

**Customer Service Odor Complaints Received
May 2023**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5461723	5/2/2023 15:19	12317	Old Lagrange Rd	40245	Customer reported a sewer odor outside.	5/2/2023 22:07	WOCOM	Found a private force main break. Isolated and notified customer to have repairs made by a plumber.
5461800	5/3/2023 9:22	1828	Oregon Ave	40210	Customer reported a sewer odor inside and outside.	5/3/2023 10:29	WOCOM	No odor at time of inspection. Waterdown catch basin and manhole.
5461885	5/4/2023 6:09	1410	Olive St	40210	Customer reported a sewer odor outside.	5/4/2023 1:40	INSP	No odor at time of inspection.
5461887	5/4/2023 8:32	931	S 6th St	40203	MetroCall Email: Customer reported a sewer odor outside.	5/4/2023 9:23	WOCOM	No odor at time of inspection. Deodorized catch basin.
5461889	5/4/2023 8:51	635	Davies Ave	40208	Customer reported a sewer odor inside and outside.	5/4/2023 9:58	WOCOM	No odor at time of inspection.
5461896	5/4/2023 9:49	117	E Kentucky St	40203	Customer reported a sewer odor inside and outside.	5/4/2023 10:39	WOCOM	No odor at time of inspection. Deodorized catch basin.
5461900	5/4/2023 10:23	1400	S 4th St	40208	Customer reported a sewer odor inside and outside.	5/4/2023 15:45	WOCOM	Flushed sewer main.
5461942	5/4/2023 22:35	3205	Jacks Ln	40216	Customer reported a sewer odor inside and outside.	5/4/2023 23:35	WOCOM	Found partial blockage in sewer main, flushed 50ft and flow returned to normal.
5461974	5/5/2023 6:15	1821	Hardesty Ave	40216	Customer reported a sewer odor outside.	5/6/2023 1:00	INSP	No odor detected at time of inspection.
5461994	5/5/2023 12:27	4132	W Broadway	40211	Customer reported a sewer odor outside.	5/5/2023 14:27	WOCOM	Watered down catch basin.
5462023	5/6/2023 8:28	2101	S 41st Street	40211	Customer reported a sewer odor outside.	5/6/2023 8:30	INSP	No odor detected at time of inspection.
5462038	5/7/2023 9:16	5902	Marina View Ct	40059	Customer reported a sewer odor outside.	5/8/2023 8:36	INSP	No odor detected at time of inspection.
5462057	5/8/2023 0:08	961	S Shelby St	40203	Customer reported a sewer odor inside.	5/8/2023 0:08	INFO	Information Provided.
5462116	5/8/2023 9:30	4400	Excley Ct	40211	Customer reported a sewer odor outside.	5/10/2023 6:59	NOTED	Staff not notified in a timely manner to investigate
5462475	5/10/2023 22:57	3400	Dell Rd	40299	Customer reported a sewer odor outside.	5/11/2023 16:19	WOCOM	No odor detected at time of inspection. Deodorized catch basin.
5462567	5/11/2023 0:00	2800	W Main St	40212	Customer reported a sewer odor outside.	5/11/2023 12:13	WOCOM	Watered down catch basin.
5462717	5/13/2023 20:48	3338	Algonquin Pkwy	40211	Customer reported a sewer odor outside.	5/13/2023 21:00	INSP	No odor found during inspection.
5462718	5/14/2023 0:54	627	Ervay Ave	40217	Customer reported a sewer odor outside.	5/13/2023 22:31	WOCOM	No odor detected, deodorized catch basin.

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5462729	5/14/2023 21:15	1519	S 32nd St	40211	Customer reported a sewer odor outside.	5/19/2023 17:37	WOCOM	Cleaned light debris and deodorized catch basin.
5462730	5/14/2023 21:19	824	S 40th St	40211	Customer reported a sewer odor outside.	5/19/2023 17:38	WOCOM	Cleaned light debris from catch basin.
5462731	5/14/2023 21:22	1110	Cecil Ave	40211	Customer reported a sewer odor outside.	5/18/2023 7:29	WOCOM	Cleaned medium debris from basin and deodorized.
5463012	5/16/2023 13:00	1828	Oregon Ave	40210	Customer reported a sewer odor outside.	5/16/2023 14:05	INSP	No odor detected at time of inspection. Checked all MSD Assets.
5463027	5/16/2023 13:35	1008	Eigelback Ave	40217	Customer reported a sewer odor outside.	5/17/2023 14:20	WOCOM	Cleaned heavy deris from basin and deodorized.
5463044	5/16/2023 14:06	3818	Craig Ave	40215	Customer reported a sewer odor inside and outside.	5/16/2023 23:45	WOCOM	Deodorized catch basin.
5463045	5/16/2023 14:08	3752	Wheeler Ave	40215	Customer reported a sewer odor outside.	5/24/2023 15:45	WOCOM	Cleaned heavy deris from basin and deodorized.