## Customer Service Odor Complaints Received January 2024

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5482064	1/2/2024 10:45	10804	ONANDAGA	40229	Metro 311 Emailed Received: Customer reported a sewer odor.	1/2/2024 13:20	WOCOM	No odor found during inspection. Flushed and deodorized sewer main.
3402004	1/2/2024 10.43	10004	OWAWDAGA	40223	d sewer dadr.	1/2/2024 15:20	VVOCOIVI	The state of the s
5482066	1/2/2024 10:57	2716	6ТН	40208	Customer reported an odor outside.	1/2/2024 16:54	WOCOM	Cleaned and deodorized catch basins.
5482081	1/2/2024 14:38	1500	CENTRAL	40208	SMC Email Received: Customer reported a sewer odor.	1/3/2024 9:45	WOCOM	Cleaned and deodorized catch basins.
					SMC Email Received: Customer reported a sewer			
5482082	1/2/2024 14:40	1500	LARCHMONT	40215	odor.	1/17/2024 6:40	WOCOM	All basins inspected and none found untrapped.
5482096	1/2/2024 20:03	643	EASTLAWN	40211	Customer reported an odor outside.	1/2/2024 21:25	WOCOM	No odor found during inspection. Deodorized catch basin.
5482139	1/3/2024 8:01	3824	MUHAMMAD ALI	40212	SMC Email Received: Customer reported a sewer odor.	1/5/2024 6:44	WOCOM	Vactored medium debris from catch basin and deodorized. Also deodorized manhole.
3402133	1/3/2024 0.01	3024	INIOTAWWAD ALI	40212		1/3/2024 0.44	WOCOW	desdonzed mamore.
5482140	1/3/2024 8:03	1519	32ND	40211	SMC Email Received: Customer reported a sewer odor.	1/3/2024 15:50	WOCOM	Cleaned and deodorized catch basins.
	. / 2 / 2 2 2 2 2 2 2				SMC Email Received: Customer reported a sewer	. / / / / / / / / / / / / / / / / / / /		Floring to the design of the design of the section
5482146	1/3/2024 9:53	3607	BROADWAY	40211	odor.	1/9/2024 8:01	WOCOM	Flushed and deodorized catch basin.
5482152	1/3/2024 11:34	600	MAIN	40202	Customer reported an odor outside.	1/5/2024 14:47	WOCOM	Vactored heavy debris. Deodorized basins and added odor blocks.
5482152	1/4/2024 15:20	600	MAIN	40202	Odors still evident. Please check and deodorize as needed.	1/5/2024 14:47	WOCOM	Vactored heavy debris. Deodorized basins and added odor blocks.
5482241	1/4/2024 15:03		CLAYTON ALLEN	40229	Email Received: Customer reported a sewer odor.	1/5/2024 7:37	wocom	Industrial Waste responded to complaint. Ditch behind house was holding gray water from an unknown source. Forwarded for further investigation.
					Customer reported a sewer odor inside and			
5482242	1/4/2024 15:05	4614	DOHN	40216	outside.	1/4/2024 17:27	WOCOM	No odor detected during inspection. Deodorized manhole.
5482311	1/5/2024 13:06	11128	COMPASS	40229	Customer reported a sewer odor inside only.	1/5/2024 13:07	INFO	Information provided.
5482321	1/5/2024 15:07	4812	LIBBY	40272	Customer reported a sewer odor inside and outside.	1/5/2024 17:23	WOCOM	No odor detected during inspection. Deodorized catch basin.
	. (= (= = = = = = = = = = = = = = = = =				Customer reported a sewer odor inside and	./5/5555		No. of the state o
5482322	1/5/2024 15:35	1626	MADISON	40203	outside.	1/5/2024 16:40	WOCOM	No odor detected during inspection. Deodorized catch basin.
5482462	1/8/2024 16:18	3329	DUVALLE	40211	Customer reported a sewer odor inside and outside.	1/9/2024 16:53	WOCOM	Deodorized catch basins.
5482558	1/9/2024 10:56	989	LOGAN	40204	Customer reported a sewer odor inside and outside.		INSP	Routing to flood protection.
J+02JJ0	1/ 5/ 2024 10.30	303	LOGAIV	40204	SMC Email Received: Customer reported a sewer		IIIOF	The state of the s
5482730	1/11/2024 8:19	3511	COTTER	40211	odor.	1/11/2024 9:40	WOCOM	Flushed and deodorized sewer main.

## Customer Service Odor Complaints Received January 2024

Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
1/13/2024 9:33	2009	HIGHLAND	40204	Customer reported a sewer odor inside and outside.	1/18/2024 8:34	WOCOM	Cleaned and deodorized catch basins.
1/19/2024 8:23	3018	ELEANOR	40205	Customer reported an odor outside.	1/19/2024 11:00	WOCOM	Deodorized the area. No odor detected.
1/22/2024 7:21	317	ESPLANADE	40214	SMC Email Received: Customer reported a sewer odor.	1/22/2024 9:59	WOCOM	Flushed sewer main.
1/22/2024 20:02	2111	LEAHURST	40216	Customer reported an odor outside.	1/22/2024 22:21	WOCOM	No odor detected.
1/22/2024 20:36	4026	3RD	40214	Customer reported an odor outside.	1/22/2024 22:23	WOCOM	No odor detected from sewer. There were dumpsters full and overflowing in the area.
	14410	SIGNATURE POINT	40299	Customer reported an odor outside.		WOCOM	Deodorized sewer main.
				·			No odor detected. Deodorized catch basin.
	1/13/2024 9:33 1/19/2024 8:23 1/22/2024 7:21	Call Date       Number         1/13/2024 9:33       2009         1/19/2024 8:23       3018         1/22/2024 7:21       317         1/22/2024 20:02       2111         1/22/2024 20:36       4026         1/23/2024 8:23       14410	Call Date         Number         Street Name           1/13/2024 9:33         2009         HIGHLAND           1/19/2024 8:23         3018         ELEANOR           1/22/2024 7:21         317         ESPLANADE           1/22/2024 20:02         2111         LEAHURST           1/22/2024 20:36         4026         3RD           1/23/2024 8:23         14410         SIGNATURE POINT	Call Date         Number         Street Name         Zip           1/13/2024 9:33         2009         HIGHLAND         40204           1/19/2024 8:23         3018         ELEANOR         40205           1/22/2024 7:21         317         ESPLANADE         40214           1/22/2024 20:02         2111         LEAHURST         40216           1/22/2024 20:36         4026         3RD         40214           1/23/2024 8:23         14410         SIGNATURE POINT         40299	Customer Comments  Customer Comments  Customer reported a sewer odor inside and outside.  1/19/2024 8:23  3018  ELEANOR  40205  Customer reported an odor outside.  SMC Email Received: Customer reported a sewer odor.  1/22/2024 7:21  317  ESPLANADE  40216  Customer reported an odor outside.  1/22/2024 20:02  2111  LEAHURST  40216  Customer reported an odor outside.  1/22/2024 20:36  4026  3RD  40214  Customer reported an odor outside.  1/23/2024 8:23  14410  SIGNATURE POINT  40299  Customer reported an odor outside.	Call Date         Number         Street Name         Zip         Customer Comments         Resolved           1/13/2024 9:33         2009         HIGHLAND         40204         Customer reported a sewer odor inside and outside.         1/18/2024 8:34           1/19/2024 8:23         3018         ELEANOR         40205         Customer reported an odor outside.         1/19/2024 11:00           SMC Email Received:         Customer reported a sewer odor.         1/22/2024 9:59           1/22/2024 7:21         317         ESPLANADE         40214         Customer reported an odor outside.         1/22/2024 9:59           1/22/2024 20:02         2111         LEAHURST         40216         Customer reported an odor outside.         1/22/2024 22:21           1/22/2024 20:36         4026         3RD         40214         Customer reported an odor outside.         1/22/2024 22:23           1/23/2024 8:23         14410         SIGNATURE POINT         40299         Customer reported an odor outside.         1/23/2024 10:25	Call Date         Number         Street Name         Zip         Customer Comments         Resolved         Resolution           1/13/2024 9:33         2009         HIGHLAND         40204         Customer reported a sewer odor inside and outside.         1/18/2024 8:34         WOCOM           1/19/2024 8:23         3018         ELEANOR         40205         Customer reported an odor outside.         1/19/2024 11:00         WOCOM           5MC Email Received: Customer reported a sewer odor.         1/22/2024 9:59         WOCOM           1/22/2024 20:02         2111         LEAHURST         40216         Customer reported an odor outside.         1/22/2024 22:21         WOCOM           1/22/2024 20:36         4026         3RD         40214         Customer reported an odor outside.         1/22/2024 22:23         WOCOM           1/23/2024 8:23         14410         SIGNATURE POINT         40299         Customer reported an odor outside.         1/23/2024 10:25         WOCOM