

**Customer Service Odor Complaints Received  
May 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5491280	5/1/2024 7:08	1519	32ND	40211	SMC Email received. Customer complained of a sewer odor.	5/1/2024 23:26	WOCOM	Deodorized catch basin in areas.
5491282	5/1/2024 7:04	732	32ND	40211	SMC Email received. Customer complained of a sewer odor.	5/1/2024 9:10	WOCOM	Deodorized catch basin in areas.
5491283	5/1/2024 7:09	1601	31ST	40211	SMC Email received. Customer complained of a sewer odor.	5/2/2024 9:28	WOCOM	Cleaned and deodorized catch basin.
5491284	5/1/2024 7:11	2103	39TH	40211	SMC Email received. Customer complained of a sewer odor.	5/1/2024 9:31	WOCOM	Cleaned and deodorized catch basin.
5491285	5/1/2024 7:13	3300	YOUNG	40211	SMC Email received. Customer complained of a sewer odor.	5/1/2024 14:02	WOCOM	Cleaned and deodorized catch basin in area. Basin at 3204 Young needs a plug.
5491359	5/2/2024 7:03	1519	32ND	40211	SMC Email received. Customer complained of a sewer odor.	5/2/2024 14:40	WOCOM	Cleaned and deodorized catch basin.
5491390	5/2/2024 8:58	1602	CEDAR	40203	Customer reported a sewer odor inside and outside.	5/2/2024 12:50	WOCOM	Flushed and deodorized sewer main.
5491526	5/5/2024 20:22	11006	PEBBLE CREEK	40241	Customer reported a sewer outside.	5/6/2021 10:15	INSP	No odor found.
5491663	5/7/2024 7:32	117	POPE	40206	SMC Email received. Customer complained of a chemical odor.	5/7/2024 9:55	INSP	No odor detected from catch basins, all were trapped and holding water. Slight odor detected from industrial facility in the area.
5491893	5/8/2024 11:08	641	MERWIN	40217	Customer reported a sewer outside.	5/8/2024 14:55	WOCOM	Deodorized sewer main.
5491915	5/8/2024 14:12	1814	ORMSBY	40210	Customer reported a sewer inside and outside.	5/8/2024 15:27	WOCOM	No odor found. Deodorized sewer main.
5491922	5/8/2024 14:48	1617	MAPLE	40210	Customer reported a sewer outside.	5/9/2024 8:33	WOCOM	Cleaned and deodorized two catch basins.
5492154	5/11/2024 9:51	1405	BROWNS	40207	Customer reported a sewer inside and outside.	5/11/2024 10:55	WOCOM	No odor detected. Checked all MSD assets.
5492177	5/12/2024 15:25	810	BARRET	40204	Customer reported a sewer outside.	5/13/2024 9:20	WOCOM	Customer complaining of overgrown grass smell.
5492408	5/14/2024 14:04	1506	JEFFERSON	40203	Customer reported a sewer inside and outside.	5/15/2024 14:39	WOCOM	Deodorized catch basin.
5492513	5/15/2024 15:33	700	LIBERTY	40203	Customer reported a sewer inside and outside.	5/15/2024 21:09	WOCOM	No odor detected.
5492578	5/16/2024 10:00	1519	32ND	40211	Customer reported a sewer outside.		DUPLI	Duplicate entry
5492611	5/16/2024 16:19	10611	WATTERSON CENTER	40299	Customer reported a sewer inside and outside.	5/16/2024 20:11	WOCOM	Deodorized manhole behind the building.
5492612	5/16/2024 16:21	1601	31ST	40211	Customer reported a sewer inside and outside.	5/16/2024 17:20	WOCOM	No odor detected. Cleaned and deodorized catch basin.

**Customer Service Odor Complaints Received  
May 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5492613	5/16/2024 16:26	3516	COTTER	40211	Email received: Customer reported a sewer odor outside.	5/16/2024 17:30	WOCOM	No odor detected. Checked all MSD assets.
5492615	5/16/2024 16:35	1519	32ND	40211	Email received: Customer reported a sewer odor outside.	5/16/2024 17:44	WOCOM	Deodorized catch basin.
5492616	5/16/2024 16:37	8215	ZELMA FIELDS	40228	Email received: Customer reported a sewer odor outside.	5/16/2024 18:38	WOCOM	No odor detected.
5492696	5/17/2024 15:13	3902	WOODSTONE RIDGE	40241	Customer reported a sewer inside and outside.	5/17/2024 19:15	NOFRTH	No odor detected. Deodorized manhole.
5492721	5/19/2024 1:30	3922	3RD	40214	Customer reported a sewer outside.	5/21/2024 7:03	WOCOM	Cleaned and deodorized catch basin.
5492722	5/19/2024 6:48	643	EASTLAWN	40211	Customer reported a sewer inside and outside.	5/19/2024 8:30	WOCOM	Cleaned and deodorized catch basins on 32nd street. Deodorized the manholes at 32nd and Eastlawn. No odor detected.
5492723	5/19/2024 6:49	3511	COTTER	40211	Smell My City Email: Customer reported a sewer odor.	5/21/2024 7:02	WOCOM	Deodorized three catch basins and two manholes.
5492724	5/19/2024 6:50	3316	ALGONQUIN	40211	Smell My City Email: Customer reported a sewer odor.	5/23/2024 11:25	WOCOM	Cleaned and deodorized catch basin.
5492725	5/19/2024 6:51	3300	YOUNG	40211	Smell My City Email: Customer reported a sewer odor.	5/19/2024 9:15	WOCOM	Cleaned and deodorized catch basin.
5492726	5/19/2024 6:52	1826	RUSSELL LEE	40211	Smell My City Email: Customer reported a sewer odor.	5/19/2024 12:40	WOCOM	Cleaned and deodorized catch basin.
5492727	5/19/2024 6:53	1601	31ST	40211	Smell My City Email: Customer reported a sewer odor.	5/23/2024 10:04	WOCOM	Cleaned and deodorized catch basin.
5492728	5/19/2024 6:54	1519	32ND	40211	Smell My City Email: Customer reported a sewer odor.	5/19/2024 11:10	WOCOM	No odor detected. Checked all MSD assets.
5492729	5/19/2024 6:54	1818	GREGG	40210	Smell My City Email: Customer reported a sewer odor.	5/19/2024 0:00	WOCOM	Cleaned and deodorized catch basin. Basin needs a plug.
5492730	5/19/2024 6:55	824	40TH	40211	Smell My City Email: Customer reported a sewer odor.	5/21/2024 7:02	WOCOM	Cleaned and deodorized catch basins.
5492738	5/20/2024 5:51	2519	STANDARD	40210	Customer reported a sewer inside and outside.	5/20/2024 9:45	WOCOM	Cleaned and deodorized catch basin and manhole.
5492739	5/20/2024 7:19	821	LOUIS COLEMAN JR	40211	Smell My City Email: Customer reported a sewer odor.	5/21/2024 7:01	WOCOM	Flushed catch basins.
5492740	5/20/2024 7:22	2118	STANDARD	40210	Smell My City Email: Customer reported a sewer odor.	5/20/2024 9:45	WOCOM	Cleaned and deodorized catch basin and manhole.
5492741	5/20/2024 7:26	1229	6TH	40203	Smell My City Email: Customer reported a sewer odor.	5/23/2024 13:58	WOCOM	Cleaned and deodorized catch basin.
5492742	5/20/2024 7:27	3508	ALGONQUIN	40211	Smell My City Email: Customer reported a sewer odor.	5/20/2024 10:46	WOCOM	Flushed sewer main and watered down catch basin.
5492743	5/20/2024 7:30	3519	ALGONQUIN	40211	Smell My City Email: Customer reported a sewer odor.	5/20/2024 11:17	WOCOM	Flushed sewer main and watered down catch basin.

**Customer Service Odor Complaints Received  
May 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5492744	5/20/2024 7:32	3534	ALGONQUIN	40211	Smell My City Email: Customer reported a sewer odor.	5/20/2024 11:27	WOCOM	Flushed sewer main and watered down catch basin.
5492745	5/20/2024 7:35	4636	SOUTHCREST	40215	Smell My City Email: Customer reported a sewer odor.	5/20/2024 13:54	WOCOM	Cleaned and deodorized four catch basins.
5492746	5/20/2024 7:42	900	4TH	40203	Smell My City Email: Customer reported a sewer odor.	5/20/2024 12:59	WOCOM	Flushed sewer main.
5492747	5/20/2024 7:52	2912	WURTELE	40216	Smell My City Email: Customer reported a sewer odor.	5/20/2024 10:20	WOCOM	No odor found. Checked all MSD Assets.
5492748	5/20/2024 7:55	1001	BEECHER	40215	Smell My City Email: Customer reported a sewer odor.	5/20/2024 10:08	WOCOM	Flushed and deodorized catch basin.
5492750	5/20/2024 8:05	2505	CHESTNUT	40211	Smell My City Email: Customer reported a sewer odor.	5/20/2024 14:46	WOCOM	Cleaned and deodorized two catch basins.
5492817	5/20/2024 8:10	3210	DR WILLIAM G WEATHERS	40211	Smell My City Email: Customer reported a sewer odor.	5/20/2024 9:20	WOCOM	Flushed and deodorized sewer main.
5492818	5/20/2024 8:13	2514	HALE	40210	Smell My City Email: Customer reported a sewer odor.	5/20/2024 2:20	WOCOM	Flushed catch basins.
5492820	5/20/2024 8:59	2519	STANDARD	40210	Customer reported a sewer inside and outside.	5/20/2024 9:45	WOCOM	Cleaned and deodorized two catch basins.
5492862	5/20/2024 12:06	2320	HALE	40210	Customer reported a sewer inside and outside.	5/20/2024 15:44	WOCOM	No odor found. Deodorized sewer main.
5492863	5/20/2024 12:10	3420	HERMAN	40212	Smell My City Email: Customer reported a sewer odor.	5/21/2024 9:32	WOCOM	Flushed and deodorized sewer main.
5492895	5/21/2024 0:18	650	29TH	40211	Customer reported a sewer outside.	5/21/2024 0:33	WOCOM	No odor detected.
5492896	5/21/2024 7:14	3308	CHAUNCEY	40211	Smell My City Email: Customer reported a sewer odor.	5/23/2024 11:30	WOCOM	Deodorized catch basins.
5492897	5/21/2024 7:18	1303	ROSEWELL	40211	Smell My City Email: Customer reported a sewer odor.	5/21/2024 9:25	WOCOM	Cleaned and deodorized catch basins.
5492898	5/21/2024 7:19	3317	DR WILLIAM G WEATHERS	40211	Smell My City Email: Customer reported a sewer odor.	5/21/2024 9:00	WOCOM	No odor found. Deodorized sewer main.
5492899	5/21/2024 7:23	2015	ROWAN	40203	Smell My City Email: Customer reported a sewer odor.	5/21/2024 13:50	WOCOM	Cleaned and deodorized catch basin.
5492900	5/21/2024 7:27	3618	STRATTON	40211	Smell My City Email: Customer reported a sewer odor.	5/21/2024 10:15	WOCOM	No odor found. Deodorized sewer main.
5492903	5/21/2024 8:03	310	43RD	40212	Smell My City Email: Customer reported a sewer odor.	5/21/2024 9:56	WOCOM	Cleaned and deodorized catch basin.
5492962	5/21/2024 8:29	3711	KENTUCKY	40211	Customer reported a sewer outside.	5/23/2024 11:46	WOCOM	Slight odor detected. Deodorized manhole.
5492966	5/21/2024 8:54	4512	GARLAND	40211	Customer reported a sewer outside.	5/21/2024 14:53	WOCOM	Flushed sewer main.

**Customer Service Odor Complaints Received  
May 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5492978	5/21/2024 11:10	1819	DEER PARK	40205	Customer reported a sewer outside.		WOCOM	Deodorized catch basin. Catch basin needs a plug.
5492993	5/21/2024 15:00	2101	41ST	40211	Customer reported a sewer outside.	5/21/2024 15:29	NOTED	No odor detected.
5492996	5/21/2024 16:02	4504	DUMESNIL	40211	Customer reported a sewer outside.	5/23/2024 15:21	WOCOM	No odor detected.
5493000	5/21/2024 16:51	2530	SLEVIN	40212	Email received: Customer reported a sewer odor outside.	5/21/2024 21:15	WOCOM	Deodorized manhole.
5493004	5/22/2024 7:13	2721	NORTHWESTERN	40212	Smell My City Email: Customer reported a sewer odor.	5/22/2024 9:28	WOCOM	Deodorized catch basin and added water.
5493042	5/22/2024 8:31	310	GLENDORA	40212	Customer reported a sewer inside and outside.	5/22/2024 15:19	WOCOM	Flushed and deodorized sewer main.
5493049	5/22/2024 9:54	215	28TH	40212	Customer reported a sewer outside.	5/23/2024 10:14	WOCOM	Flushed sewer main.
5493057	5/22/2024 11:27	817	39TH	40211	Smell My City Email: Customer reported a sewer odor.			
5493086	5/22/2024 18:40	4600	BROADWAY	40211	Customer reported a sewer outside.	5/22/2024 19:15	WOCOM	No Odor Detected.
5493087	5/22/2024 18:40	4600	BROADWAY	40211			DUPLI	
5493088	5/22/2024 18:41	4600	BROADWAY	40211			DUPLI	
5493089	5/22/2024 18:41	4600	BROADWAY	40211			DUPLI	
5493090	5/22/2024 18:42	4600	BROADWAY	40211			DUPLI	
5493144	5/23/2024 8:51	1601	31ST	40211	Email received: Customer reported a sewer odor outside.	5/23/2024 9:57	WOCOM	Cleaned and deodorized catch basin.
5493148	5/23/2024 8:55	307	MUHAMMAD ALI	40202	Email received: Customer reported a sewer odor outside.	5/23/2024 10:33	WOCOM	Cleaned and deodorized catch basin.
5493149	5/23/2024 9:02	1519	32ND	40211	Email received: Customer reported a sewer odor outside.	5/23/2024 11:50	WOCOM	Deodorized catch basins on both sides of the street.
5493150	5/23/2024 9:05	1605	28TH	40211	Email received: Customer reported a sewer odor outside.	5/23/2024 11:52	WOCOM	Cleaned and deodorized catch basin.
5493210	5/23/2024 16:26	5500	LONDON	40216	Customer reported a sewer inside.	5/25/2024 14:26	CLOSED	Information provided.
5493218	5/23/2024 22:52	4512	GARLAND	40211	Customer reported a sewer outside.			
5493305	5/24/2024 11:18	5900	HUNTING	40222	Customer reported a sewer outside.	5/24/2024 13:45	WOCOM	No odor detected. Deodorized sewer main.

**Customer Service Odor Complaints Received  
May 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5493501	5/28/2024 10:31	4125	ST JOSEPH	40216	Customer reported a sewer outside.	5/28/2024 18:21	WOCOM	Flushed sewer main. No odor found.
5493554	5/28/2024 16:25	2716	6TH	40208	Customer reported a sewer outside.	5/28/2024 18:20	WOCOM	Deodorized
5493751	5/30/2024 10:50	9209	MANSLICK	40272	Customer reported a sewer inside and outside.	5/30/2024 12:01	CLOSED	No sewers in the area.
5493786	5/30/2024 16:05	1271	FLOYD	40203	Customer reported a sewer outside.	5/30/2024 17:13	WOCOM	Deodorized Catch Basin.
5493796	5/30/2024 18:03	7215	ORELL	40272	Customer reported a sewer outside.	5/31/2024 6:22	WOCOM	Equipment going out of service from rain event could be contributing to plant odor.