	No odor found at inspection. Checked all MSD assets.
5457161	3/20/2023 9:53	4665	Cliff Ave	40215	Metro email received - Customer is reporting a sewer odor outside.	3/20/2023 15:17	WOCOM	Deodorized catch basin.
5457170	3/20/2023 10:20	1420	Homeview Dr	40215	Customer reported a sewer odor inside and outside.	3/20/2023 15:19	WOCOM	Deodorized catch basin.
5457211	3/20/2023 13:14	1310	Larchmont Rd	40215	Customer reported a sewer odor outside.	3/20/2023 15:20	WOCOM	Cleaned heavy debris from catch basin.
5457390	3/21/2023 14:22	225	N Longworth Ave	40212	Customer reported a sewer odor inside and outside.	3/22/2023 13:30	WOCOM	Cleaned heavy debris from catch basin.
5457772	3/24/2023 10:56	9819	Grenfell Way	40242	Customer reported a sewer odor inside and outside.	3/24/2023 11:40	WOCOM	No odor found during inspection.
5457903	3/26/2023 0:12	4201	Simcoe Ln	40241	Customer reported a sewer odor outside.	3/27/2023 10:15	INSP	No odor found during inspection.
5458083	3/27/2023 13:55	3332	Newburg Rd	40218	Customer reported a sewer odor inside and outside.	3/27/2023 14:58	WOCOM	No odor found during inspection. Deodorized catch basins.
5458197	3/28/2023 7:04	643	Eastlawn Rd	40211	Customer reported a sewer odor outside.		WOCOM	Flushed manhole.
5458201	3/28/2023 8:58	11801	Beacon Ct	40299	Customer reported a sewer odor inside and outside.	3/28/2023 7:06	INSP	No issues found during inspection.
5458554	3/30/2023 16:32	8816	Eli Dr	40291	Metro email received - Customer is reporting a sewer odor outside.	3/30/2023 23:23	WOCOM	No issues found during inspection.