

**Customer Service Odor Complaints Received  
April 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5488764	4/1/2024 13:46	5615	CAROLYN	40219	Customer reported a sewer odor inside and outside.	4/1/2024 18:24	NOFRTH	Flushed sewer main.
5488765	4/1/2024 13:56	4522	ALGONQUIN	40211	Customer reported a sewer odor inside and outside.	4/9/2024 6:11	Noted	Noted
5488850	4/2/2024 9:08	1939	MAGAZINE	40203	Customer reported a sewer odor inside and outside.	4/2/2024 10:27	WOCOM	Cleaned and deodorized catch basin and manhole.
5488891	4/2/2024 13:23	1063	CECIL	40211	Customer reported a sewer odor inside and outside.	4/2/2024 16:51	WOCOM	Cleaned and deodorized catch basin and manhole.
5488898	4/2/2024 14:12	763	LOGAN	40204	Customer reported a sewer odor inside and outside.	4/2/2024 15:23	WOCOM	Deodorized catch basin.
5488898	4/3/2024 17:00	763	LOGAN	40204	Customer reported a sewer odor inside and outside.	4/2/2024 15:23	WOCOM	Follow up.
5489287	4/8/2024 10:22	1939	MAGAZINE	40203	Customer reported a sewer odor inside and outside.	4/8/2024 10:22	NOTED	
5489292	4/8/2024 10:47	1939	MAGAZINE	40203	Customer reported a sewer odor inside and outside.	4/8/2024 10:22	WOCOM	Gratings to catch basins were missing. Cleaned and deodorized.
5489321	4/8/2024 15:13	11522	LOWER RIVER	40272	Customer reported a sewer odor outside.	4/9/2024 7:54	CLOSED	Maintenance on air line could have contributed to odors.
5489327	4/8/2024 16:28	1204	LARCHMONT	40215	Customer reported a sewer odor inside and outside.	4/8/2024 19:58	WOCOM	Deodorized sewer main. No odor detected.
5489511	4/10/2024 12:02	3010	WHITEWAY	40205	Customer reported a sewer odor inside and outside.	4/11/2024 10:18	WOCOM	No odor detected. Checked all MSD Assets.
5489588	4/11/2024 9:01	11524	LOWER RIVER	40272	Customer reported a sewer odor inside and outside.	4/11/2024 9:38	WOCOM	Filling additional tanks for wet weather capacity may have contributed to odors.
5489796	4/13/2024 10:39	4800	STRAWBERRY	40209	Customer reported a sewer odor inside and outside.	4/13/2024 11:27	WOCOM	No odor detected. Checked all MSD Assets.
5489930	4/15/2024 10:38	349	27TH	40212	Customer reported a sewer odor outside.	4/15/2024 15:00	NOFRTH	Flushed catch basin and sewer main.
5489988	4/15/2024 23:48	111	CHARLTON	40206	Customer reported a sewer odor outside.	4/16/2024 0:19	WOCOM	Deodorized Catch basin.
5489988	4/15/2024 23:48	111	CHARLTON	40206	Customer reported a sewer odor outside.	4/16/2024 0:19	WOCOM	Cleaned and deodorized catch basin and manhole.
5490175	4/17/2024 11:58	1016	CARLISLE	40215	Customer reported a sewer odor outside.	4/17/2024 13:02	WOCOM	Deodorized Catch basin.
5490198	4/17/2024 15:32	1625	32ND	40211	Customer reported a sewer odor outside.	4/18/2024 15:12	WOCOM	Vacted debris from catch basin and added water.
5490412	4/19/2024 17:12	5113	FREY	40219	Customer reported a sewer odor inside and outside.	4/20/2024 0:32	WOCOM	Deodorized sewer main.

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5490442	4/21/2024 14:26	3917	STAEBLER	40207	Customer reported a sewer odor inside and outside.	4/21/2024 15:10	WOCOM	No odor detected. Checked all MSD Assets.
5490597	4/22/2024 15:53	2114	GAULBERT	40210	Customer reported a sewer odor inside.	4/22/2024 15:53	NOTED	
5490611	4/22/2024 22:03	8904	MANATEE	40299	Customer reported a sewer odor outside.	4/22/2024 23:33	WOCOM	Deodorized manhole.
5490707	4/23/2024 12:26	5208	EUCLID	40272	Customer reported a sewer odor inside.	4/23/2024 12:26	INFO	Information provided.
5490799	4/24/2024 11:03	112	BLUE JAY	40229	Customer reported a chemical odor outside.	4/24/2024 13:26	NOPRB	No odor detected. Checked all MSD Assets.
5490808	4/24/2024 12:15	1229	HULL	40204	Customer reported a sewer odor inside and outside.	4/24/2024 12:56	WOCOM	Deodorized catch basin.
5490817	4/24/2024 13:40	6210	UPPER HUNTERS	40216	Metro Call Email received: Customer reported a sewer odor.	4/24/2024 2:51	WOCOM	No odor detected. Checked all MSD Assets.
5490830	4/25/2024 7:05	3442	GLENDALE	40215	SMC emailed received: Customer reported a sewer odor.	4/25/2024 11:30	WOCOM	Cleaned and deodorized catch basin.
5490881	4/25/2024 10:10	1602	CEDAR	40203	Customer reported a sewer odor outside.	4/27/2024 7:13	WOCOM	Cleaned and deodorized catch basin.
5490914	4/25/2024 16:05	746	LORETTO	40211	Customer reported a sewer odor outside.	4/25/2024 20:12	WOCOM	Deodorized catch basin.
5490917	4/25/2024 16:45	1401	HIGHLAND	40204	Customer reported a sewer odor outside.	4/25/2024 20:13	WOCOM	Odor was JBS Plant. Deodorized catch basins.
5491015	4/26/2024 16:23	2082	DOUGLASS	40205	Customer reported a sewer odor inside and outside.	4/26/2024 18:45	NOFRTH	No odor detected. Deodorized sewer main.
5491028	4/27/2024 10:34	700	CENTRAL	40208	Customer reported a sewer odor inside and outside.	4/26/2024 11:30	WOCOM	No odor detected. Deodorized sewer main.
5491035	4/27/2024 20:26	4303	LOST SPRING	40241	Customer reported a sewer odor outside.	4/27/2024 21:30	NOFRTH	No odor detected. Deodorized sewer main.
5491050	4/29/2024 7:02	807	39TH	40211	SMC emailed received: Customer reported a sewer odor.	5/1/2024 9:55	WOCOM	Cleaned and deodorized basin in the alley
5491144	4/29/2024 11:15	747	SHELBY	40203	Customer reported a sewer odor inside and outside.	4/30/2024 11:03	WOCOM	Cleaned and deodorized catch basin
5491175	4/29/2024 19:42	1203	OLD CANNONS	40207	Customer reported a sewer odor outside.	4/29/2024 21:10	CUST	No odors detected, no sign of discharge.