

**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.
5482066	1/2/2024 10:57	2716	6TH	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.
5482082	1/2/2024 14:40	1500	LARCHMONT	40215	SMC Email Received: Customer reported a sewer 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.
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.
5482146	1/3/2024 9:53	3607	BROADWAY	40211	SMC Email Received: Customer reported a sewer 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	10500	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.
5482242	1/4/2024 15:05	4614	DOHN	40216	Customer reported a sewer odor inside and 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.
5482322	1/5/2024 15:35	1626	MADISON	40203	Customer reported a sewer odor inside and 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.
5482730	1/11/2024 8:19	3511	COTTER	40211	SMC Email Received: Customer reported a sewer odor.	1/11/2024 9:40	WOCOM	Flushed and deodorized sewer main.

**Customer Service Odor Complaints Received
January 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5482904	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.
5483232	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.
5483312	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.
5483347	1/22/2024 20:02	2111	LEAHURST	40216	Customer reported an odor outside.	1/22/2024 22:21	WOCOM	No odor detected.
5483348	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.
5483391	1/23/2024 8:23	14410	SIGNATURE POINT	40299	Customer reported an odor outside.	1/23/2024 10:25	WOCOM	Deodorized sewer main.
5483929	1/30/2024 15:17	2455	CRITTENDEN	40217	Customer reported an odor outside.	1/30/2024 21:55	WOCOM	No odor detected. Deodorized catch basin.