

**Customer Service Odor Complaints Received  
August 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5498739	8/1/2024 0:04	304	AXIS	40206	SMC email received: Customer is reporting a sewer odor.	8/6/2024 8:32	WOCOM	Cleaned and deodorized catch basin.
5498821	8/1/2024 13:25	5315	HAMES	40291	SMC email received: Customer is reporting a sewer odor.	8/1/2024 14:15	INSP	Inspection made, no odor detected.
5498866	8/2/2024 7:18	2223	AMBOY	40216	SMC email received: Customer is reporting a sewer odor.	8/2/2024 15:31	WOCOM	No odor detected. Deodorized sewer main.
5498937	8/2/2024 12:42	334	EASTERN	40208	SMC email received: Customer is reporting a sewer odor.	8/2/2024 14:07	WOCOM	Deodorized catch basin.
5498979	8/3/2024 11:50	2915	ALFORD	40212	Customer reported a sewer odor outside.	8/3/2024 12:35	WOCOM	Deodorized catch basin and vented manhole.
5499038	8/5/2024 8:51	4708	RIDGEWAY	40229	Customer reported a sewer odor outside.	8/5/2024 11:30	WOCOM	No odor detected. Deodorized sewer main.
5499043	8/5/2024 9:26	902	HIGH SCHOOL	40219	Customer reported a sewer odor inside and outside.	8/5/2024 13:19	WOCOM	No odor detected. Deodorized sewer main.
5499057	8/5/2024 10:48	2630	CHAMBERLAIN	40245	Customer reported a sewer odor inside and outside.	8/5/2024 12:00	NOFRTH	No odor detected. Deodorized sewer main.
5499071	8/5/2024 12:03	918	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/6/2024 6:21	WOCOM	Deodorized catch basins.
5499077	8/5/2024 12:25	1800	23RD	40210	Customer reported a sewer odor outside.	8/5/2024 14:40	WOCOM	Deodorized catch basins.
5499112	8/5/2024 18:50	3414	MIRACLE	40216	Customer reported a sewer odor inside and outside.	8/5/2024 19:20	WOCOM	No odor detected. Checked all MSD assets.
5499116	8/5/2024 23:40	1212	BROADWAY	40203	Customer reported a sewer odor outside.	8/6/2024 0:02	WOCOM	Deodorized catch basin.
5499118	8/6/2024 7:34	2811	PARK BROOK	40213	ClAIRity email received: Customer reported a Chemical odor.	8/7/2024 10:05	INSP	Odor was coming from local landfill.
5499185	8/6/2024 9:33	4547	1ST	40214	ClAIRity email received: Customer reported a sewer odor.	8/7/2024 5:25	WOCOM	Cleaned and deodorized catch basin.
5499186	8/6/2024 9:41	1029	CAMDEN	40215	Customer reported a sewer odor inside and outside.	8/6/2024 12:50	WOCOM	Deodorized basin.
5499187	8/6/2024 9:51	1029	CAMDEN	40215	ClAIRity email received: Customer reported a sewer odor.	8/6/2024 9:52	INFO	See SR 5499186
5499188	8/6/2024 10:20	5510	TEALEAF	40291	Customer reported a sewer odor inside and outside.	8/6/2024 13:48	DUPLI	See SR 5499193
5499193	8/6/2024 10:55	5510	TEALEAF	40291	Customer reported a sewer odor inside and outside.	8/6/2024 11:45	WOCOM	No odor detected on arrival.
5499203	8/6/2024 12:41	1620	ARTHUR	40208	Customer reported a sewer odor inside and outside.	8/6/2024 15:33	WOCOM	No odor detected. Deodorized sewer main.

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5499205	8/6/2024 14:31	900	MAIN	40206	Customer reported a sewer odor inside and outside.	8/6/2024 18:29	WOCOM	Deodorized manhole.
5499214	8/6/2024 16:51	600	MAIN	40202	Customer reported a sewer odor inside and outside.	8/6/2024 18:29	WOCOM	Deodorized manhole.
5499258	8/7/2024 8:41	1553	GALLAGHER	40210	Customer reported a sewer odor outside.	8/7/2024 11:25	WOCOM	Cleaned and deodorized catch basin.
5499303	8/7/2024 18:15	539	MARKET	40202	Customer reported a sewer odor outside.	8/7/2024 22:20	WOCOM	No odor detected. Checked all MSD Assets.
5499308	8/8/2024 0:10	712	ST CATHERINE	40203	SMC email received: Customer is reporting a sewer odor.	8/9/2024 11:55	WOCOM	No further information.
5499309	8/8/2024 0:18	416	BRECKINRIDGE	40203	SMC email received: Customer is reporting a sewer odor.	8/8/2024 13:59	WOCOM	Cleaned and deodorized catch basin.
5499310	8/8/2024 0:22	918	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/8/2024 13:58	WOCOM	Cleaned and deodorized catch basin.
5499311	8/8/2024 7:16	7215	ORELL	40272	Customer reported a sewer odor outside.	8/8/2024 7:48	INSP	No odor detected upon inspection.
5499356	8/8/2024 9:52	8913	THELMA	40220	Customer reported a sewer odor outside.	8/8/2024 10:30	WOCOM	Deodorized sewer main.
5499361	8/8/2024 10:59	412	M	40208	Customer reported a sewer odor inside and outside.	8/9/2024 11:56	WOCOM	Added water and deodorized manhole.
5499367	8/8/2024 12:21	2827	HALE	40211	CLAIRity email received: Customer reported a sewer odor.	8/9/2024 5:33	WOCOM	Deodorized four catch basins.
5499369	8/8/2024 12:28	643	EASTLAWN	40211	Customer reported a sewer odor outside.	8/9/2024 5:34	WOCOM	Cleaned and deodorized catch basin.
5499375	8/8/2024 13:14	1420	THORNBERRY	40215	CLAIRity email received: Customer reported a sewer odor inside only.	8/9/2024 7:23	INFO	Information provided.
5499408	8/8/2024 16:21	3418	HERMAN	40212	Customer reported a sewer odor inside and outside.	8/8/2024 17:54	WOCOM	Deodorized manhole.
5499411	8/8/2024 16:43	4300	BELLS	40211	Customer reported a sewer odor inside and outside.	8/13/2024 6:40	NOTED	No further information.
5499416	8/8/2024 18:51	620	BRECKINRIDGE	40203	SMC email received: Customer is reporting a sewer odor.	8/12/2024 7:08	WOCOM	Flushed and deodorized as needed.
5499420	8/9/2024 0:02	811	LOUIS COLEMAN JR	40211	SMC email received: Customer is reporting a sewer odor.	8/12/2024 6:02	WOCOM	Added water and deodorized manhole.
5499421	8/9/2024 0:06	1218	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/12/2024 7:09	WOCOM	Flushed and deodorized as needed.
5499422	8/9/2024 0:10	1141	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/12/2024 7:08	WOCOM	Flushed and deodorized as needed.
5499475	8/9/2024 9:22	2915	ALFORD	40212	SMC email received: Customer is reporting a sewer odor.	8/9/2024 12:24	WOCOM	Deodorized sewer main.
5499481	8/9/2024 10:24	5006	LESABRE	40216	Customer reported a sewer odor outside.	8/9/2024 12:26	WOCOM	Deodorized sewer main.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5499523	8/9/2024 18:39	950	BRENT	40204	Customer reported a sewer odor inside and outside.	8/9/2024 19:29	WOCOM	Deodorized sewer main.
5499525	8/9/2024 19:15	2607	RODMAN	40208	Customer reported a sewer odor outside.	8/9/2024 19:54	WOCOM	Deodorized sewer main.
5499529	8/10/2024 0:17	428	OAK	40203	SMC email received: Customer is reporting a sewer odor.	8/13/2024 14:27	WOCOM	Vactored light debris.
5499530	8/10/2024 0:22	954	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/14/2024 6:42	WOCOM	Added water and deodorized as needed.
5499536	8/10/2024 15:31	4401	TAYLOR	40215	Customer reported a sewer odor outside.	8/10/2024 17:24	WOCOM	No odor detected. Deodorized catch basin.
5499539	8/10/2024 18:49	5507	WORTHINGTON PLACE	40241	SMC email received: Customer is reporting a sewer odor.	8/12/2024 0:00	WOCOM	No further information.
5499540	8/10/2024 18:53	640	BURNETT	40217	SMC email received: Customer is reporting a sewer odor.	8/12/2024 10:47	WOCOM	Cleaned and deodorized five catch basins.
5499543	8/11/2024 9:36	5404	RIVER ROCK	40241	Customer reported a sewer odor outside.	8/11/2024 11:30	WOCOM	No odor detected. Checked all MSD assets.
5499549	8/11/2024 10:21	1228	BELMAR	40213	ClAIRity email received: Customer reported a sewer odor.	8/11/2024 14:30	WOCOM	No odor detected. Checked all MSD assets.
5499550	8/11/2024 10:36	901	BARRET	40204	Metro 311 email received. Customer reported a sewer odor outside.	8/12/2024 8:53	WOCOM	Deodorized catch basin.
5499552	8/11/2024 12:05	5422	RIVER ROCK	40241	ClAIRity email received: Customer reported a sewer odor.	8/11/2024 12:16	DUPLI	See 5499543
5499553	8/11/2024 12:17	1031	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/12/2024 6:05	WOCOM	Deodorized catch basin.
5499562	8/11/2024 22:12	3132	MAYWOOD	40220	Customer reported a sewer odor outside.	8/11/2024 22:45	WOCOM	No odor detected. Checked all MSD assets.
5499563	8/11/2024 23:01	100	2ND	40202	Customer reported a sewer odor inside.	8/11/2024 23:40	WOCOM	Deodorized catch basin.
5499564	8/12/2024 0:04	926	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/14/2024 6:43	WOCOM	Added water and deodorized as needed.
5499565	8/12/2024 7:39	2200	BROADWAY	40211	SMC email received: Customer is reporting a sewer odor.	8/13/2024 5:14	WOCOM	Cleaned and deodorized catch basin.
5499566	8/12/2024 8:18	926	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/13/2024 5:14	WOCOM	Cleaned and deodorized catch basin.
5499633	8/12/2024 8:49	2612	LOWELL	40205	Customer reported a sewer odor outside.	8/14/2024 14:27	WOCOM	Cleaned and deodorized catch basin.
5499682	8/12/2024 16:16	4162	HAZELWOOD	40215	Customer reported a sewer odor inside and outside.	8/14/2024 9:00	WOCOM	Cleaned and deodorized catch basin.
5499685	8/12/2024 17:57	845	JEFFERSON	40206	ClAIRity email received: Customer reported a sewer odor.	8/12/2024 18:52	WOCOM	Deodorized catch basin.
5499686	8/12/2024 18:09	2505	CHESTNUT	40211	SMC email received: Customer is reporting a sewer odor.	8/12/2024 19:14	WOCOM	No odor detected at inspection. Checked all MSD Assets.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5499687	8/12/2024 18:18	3212	DR WILLIAM G WEATHERS	40211	SMC email received: Customer is reporting a sewer odor.	8/15/2024 7:32	WOCOM	Cleaned and deodorized catch basin.
5499688	8/12/2024 18:28	1130	BROOK	40203	Customer reported a sewer odor outside.	8/14/2024 8:25	WOCOM	Cleaned and deodorized catch basin.
5499692	8/12/2024 21:56	938	WASHINGTON	40206	Customer reported a sewer odor outside.	8/12/2024 23:38	WOCOM	Deodorized catch basin.
5499693	8/13/2024 0:03	11022	SYMINGTON	40241	SMC email received: Customer is reporting a sewer odor.	8/14/2024 0:00	WOCOM	No further information.
5499694	8/13/2024 0:07	5605	COLLINGTON	40241	SMC email received: Customer is reporting a sewer odor.	8/14/2024 0:00	WOCOM	No further information.
5499695	8/13/2024 0:11	2123	39TH	40211	SMC email received: Customer is reporting a sewer odor.	8/12/2024 8:50	WOCOM	No further information.
5499777	8/13/2024 10:31	305	HEMINGWAY	40207	Customer reported a sewer odor inside and outside.	8/13/2024 11:39	WOCOM	No odor detected. Deodorized sewer main.
5499783	8/13/2024 11:50	1412	MCCOY	40215	Customer reported a sewer odor outside.	8/14/2024 9:30	WOCOM	Cleaned and deodorized two catch basins.
5499810	8/13/2024 21:33	1041	GARVIN	40203	Customer reported a sewer odor outside.	8/13/2024 22:54	WOCOM	Deodorized catch basin.
5499812	8/14/2024 0:19	4530	BROADWAY	40211	SMC email received: Customer is reporting a sewer odor.	8/15/2024 5:50	WOCOM	Cleaned and deodorized catch basin.
5499852	8/14/2024 8:27	2512	HOWARD	40211	Customer reported a sewer odor inside and outside.	8/15/2024 5:50	WOCOM	Deodorized four catch basins.
5499853	8/14/2024 8:33	217	OAK	40203	Customer reported a sewer odor inside and outside.	8/15/2024 5:50	WOCOM	Deodorized catch basin.
5499853	8/14/2024 8:46	217	OAK	40203	CLAIRity email received: Customer reported a sewer odor.	8/15/2024 5:50	WOCOM	Deodorized catch basin.
5499857	8/14/2024 10:07	3951	CANE RUN	40211	Customer reported a sewer odor inside and outside.	8/14/2024 12:43	WOCOM	Flushed sewer main.
5499869	8/14/2024 11:58	1650	MADISON	40203	Customer reported a sewer odor inside and outside.	8/15/2024 5:51	WOCOM	Cleaned and deodorized catch basin.
5499893	8/14/2024 21:15	1601	31ST	40211	Customer reported a sewer odor outside.	8/14/2024 21:40	WOCOM	No odor detected at inspection. Checked all MSD Assets.
5499895	8/14/2024 22:34	2334	KENTUCKY	40210	Customer reported a sewer odor outside.	8/15/2024 18:57	WOCOM	Cleaned and deodorized catch basin.
5499896	8/15/2024 0:07	1132	BROOK	40203	SMC email received: Customer is reporting a sewer odor.	8/15/2024 13:59	WOCOM	Deodorized catch basin and vented manhole.
5499897	8/15/2024 0:11	1031	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/15/2024 13:56	WOCOM	Could not clean basin due to parked car.
5499898	8/15/2024 0:15	1001	3RD	40203	SMC email received: Customer is reporting a sewer odor.	8/15/2024 13:58	WOCOM	Cleaned and deodorized catch basin and manhole.
5499899	8/15/2024 0:18	924	2ND	40203	SMC email received: Customer is reporting a sewer odor.	8/15/2024 13:58	WOCOM	Deodorized catch basins.

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5499900	8/15/2024 7:32	1501	BELMAR	40213	ClAIRity email received: Customer reported a sewer odor.	8/15/2024 10:20	WOCOM	Added water to main sewer.
5499935	8/15/2024 9:31	4010	BELLS	40211	Customer reported a sewer odor outside.	8/15/2024 13:38	WOCOM	No odors detected upon inspection.
5499936	8/15/2024 9:36	1228	BELMAR	40213	Customer reported a sewer odor inside and outside.	8/15/2024 10:46	WOCOM	Added water to sewer main and catch basin.
5499945	8/15/2024 12:22	5408	LAYNE	40219	Customer reported a sewer odor outside.	8/15/2024 13:30	WOCOM	No odor detected. Checked all MSD assets.
5499977	8/16/2024 7:23	11005	PEBBLE CREEK	40241	ClAIRity email received: Customer reported a sewer odor.	8/16/2024 9:45	WOCOM	No odor detected. Checked all MSD assets.
5500054	8/16/2024 16:51	8010	NANCY	40258	Metro 311 email received. Customer reported a sewer odor outside.	8/16/2024 17:28	WOCOM	Deodorized manhole.
5500058	8/17/2024 6:07	659	25TH	40212	Customer reported a sewer odor outside.	8/19/2024 5:20	WOCOM	Cleaned and deodorized catch basin.
5500059	8/17/2024 6:11	4214	CHAMBERS	40299	ClAIRity email received: Customer reported a sewer odor.	8/17/2024 11:15	WOCOM	No odor detected. Checked all MSD assets.
5500071	8/18/2024 6:05	2223	AMBOY	40216	Customer reported a sewer odor outside.	8/18/2024 9:15	WOCOM	No odor detected. Checked all MSD assets.
5500074	8/18/2024 12:46	2018	BAINBRIDGE ROW	40207	ClAIRity email received: Customer reported a sewer odor.	8/18/2024 13:40	WOCOM	No odor detected. Checked all MSD assets.
5500075	8/18/2024 13:54	3421	POWELL	40215	Customer reported a sewer odor outside.	8/18/2024 15:55	WOCOM	Private Property issue.
5500076	8/18/2024 13:59	2307	36TH	40211	Customer reported a sewer odor outside.	8/20/2024 14:59	WOCOM	Deodorized manhole and catch basin.
5500080	8/18/2024 18:17	5503	WORTHINGTON PLACE	40241	Customer reported a sewer odor outside.	8/18/2024 19:09	WOCOM	Deodorized manhole and catch basin.
5500139	8/19/2024 8:36	7611	LANCELOT	40222	Customer reported a sewer odor inside.	8/19/2024 8:36	NOTED	Information provided.
5500141	8/19/2024 8:43	7611	LANCELOT	40222	Customer reported a sewer odor outside.	8/19/2024 10:05	WOCOM	Obstruction found in line. Workorder entered to remove.
5500144	8/19/2024 8:50	2505	HALE	40210	Customer reported a sewer odor inside and outside.	8/19/2024 14:21	WOCOM	Cleaned and deodorized catch basin.
5500193	8/19/2024 15:03	960	4TH	40203	Customer reported a sewer odor inside and outside.	8/19/2024 19:38	WOCOM	No odor detected at inspection. Checked all MSD Assets.
5500205	8/19/2024 18:02	3701	CLIFF	40215	Customer reported a sewer odor outside.	8/22/2024 13:16	WOCOM	Cleaned and deodorized catch basin.
5500208	8/19/2024 18:37	4408	8TH	40215	ClAIRity email received: Customer reported a sewer odor.	8/22/2024 13:17	WOCOM	Cleaned and deodorized catch basin.
5500211	8/19/2024 19:10	1286	EVERETT	40204	ClAIRity email received: Customer reported a sewer odor.	8/22/2024 13:17	WOCOM	Cleaned and deodorized catch basin and vented manhole.
5500214	8/20/2024 0:04	5507	WORTHINGTON PLACE	40241	SMC email received: Customer is reporting a sewer odor.	8/21/2024 5:42	WOCOM	Added water to sewer main and catch basin.

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5500215	8/20/2024 0:08	926	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/22/2024 13:18	WOCOM	Catch basins are straight leads.
5500274	8/20/2024 13:30	6704	GREENLAWN	40222	Customer reported a sewer odor outside.	8/20/2024 15:30	NOFRTH	Deodorized sewer main.
5500287	8/20/2024 16:20	507	ST CATHERINE	40203	Customer reported a sewer odor inside and outside.	8/20/2024 18:19	WOCOM	Flushed vented manhole with water.
5500289	8/20/2024 16:37	7215	ORELL	40272	Customer reported a sewer odor outside.	8/20/2024 17:15	WOCOM	Inspection made.
5500293	8/20/2024 17:41	2101	WOODLAND	40210	Metro 311 email received. Customer reported a sewer odor outside.	8/21/2024 5:43	WOCOM	Deodorized catch basin and manhole.
5500298	8/21/2024 7:55	600	KENTUCKY	40203	Customer reported a sewer odor inside and outside.	8/22/2024 5:27	WOCOM	Deodorized four catch basins.
5500299	8/21/2024 7:59	1025	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/22/2024 13:49	WOCOM	Catch basins are straight leads.
5500332	8/21/2024 9:06	302	34TH	40212	Customer reporting a sewer odor inside only.	8/21/2024 9:07	INFO	Information provided.
5500358	8/21/2024 13:20	3421	POWELL	40215	Customer reported a sewer odor inside and outside.	8/26/2024 14:09	WOCOM	Deodorized catch basin and manhole.
5500366	8/21/2024 15:05	701	KENTUCKY	40203	Customer reported a sewer odor inside and outside.	8/21/2024 18:00	WOCOM	Deodorized four catch basins.
5500368	8/21/2024 15:37	4933	3RD	40214	Customer reported a sewer odor inside and outside.	8/21/2024 19:03	WOCOM	Deodorized two catch basins.
5500369	8/21/2024 15:57	516	ST CATHERINE	40203	Customer reported a sewer odor inside and outside.	8/21/2024 17:43	WOCOM	Deodorized four catch basins.
5500376	8/21/2024 17:57	8760	PARK LAUREATE	40220	Customer reported a sewer odor outside.	8/21/2024 0:00	WOCOM	Re-installed manhole lid.
5500378	8/21/2024 18:46	7215	ORELL	40272	Customer reported a sewer odor outside.	8/29/2024 12:09	WOCOM	Inspection made.
5500383	8/22/2024 0:12	5410	SKEFFINGTON	40241	SMC email received: Customer is reporting a sewer odor.	8/22/2024 13:00	WOCOM	Deodorized catch basin.
5500385	8/22/2024 7:45	1601	31ST	40211	CIARity email received: Customer reported a sewer odor.	8/22/2024 13:24	WOCOM	Cleaned and deodorized catch basin.
5500429	8/22/2024 9:35	2505	HALE	40210	Customer reported a sewer odor inside and outside.	8/22/2024 13:37	WOCOM	Flushed sewer main.
5500439	8/22/2024 12:12	659	38TH	40211	SMC email received: Customer is reporting a sewer odor.	8/23/2024 9:55	WOCOM	Cleaned and deodorized catch basin.
5500441	8/22/2024 12:46	924	2ND	40203	SMC email received: Customer is reporting a sewer odor.	8/23/2024 9:55	WOCOM	Cleaned and deodorized catch basin.
5500442	8/22/2024 12:52	918	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/23/2024 9:56	WOCOM	Cleaned and deodorized catch basin.
5500443	8/22/2024 12:58	125	6TH	40202	SMC email received: Customer is reporting a sewer odor.	8/23/2024 9:56	WOCOM	Deodorized catch basin.

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5500452	8/22/2024 14:35	2119	HIGHLAND	40204	Customer reported a sewer odor inside and outside.	9/6/2024 8:34	WOCOM	Cleaned and deodorized catch basin.
5500453	8/22/2024 14:38	127	BELLAIRE	40206	Customer reported a sewer odor inside and outside.	8/29/2024 17:45	WOCOM	Cleaned and deodorized catch basin.
5500461	8/22/2024 15:39	116	7TH	40202	Customer reported a sewer odor outside.	8/22/2024 17:51	WOCOM	Cleaned and deodorized catch basin.
5500466	8/22/2024 18:07	954	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/22/2024 19:09	WOCOM	Cleaned and deodorized catch basin.
5500467	8/22/2024 18:08	10941	KINGS CROWN	40059	SMC email received: Customer is reporting a sewer odor.	8/22/2024 20:03	WOCOM	Cleaned and deodorized catch basin.
5500470	8/23/2024 0:06	119	OAK	40203	Customer reported a sewer odor outside.	8/23/2024 0:35	WOCOM	Deodorized catch basin.
5500471	8/23/2024 0:18	119	OAK	40203	SMC email received: Customer is reporting a sewer odor.	8/23/2024 0:35	WOCOM	Deodorized catch basin.
5500517	8/23/2024 10:01	1200	4TH	40203	SMC email received: Customer is reporting a sewer odor.	8/26/2024 14:14	WOCOM	Flushed sewer main.
5500527	8/23/2024 12:20	5320	LAYNE	40219	CIARity email received: Customer reported a sewer odor.	8/23/2024 15:04	WOCOM	Deodorized sewer main.
5500540	8/23/2024 15:06	412	M	40208	Customer reported a sewer odor inside and outside.	8/23/2024 17:20	WOCOM	Deodorized vented manhole.
5500544	8/23/2024 16:36	8009	TERRY	40258	Customer reported a sewer odor inside and outside.	8/23/2024 0:20	WOCOM	No odor detected.
5500545	8/23/2024 16:41	2762	FRANKFORT	40206	Customer reported a sewer odor inside and outside.	8/23/2024 23:10	WOCOM	No odor detected.
5500548	8/23/2024 16:43	1819	DEER PARK	40205	Customer reported a sewer odor inside and outside.			Deodorized catch basin.
5500549	8/23/2024 17:01	2105	CHEROKEE	40204	CIARity email received: Customer reported a sewer odor.	8/23/2024 18:38	WOCOM	Deodorized catch basin.
5500553	8/24/2024 6:38	2519	STANDARD	40210	Customer reported a sewer odor inside and outside.	8/25/2024 8:17	WOCOM	Cleaned and deodorized catch basin.
5500555	8/24/2024 6:49	1819	MILLERS	40216	CIARity email received: Customer reported a sewer odor.	8/25/2024 8:35	WOCOM	Deodorized manhole and catch basin.
5500557	8/24/2024 9:19	1818	WILSON	40210	CIARity email received: Customer reported a sewer odor.	8/26/2024 5:21	WOCOM	Cleaned and deodorized catch basin.
5500563	8/24/2024 23:33	11601	LOWER RIVER	40272	Customer reported a sewer odor inside and outside.			
5500564	8/25/2024 10:04	8014	BLAKE	40258	CIARity email received: Customer reported a sewer odor.	8/25/2024 11:20	CUST	No catch basins in area.
5500566	8/25/2024 11:50	1124	REUTLINGER	40204	Metro 311 email received. Customer reported a sewer odor outside.	8/25/2024 13:15	WOCOM	Cleaned and deodorized catch basin.
5500567	8/25/2024 13:44	1900	IVY RIDGE	40272	CIARity email received: Customer reported a sewer odor.	8/25/2024 14:35	CUST	Referred to LG&E

**Customer Service Odor Complaints Received  
August 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5500568	8/25/2024 14:33	3915	SPRINGHILL	40207	ClAIRity email received: Customer reported a sewer odor.	8/25/2024 15:40	WOCOM	No catch basins in area.
5500571	8/25/2024 15:58	5344	STEPHAN	40258	Customer reported a sewer odor inside and outside.	8/26/2024 5:22	WOCOM	No odor detected.
5500574	8/25/2024 18:40	1093	AUTUMN CREST	40245	ClAIRity email received: Customer reported a sewer odor.	8/25/2024 22:50	WOCOM	Flushed sewer main.
5500577	8/25/2024 21:27	410	5TH	40202	Metro 311 email received. Customer reported a sewer odor outside.	8/25/2024 22:30	WOCOM	Deodorized catch basin.
5500579	8/26/2024 0:01	11414	PLEASANT	40272	Metro 311 email received. Customer reported a sewer odor outside.	8/26/2024 0:45	WOCOM	No odor detected.
5500581	8/26/2024 0:35	3722	BROADWAY	40211	SMC email received: Customer is reporting a sewer odor.	8/27/2024 5:19	WOCOM	Deodorized catch basin.
5500582	8/26/2024 0:40	2542	RANSDALL	40204	SMC email received: Customer is reporting a sewer odor.	8/27/2024 5:19	WOCOM	Deodorized vented manhole.
5500583	8/26/2024 5:49	11006	PEBBLE CREEK	40241	Customer reported a sewer odor inside and outside.	8/27/2024 9:14	WOCOM	
5500585	8/26/2024 7:45	525	ST CATHERINE	40203	SMC email received: Customer is reporting a sewer odor.	8/26/2024 14:19	WOCOM	Cleaned and deodorized catch basin.
5500586	8/26/2024 7:49	410	5TH	40202	Metro 311 email received. Customer reported a sewer odor outside.	8/26/2024 8:54	INFO	Duplicate
5500587	8/26/2024 7:53	3418	HERMAN	40212	SMC email received: Customer is reporting a sewer odor.	8/26/2024 14:20	WOCOM	Flushed sewer main.
5500650	8/26/2024 8:38	1902	CROSSGATE	40222	Customer reported a sewer odor inside and outside.	8/26/2024 9:15	NOFRTH	Deodorized sewer main. sewer odor in area near manhole in front of 2124 Standard Ave
5500652	8/26/2024 8:51	2116	STANDARD	40210	SMC email received: Customer is reporting a sewer odor.	8/26/2024 14:22	WOCOM	
5500653	8/26/2024 8:57	1401	41ST	40211	Customer reported a sewer odor inside and outside.			
5500662	8/26/2024 10:54	5103	VENTURA	40272	Customer reported a sewer odor inside and outside.	8/26/2024 10:58	WOCOM	Flushed sewer main.
5500663	8/26/2024 10:57	1834	PAYNE	40206	Metro 311 email received. Customer reported a sewer odor outside.	8/26/2024 12:00	CLOSED	
5500663	8/28/2024 8:50	1834	PAYNE	40206	Metro 311 email received. Customer reported a sewer odor outside.	8/26/2024 12:00	CLOSED	
5500673	8/26/2024 11:41	1400	EARL	40215	Customer reported a sewer odor inside and outside.	8/26/2024 14:24	WOCOM	Cleaned and deodorized catch basin.
5500677	8/26/2024 12:12	3316	ALGONQUIN	40211	Customer reported a sewer odor inside and outside.	8/26/2024 14:24	WOCOM	Cleaned and deodorized catch basin.
5500692	8/26/2024 15:14	11009	LUNENBURG	40245	Customer reported a sewer odor inside and outside.	8/26/2024 18:20	WOCOM	Cleaned and deodorized catch basin.
5500696	8/26/2024 16:24	3418	HERMAN	40212	Customer reported a sewer odor inside and outside.	8/26/2024 19:35	WOCOM	Deodorized vented manhole.



**Customer Service Odor Complaints Received  
August 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5500700	8/26/2024 18:04	926	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/26/2024 18:58	WOCOM	Cleaned and deodorized catch basin.
5500701	8/26/2024 18:07	2900	BROADWAY	40211	Customer reported a sewer odor inside and outside.	8/29/2024 7:42	WOCOM	Cleaned and deodorized catch basin.
5500703	8/26/2024 22:10	1819	MILLERS	40216	SMC email received: Customer is reporting a sewer odor.	8/28/2024 12:31	WOCOM	No odor detected. Checked all MSD Assets.
5500703	8/27/2024 17:25	1819	MILLERS	40216	ClAIRity email received: Customer reported a sewer odor.	8/28/2024 12:31	WOCOM	No odor detected. Checked all MSD Assets.
5500704	8/27/2024 0:04	3210	DR WILLIAM G WEATHERS	40211	SMC email received: Customer is reporting a sewer odor.	8/29/2024 13:55	WOCOM	Cleaned and deodorized catch basin.
5500705	8/27/2024 6:26	208	34TH	40212	Customer reported a sewer odor inside and outside.	8/29/2024 7:41	WOCOM	Deodorized manhole.
5500706	8/27/2024 7:24	1539	31ST	40211	ClAIRity email received: Customer reported a sewer odor.	8/28/2024 5:54	WOCOM	Cleaned and deodorized catch basin.
5500758	8/27/2024 8:49	2116	STANDARD	40210	SMC email received: Customer is reporting a sewer odor.	8/27/2024 12:41	INSPT	Cleaned and deodorized catch basin.
5500762	8/27/2024 9:28	918	6TH	40203	Customer reported a sewer odor inside and outside.	8/28/2024 5:55	WOCOM	
5500768	8/27/2024 9:57	207	SOUTHWESTERN	40212	Customer reported a sewer odor inside and outside.	8/28/2024 5:55	WOCOM	
5500771	8/27/2024 10:12	3545	ALGONQUIN	40211	Customer reported a sewer odor inside and outside.	8/28/2024 5:56	WOCOM	
5500773	8/27/2024 10:23	2106	STANDARD	40210	Customer reported a sewer odor inside and outside.	8/28/2024 5:56	WOCOM	
5500777	8/27/2024 10:37	2122	CRITTENDEN	40217	Customer reported a sewer odor inside and outside.	8/28/2024 5:56	WOCOM	Cleaned and deodorized catch basin.
5500783	8/27/2024 12:06	1006	CECIL	40211	SMC email received: Customer is reporting a sewer odor.	8/27/2024 15:15	WOCOM	No odor detected. Checked all MSD Assets.
5500787	8/27/2024 12:45	5620	BARSTOWN	40291	Customer reported a sewer odor inside and outside.	8/27/2024 14:28	WOCOM	Flushed sewer main.
5500800	8/27/2024 15:52	1850	TAYLOR	40213	ClAIRity email received: Customer reported a sewer odor.	8/27/2024 19:00	WOCOM	No odor detected. Checked all MSD Assets.
5500803	8/27/2024 16:42	3424	HERMAN	40212	Customer reported a sewer odor inside and outside.			
5500803	8/27/2024 17:02	3424	HERMAN	40212	ClAIRity email received: Customer reported a sewer odor.			
5500806	8/27/2024 17:55	3918	BROADWAY	40211	Customer reported a sewer odor inside and outside.	8/27/2024 18:53	WOCOM	Deodorized manhole.
5500808	8/27/2024 20:42	11538	REALITY	40229	Customer reported a sewer odor inside and outside.	8/27/2024 22:27	CLOSED	
5500809	8/28/2024 0:05	1519	32ND	40211	SMC email received: Customer is reporting a sewer odor.	8/29/2024 5:14	WOCOM	Deodorized catch basin

**Customer Service Odor Complaints Received  
August 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5500809	8/28/2024 7:15	1519	32ND	40211	CIARity email received: Customer reported a sewer odor.	8/29/2024 5:14	WOCOM	Deodorized catch basin
5500810	8/28/2024 0:09	515	OAK	40203	SMC email received: Customer is reporting a sewer odor.	8/29/2024 13:55	WOCOM	Cleaned and deodorized manhole.
5500811	8/28/2024 0:13	1045	6TH	40203	SMC email received: Customer is reporting a sewer odor.	8/29/2024 13:53	WOCOM	Flushed sewer main.
5500812	8/28/2024 7:12	3531	GREENWOOD	40211	SMC email received: Customer is reporting a sewer odor.	8/28/2024 14:41	WOCOM	Deodorized vented manhole.
5500813	8/28/2024 7:30	521	20TH	40203	CIARity email received: Customer reported a sewer odor.	8/29/2024 5:15	WOCOM	Cleaned and deodorized manhole.
5500864	8/28/2024 8:55	8821	BEULAH CHURCH	40291	CIARity email received: Customer reported a sewer odor.	8/28/2024 10:39	WOCOM	No odor detected.
5500884	8/28/2024 12:28	1801	BROOK	40208	Customer reported a sewer odor inside and outside.	8/28/2024 14:18	WOCOM	No odor detected.
5500891	8/28/2024 13:58	2803	WINTERHAVEN	40220	Customer reported a sewer odor inside and outside.	8/29/2024 8:55	CLOSED	
5500904	8/28/2024 16:53	2125	KENTUCKY	40210	Customer reported a sewer odor inside and outside.	8/28/2024 22:34	WOCOM	Deodorized vented manhole.
5500908	8/29/2024 0:07	3416	KRAMERS	40216	SMC email received: Customer is reporting a sewer odor.	8/29/2024 15:24	WOCOM	No odor detected.
5500909	8/29/2024 0:11	617	KENTUCKY	40203	SMC email received: Customer is reporting a sewer odor.	8/29/2024 13:51	WOCOM	Cleaned and deodorized catch basin.
5500960	8/29/2024 10:03	4010	BELLS	40211	Customer reported a sewer odor inside and outside.	8/30/2024 5:19	WOCOM	
5500968	8/29/2024 10:38	2746	VIRGINIA	40211	Customer reported a sewer odor inside and outside.	8/30/2024 5:20	WOCOM	
5500969	8/29/2024 10:44	4700	BROADWAY	40211	Customer reported a sewer odor inside and outside.	8/30/2024 5:20	WOCOM	
5500971	8/29/2024 10:52	3417	BROADWAY	40211	Customer reported a sewer odor inside and outside.	8/30/2024 5:20	WOCOM	
5500996	8/29/2024 16:46	566	5TH	40202	Customer reported a sewer odor inside and outside.	8/29/2024 18:36	WOCOM	Deodorized catch basin.
5500999	8/29/2024 17:54	845	JEFFERSON	40206	Customer reported a sewer odor inside and outside.	9/4/2024 10:29	WOCOM	Deodorized catch basin.
5501000	8/29/2024 18:03	901	7TH	40203	Customer reported a sewer odor inside and outside.	8/29/2024 18:21	WOCOM	Deodorized catch basin.
5501001	8/29/2024 18:05	845	JEFFERSON	40206	Customer reported a sewer odor inside and outside.	8/29/2024 18:45	DUPLI	DUPLICATE
5501004	8/29/2024 20:30	7215	ORELL	40272	Customer reported a sewer odor inside and outside.	8/30/2024 17:36	WOCOM	
5501006	8/30/2024 0:03	900	5TH	40203	SMC email received: Customer is reporting a sewer odor.	9/3/2024 6:57	WOCOM	Flushed sewer main.

**Customer Service Odor Complaints Received  
August 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5501057	8/30/2024 12:08	3545	ALGONQUIN	40211	Customer reported a sewer odor inside and outside.	8/3/2024 14:25	WOCOM	Cleaned and deodorized catch basin.
5501065	8/30/2024 14:25	1819	MILLERS	40216	ClAIRity email received: Customer reported a sewer odor.	8/30/2024 15:30	CUST	No odor detected.
5501066	8/30/2024 14:25	1819	MILLERS	40216	ClAIRity email received: Customer reported a sewer odor.	8/30/2024 14:28	DUPLI	
5501074	8/30/2024 18:06	971	4TH	40203	Customer reported a sewer odor inside and outside.	8/30/2024 18:51	WOCOM	Deodorized catch basin.
5501075	8/30/2024 18:11	201	KENTUCKY	40203	Customer reported a sewer odor inside and outside.	8/30/2024 19:26	WOCOM	Deodorized vented manhole.
5501076	8/30/2024 18:13	501	KENTUCKY	40203	Customer reported a sewer odor inside and outside.	8/30/2024 19:00	WOCOM	Deodorized catch basin.
5501077	8/30/2024 18:20	976	RUBEL	40204	Customer reported a sewer odor inside and outside.	8/30/2024 19:12	WOCOM	Deodorized vented manhole.