

**Customer Service Odor Complaints Received
December 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5507494	12/2/2024 9:53	815	DEARBORN	40211	Customer reported a sewer odor inside and outside.	12/5/2024 10:16	WOCOM	No further details given.
5507495	12/2/2024 10:31	3521	BELLS	40211	Metro 311 email received: Customer reported a sewer odor.	12/2/2024 10:55	NOTED	No further details given.
5507510	12/2/2024 12:51	132	HARTWELL	40214	Customer reported a sewer odor inside and outside.	12/2/2024 15:00	WOCOM	Added water and deodorized manhole.
5507510	12/3/2024 8:22	132	HARTWELL	40214	Customer reported a sewer odor inside and outside.	12/2/2024 15:00	WOCOM	Added water and deodorized manhole.
5507513	12/2/2024 13:15	2920	FRANKFORT	40206	Customer reported a sewer odor inside and outside.	12/3/2024 8:55	WOCOM	Deodorized catch basin.
5507530	12/2/2024 15:56	306	29TH	40212	Customer reported a sewer odor outside.	12/9/2024 9:58	WOCOM	Deodorized two catch basins.
5507535	12/2/2024 19:04	10930	COLLINGTON	40241	Customer reported a sewer odor outside.	12/3/2024 9:49	WOCOM	No odor found.
5507535	12/3/2024 9:53	10930	COLLINGTON	40241	Customer reported a sewer odor outside.	12/3/2024 9:49	WOCOM	No odor found.
5507537	12/3/2024 5:45	1005	47TH	40211	Customer reported a sewer odor outside.	12/4/2024 10:58	WOCOM	Added water to manhole and deodorized.
5507598	12/3/2024 23:13	9419	DORAL	40220	SMC email: Customer reported a sewer odor.	12/3/2024 23:40	WOCOM	Deodorized catch basin.
5507599	12/4/2024 7:32	6021	COOPER CHAPEL	40229	Metro 311 email received: Customer reported a sewer odor.	12/4/2024 9:06	WOCOM	No smell detected. Checked all MSD Assets.
5507653	12/4/2024 14:02	4528	BROADWAY	40211	SMC email: Customer reported a sewer odor.	12/4/2024 15:00	WOCOM	Added water to hatch.
5507657	12/4/2024 15:42	1027	CHEROKEE	40204	Customer reported a sewer odor inside and outside.	12/4/2024 19:10	WOCOM	Deodorized manhole.
5507718	12/5/2024 14:02	723	SWAN	40204	SMC email: Customer reported a sewer odor.	12/4/2024 15:00	WOCOM	Added water and deodorized manhole.
5507734	12/5/2024 15:58	3521	BELLS	40211	Customer reported a sewer odor inside and outside.	12/5/2024 17:10	WOCOM	Deodorized catch basin.
5507739	12/5/2024 17:56	2903	MUHAMMAD ALI	40212	Customer reported a sewer odor outside.	12/5/2024 20:23	WOCOM	Deodorized catch basin.
5507793	12/6/2024 14:20	3704	TAYLORSVILLE	40220	Customer reported a sewer odor inside and outside.	12/1/2024 19:01	WOCOM	No smell detected. Checked all MSD Assets.
5507798	12/6/2024 17:07	950	BRENT	40204	SMC email: Customer reported a sewer odor.	12/6/2024 18:03	WOCOM	Deodorized catch basin.

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5507812	12/8/2024 6:02	825	40TH	40211	Customer reported a sewer odor inside and outside.	12/8/2024 9:35	WOCOM	Cleaned and deodorized sewer main and catch basin.
5507814	12/8/2024 17:38	1038	6TH	40203	SMC email: Customer reported a sewer odor.	12/8/2024 17:57	WOCOM	Deodorized catch basin.
5507815	12/8/2024 22:44	3635	CRAIG	40215	ClAIRity email received: Customer reporting an odor.	12/8/2024 23:03	WOCOM	Deodorized vented manhole.
5507816	12/8/2024 23:14	950	BRENT	40204	SMC email: Customer reported a sewer odor.	12/9/2024 23:34	WOCOM	Deodorized catch basin.
5507891	12/9/2024 17:53	301	MARKET	40202	Metro 311 email received: Customer reported a sewer odor.	12/19/2024 15:00	WOCOM	Deodorized catch basin.
5507893	12/9/2024 22:02	203	SCOTTSDALE	40214	Customer reported a sewer odor outside.	12/10/2024 0:15	WOCOM	Deodorized manhole.
5507936	12/10/2024 9:19	1507	3RD	40208	Customer reported a sewer odor inside and outside.	12/11/2024 5:17	WOCOM	Deodorized catch basin.
5507948	12/10/2024 12:23	420	M	40208	Customer reported a sewer odor outside.	12/10/2024 15:44	WOCOM	Added water to manhole and deodorized.
5507955	12/10/2024 14:41	4022	PARTHENIA	40215	Customer reported a sewer odor inside and outside.	12/10/2024 21:30	WOCOM	No odor detected. Checked all MSD Assets.
5507961	12/10/2024 14:55	824	40TH	40211	SMC email: Customer reported a sewer odor.	12/19/2024 9:52	WOCOM	Deodorized catch basin.
5507969	12/10/2024 19:25	928	5TH	40203	SMC email: Customer reported a sewer odor.	12/10/2024 9:50	WOCOM	Deodorized catch basin.
5507971	12/11/2024 7:00	824	40TH	40211	SMC email: Customer reported a sewer odor.	12/11/2024 15:00	WOCOM	Added water and deodorized manhole.
5508007	12/11/2024 9:02	938	6TH	40203	SMC email: Customer reported a sewer odor.	12/12/2024 13:21	WOCOM	Cleaned and deodorized catch basin.
5508016	12/11/2024 12:38	6802	FALLS CREEK	40241	Customer reported a sewer odor inside and outside.	12/11/2024 14:15	WOCOM	Deodorized catch basin and sewer main.
5508032	12/12/2024 8:17	529	32ND	40211	Customer reported a chemical odor outside.	12/12/2024 15:27	WOCOM	Inspection made. No odor detected.
5508067	12/12/2024 11:31	815	DEARBORN	40211	Customer reported a sewer odor outside.	12/17/2024 10:08	WOCOM	Cleaned basins.
5508084	12/12/2024 17:37	3521	BELLS	40211	Customer reported a sewer odor inside and outside.	12/12/2024 19:01	WOCOM	Deodorized manhole.
5508087	12/12/2024 19:11	701	42ND	40211	Customer reported a sewer odor inside and outside.	12/12/2024 21:00	WOCOM	Deodorized catch basin.
5508088	12/12/2024 20:00	950	BRENT	40204	Customer reported a sewer odor inside and outside.	12/12/2024 21:56	WOCOM	Deodorized vented manhole.
5508089	12/12/2024 21:10	1121	REUTLINGER	40204	SMC email: Customer reported a sewer odor.	12/12/2024 22:09	WOCOM	Deodorized catch basin.

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5508090	12/13/2024 7:02	1422	LARCHMONT	40215	CIARity email received: Customer reporting an odor.	12/16/2024 14:05	WOCOM	Added water to sewer main.
5508091	12/13/2024 7:18	825	40TH	40211	SMC email: Customer reported a sewer odor.	12/13/2024 15:00	WOCOM	Added water and deodorized manhole.
5508116	12/13/2024 9:38	128	GIBSON	40207	Customer reported a sewer odor outside.	12/13/2024 9:38	INFO	Information provided.
5508133	12/13/2024 15:25	3521	BELLS	40211	Customer reported a sewer odor inside and outside.	12/26/2024 6:40	NOTED	No further details given.
5508143	12/14/2024 16:32	4508	MELVIN	40216	Customer reported a sewer odor inside and outside.	1/1/2025 7:43	WOCOM	Deodorized sewer main.
5508143	12/16/2024 9:48	4508	MELVIN	40216	SMC email: Customer reported a sewer odor.	1/1/2025 7:43	WOCOM	Deodorized sewer main.
5508146	12/14/2024 18:16	4318	CHARLOTTE ANN	40216	Customer reported a sewer odor outside.	12/14/2024 20:34	WOCOM	Deodorized catch basin.
5508152	12/15/2024 14:19	2105	LEXINGTON	40206	SMC email: Customer reported a sewer odor.	12/15/2024 15:25	WOCOM	No odor detected. Checked all MSD Assets.
5508161	12/16/2024 7:54	4539	DOVER	40216	SMC email: Customer reported a sewer odor.	12/16/2024 9:00	WOCOM	No odor detected. Checked all MSD Assets.
5508162	12/16/2024 7:57	938	6TH	40203	SMC email: Customer reported a sewer odor.			
5508163	12/16/2024 8:04	506	ST CATHERINE	40203	SMC email: Customer reported a sewer odor.	12/17/2024 6:02	WOCOM	Cleaned and deodorized catch basin.
5508204	12/16/2024 9:39	950	BRENT	40204	SMC email: Customer reported a sewer odor.	12/16/2024 15:00	WOCOM	Added water and deodorized manhole.
5508205	12/16/2024 9:41	2729	NORTHWESTERN	40212	SMC email: Customer reported a sewer odor.	12/16/2024 16:30	WOCOM	Deodorized sewer main.
5508214	12/16/2024 11:41	1549	MADISON	40203	Metro 311 email received: Customer reported a sewer odor.	12/19/2024 8:09	WOCOM	Deodorized catch basin.
5508217	12/16/2024 11:54	1027	CHEROKEE	40204	Customer reported a sewer odor inside and outside.	12/16/2024 17:00	WOCOM	Deodorized catch basin and sewer main.
5508316	12/17/2024 16:10	531	FRANKLIN	40202	SMC email: Customer reported a sewer odor.	12/17/2024 19:00	WOCOM	No odor detected. Checked all MSD Assets.
5508445	12/19/2024 13:48	3609	POWELL	40215	Customer reported a sewer odor inside and outside.	12/30/2024 14:44	WOCOM	Added water and deodorized sewer main.
5508454	12/19/2024 14:53	1351	PAYNE	40206	Customer reported a sewer odor inside and outside.	12/19/2024 17:30	WOCOM	Deodorized manhole and catch basin.
5508455	12/19/2024 14:55	3607	POWELL	40215	Customer reported a sewer odor inside and outside.	12/19/2024 16:19	WOCOM	No odor detected. Checked all MSD Assets.
5508500	12/20/2024 12:40	1507	3RD	40208	Customer reported a sewer odor inside and outside.	12/20/2024 14:54	WOCOM	Deodorized sewer main.
5508518	12/20/2024 22:43	9356	LOCH LEA	40291	Customer reported a sewer odor inside and outside.	12/20/2024 23:32	WOCOM	Deodorized sewer main.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5508526	12/21/2024 15:23	7311	ORELL	40272	Customer reported a sewer odor outside.	12/21/2024 6:52	NOTED	No further details given.
5508532	12/21/2024 23:30	1455	FOREST	40219	Customer reported a sewer odor outside.	12/22/2024 0:15	WOCOM	No odor detected. Checked all MSD Assets.
5508538	12/22/2024 19:11	500	ST CATHERINE	40203	SMC email: Customer reported a sewer odor.	12/22/2024 19:33	WOCOM	Deodorized catch basin.
5508623	12/23/2024 11:02	1207	BROADWAY	40204	Customer reported a sewer odor inside and outside.	12/26/2024 8:02	WOCOM	Filled catch basin with water and deodorized.
5508624	12/23/2024 11:25	5208	EUCLID	40272	Customer reported a sewer odor inside and outside.	12/23/2024 12:35	WOCOM	Deodorized manholes.
5508650	12/23/2024 18:22	3521	BELLS	40211	Customer reported a sewer odor inside and outside.	12/23/2024 19:32	WOCOM	Could not open manhole to deodorize.
5508655	12/24/2024 8:07	1819	MILLERS	40216	Customer reported a sewer odor outside.	12/24/2024 9:30	WOCOM	Cleaned and deodorized catch basin.
5508680	12/24/2024 11:21	350	ADAMS	40206	Customer reported a sewer odor outside.	12/26/2024 8:23	INSPT	Inspection made. No odor detected.
5508701	12/25/2024 14:10	1034	6TH	40203	SMC email: Customer reported a sewer odor.	12/25/2024 14:58	WOCOM	Deodorized catch basins.
5508712	12/26/2024 9:29	7311	ORELL	40272	Customer reported a sewer odor inside and outside.	12/26/2024 10:15	WOCOM	Customer was notified of a change in schedule due to the holiday that may have contributed to odors in the evening.
5508713	12/26/2024 9:36	105	NORTHWESTERN	40212	Metro 311 email received: Customer reported a sewer odor.	12/26/2024 15:12	WOCOM	Deodorized sewer main.
5508721	12/26/2024 10:34	9907	ROUNDSTONE	40223	Customer reported a sewer odor inside and outside.	12/26/2024 11:22	WOCOM	Checked all MSD assets.
5508723	12/26/2024 11:15	7301	ORELL	40272	Customer reported a sewer odor inside and outside.	12/26/2024 11:35	WOCOM	Customer was notified of a change in schedule due to the holiday that may have contributed to odors in the evening.
5508725	12/26/2024 11:29	3310	YOUNG	40211	Customer reported a sewer odor inside and outside.	12/26/2024 14:19	WOCOM	Cleaned and deodorized catch basin.
5508731	12/26/2024 13:05	7305	ORELL	40272	Customer reported a sewer odor inside and outside.	12/26/2024 14:03	WOCOM	Customer was notified of a change in schedule due to the holiday that may have contributed to odors in the evening.
5508732	12/26/2024 13:27	1003	ALTA VISTA	40205	Customer reported a sewer odor inside and outside.	12/26/2024 16:01	WOCOM	Deodorized catch basin.
5508734	12/26/2024 13:57	4708	RIDGEWAY	40229	Customer reported a sewer odor inside and outside.	12/26/2024 15:09	WOCOM	Deodorized sewer main.
5508741	12/26/2024 16:21	5120	EMERY	40214	Customer reported a sewer odor inside and outside.	12/26/2024 22:57	WOCOM	Checked all MSD assets.
5508743	12/26/2024 17:18	830	MAIN	40206	SMC email: Customer reported a sewer odor.	12/26/2024 18:07	WOCOM	Deodorized catch basin.
5508745	12/26/2024 17:50	4258	ALLMOND	40209	Customer reported a sewer odor inside and outside.	12/26/2024 19:01	WOCOM	Cleaned and deodorized catch basin.

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5508747	12/26/2024 21:04	1034	6TH	40203	SMC email: Customer reported a sewer odor.	12/26/2024 21:29	WOCOM	Deodorized catch basin.
5508749	12/27/2024 1:24	934	6TH	40203	SMC email: Customer reported a sewer odor.	1/2/2025 14:19	WOCOM	No further details given.
5508777	12/27/2024 9:05	930	6TH	40203	SMC email: Customer reported a sewer odor.	12/27/2024 9:12	WOCOM	Deodorized sewer main and added water.
5508784	12/27/2024 10:57	1613	MADISON	40203	Metro 311 email received: Customer reported a sewer odor.	12/27/2024 14:28	WOCOM	Added water and deodorized sewer main.
5508808	12/27/2024 17:12	500	CHESTNUT	40202	SMC email: Customer reported a sewer odor.	12/27/2024 21:50	WOCOM	Deodorized catch basins.
5508820	12/28/2024 19:15	7311	MOORMAN RIVER	40272	Customer reported a sewer odor inside and outside.			
5508821	12/28/2024 19:38	892	BLOSSOM	40229	CIARity email received: Customer reporting an odor.	12/28/2024 20:20	WOCOM	No odor detected. Checked all MSD Assets.
5508822	12/28/2024 19:54	934	6TH	40203	SMC email: Customer reported a sewer odor.	12/30/2024 5:50	WOCOM	Deodorized catch basins.
5508901	12/30/2024 12:52	3764	UNION	40213	Customer reported a sewer odor inside and outside.	12/30/2024 15:20	WOCOM	Deodorized sewer main.
5508908	12/30/2024 14:31	1309	SUMMITT	40229	Customer reported a sewer odor inside and outside.	12/30/2024 15:52	WOCOM	No odor detected. Checked all MSD Assets.
5508922	12/30/2024 18:32	11715	LOWER RIVER	40272	Customer reported a sewer odor inside and outside.	12/31/2024 10:05	WOCOM	No further details given.
5508923	12/30/2024 22:04	500	ST CATHERINE	40203	SMC email: Customer reported a sewer odor.	12/30/2024 23:38	WOCOM	Deodorized catch basin.