

**Customer Service Odor Complaints Received
November 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5505630	11/1/2024 10:52	162	CRESCENT	40206	Customer complained of an odor inside and outside.	11/4/2024 5:31	WOCOM	Deodorized catch basin.
5505635	11/1/2024 11:03	305	SHAWNEE	40212	Customer complained of an odor inside and outside.	11/4/2024 9:14	WOCOM	Deodorized catch basin.
5505638	11/1/2024 11:34	11815	LOWER RIVER	40272	Customer complained of an odor inside and outside.	11/1/2024 15:11	WOCOM	No odor detected. Checked all MSD Assets.
5505640	11/1/2024 12:12	1025	6TH	40203	SMC email: Customer reported a sewer odor.	11/12/2024 15:00	WOCOM	Added water to sewer main.
5505641	11/1/2024 12:13	532	ZANE	40203	SMC email: Customer reported a sewer odor.	11/1/2024 12:20	DUPLI	
5505654	11/1/2024 15:59	806	CHERI	40118	CIARity email received: Customer reported a sewer odor.	11/2/2024 17:15	WOCOM	No odor detected. Checked all MSD Assets.
5505659	11/1/2024 22:57	7311	ORELL	40272	Customer reported a sewer odor outside.	11/4/2024 5:33	INSPT	Inspection made.
5505659	11/1/2024 23:14	7311	ORELL	40272	Customer reported a sewer odor outside.	11/4/2024 5:33	INSPT	Inspection made.
5505660	11/1/2024 23:04	7301	ORELL	40272	Customer reported a sewer odor outside.	11/4/2024 5:33	INSPT	Inspection made.
5505663	11/1/2024 23:11	11900	LOWER RIVER	40272	Customer reported a sewer odor outside.	11/4/2024 5:33	INSPT	Inspection made.
5505664	11/1/2024 23:50	9711	SCARBOROUGH	40272	Customer reported a sewer odor outside.	11/4/2024 5:33	INSPT	Inspection made.
5505665	11/2/2024 10:14	926	6TH	40203	SMC email: Customer reported a sewer odor.	11/2/2024 11:00	WOCOM	No odor detected. Checked all MSD Assets.
5505666	11/2/2024 10:25	1412	LARCHMONT	40215	CIARity email received: Customer reported a sewer odor.	11/4/2024 5:37	WOCOM	Cleaned and deodorized catch basin.
5505675	11/2/2024 21:32	1228	BELMAR	40213	CIARity email received: Customer reported a sewer odor.	11/2/2024 23:05	WOCOM	Deodorized catch basin.
5505677	11/3/2024 10:21	926	6TH	40203	SMC email: Customer reported a sewer odor.	11/3/2024 10:37	DUPLI	
5505684	11/3/2024 14:32	3012	SHALLCROSS	40222	Customer reported a sewer odor outside.	11/3/2024 15:31	WOCOM	Deodorized manhole.
5505732	11/4/2024 10:45	3600	TAYLOR	40215	Customer complained of an odor inside and outside.	11/6/2024 13:00	WOCOM	Cleaned and deodorized catch basin.
5505735	11/4/2024 11:13	926	6TH	40203	SMC email: Customer reported a sewer odor.	11/5/2024 5:16	WOCOM	Cleaned and deodorized straight lead catch basin.
5505736	11/4/2024 11:17	9433	VIKING CENTER	40222	Customer reported a sewer odor outside.	11/4/2024 11:45	WOCOM	Deodorized catch basin.

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5505737	11/4/2024 11:28	2100	CENTURION	40245	Customer complained of an odor inside and outside.	11/4/2024 13:00	WOCOM	Deodorized sewer main.
5505741	11/4/2024 11:48	804	CHERI	40118	Customer reported a sewer odor outside.	11/4/2024 13:30	WOCOM	Deodorized sewer main.
5505743	11/4/2024 12:04	933	7TH	40203	SMC email: Customer reported a sewer odor.	11/4/2024 14:30	WOCOM	Deodorized sewer main.
5505751	11/4/2024 14:28	716	ASHLAND	40215	Customer complained of an odor inside and outside.	11/4/2024 17:35	WOCOM	Deodorized catch basin.
5505752	11/4/2024 14:36	9108	NOTTINGHAM	40222	CIARity email received: Customer reported a sewer odor.	11/4/2024 16:40	WOCOM	No odor detected. Checked all MSD Assets.
5505757	11/4/2024 15:19	4208	CLARK	40213	CIARity email received: Customer reported a sewer odor.	11/4/2024 17:50	WOCOM	No odor detected. Checked all MSD Assets.
5505759	11/4/2024 15:54	1827	FRANKFORT	40206	Customer complained of an odor inside and outside.	11/4/2024 19:18	WOCOM	Deodorized catch basin.
5505764	11/4/2024 16:37	3500	HUON	40218	Customer complained of an odor inside and outside.	11/4/2024 18:05	WOCOM	Deodorized manhole.
5505770	11/4/2024 18:06	4143	BROADWAY	40211	SMC email: Customer reported a sewer odor.	11/11/2024 15:19	WOCOM	Deodorized catch basin.
5505771	11/5/2024 7:18	1495	CLARA	40215	SMC email: Customer reported a sewer odor.	11/5/2024 11:00	WOCOM	Cleaned and deodorized catch basin.
5505772	11/5/2024 7:26	4003	BELLS	40211	SMC email: Customer reported a sewer odor.	11/5/2024 10:30	INSPT	Inspection made.
5505832	11/5/2024 11:19	1203	OLD CANNONS	40207	Customer complained of an odor inside and outside.	11/6/2024 13:05	WOCOM	No odor detected. Checked all MSD Assets.
5505853	11/5/2024 15:27	3129	RIVER PARK	40211	Customer complained of an odor inside and outside.	11/5/2024 17:57	WOCOM	No odor detected. Checked all MSD Assets.
5505856	11/5/2024 15:34	10517	FISCHER PARK	40241	Metro 311 Email Received. Customer is complaining of sewer odor.	11/5/2024 16:50	WOCOM	No odor detected. Checked all MSD Assets.
5505862	11/5/2024 16:09	9405	SMYRNA	40229	Metro 311 Email Received. Customer is complaining of sewer odor.	11/5/2024 17:50	WOCOM	No odor detected. Checked all MSD Assets.
5505913	11/6/2024 8:26	926	6TH	40203	SMC email: Customer reported a sewer odor.	11/6/2024 8:26	CLOSED	No further information given.
5505914	11/6/2024 8:28	1507	2ND	40208	SMC email: Customer reported a sewer odor.	11/6/2024 12:55	WOCOM	Cleaned and deodorized catch basin.
5505926	11/6/2024 9:22	2138	EAST	40216	Customer reported an odor inside.	11/6/2024 9:22	NOMSD	Information provided.
5505931	11/6/2024 10:38	804	CHERI	40118	Customer complained of an odor inside and outside.	11/6/2024 11:01	DUPLI	
5505936	11/6/2024 12:08	3700	CANE RUN	40211	SMC email: Customer reported a sewer odor.	11/6/2024 15:23	WOCOM	Deodorized sewer main.

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5505952	11/6/2024 16:06	917	6TH	40203	SMC email: Customer reported a sewer odor.	11/6/2024 21:25	WOCOM	No odor detected. Checked all MSD Assets.
5505954	11/6/2024 18:53	1422	LARCHMONT	40215	Customer reported a sewer odor outside.	11/6/2024 19:10	WOCOM	Deodorized catch basin.
5505955	11/6/2024 20:03	922	2ND	40203	SMC email: Customer reported a sewer odor.	11/6/2024 20:30	WOCOM	Deodorized catch basin.
5505998	11/7/2024 13:44	4400	GREENWOOD	40211	Customer complained of an odor inside and outside.	11/12/2024 14:31	WOCOM	Cleaned and deodorized catch basin.
5506005	11/7/2024 22:04	5604	COLLINGTON	40241	SMC email: Customer reported a sewer odor.	11/7/2024 23:14	WOCOM	Inspection made.
5506006	11/7/2024 22:10	11014	SYMINGTON	40241	SMC email: Customer reported a sewer odor.	11/7/2024 23:14	WOCOM	Inspection made.
5506007	11/7/2024 22:14	5418	WORTHINGTON PLACE	40241	SMC email: Customer reported a sewer odor.	11/7/2024 23:14	WOCOM	Inspection made.
5506008	11/8/2024 7:17	5500	HITT	40241	SMC email: Customer reported a sewer odor.	11/8/2024 9:06	INSPT	No further information given.
5506057	11/8/2024 8:51	4143	BROADWAY	40211	SMC email: Customer reported a sewer odor.	11/11/2024 15:19	WOCOM	No further information given.
5506059	11/8/2024 9:02	12451	PLANTSIDE	40299	SMC email: Customer reported a sewer odor.	11/8/2024 10:00	WOCOM	Deodorized manhole.
5506062	11/8/2024 9:22	5524	WORTHINGTON PLACE	40241	SMC email: Customer reported a sewer odor.	11/8/2024 9:03	INSPT	No further information given.
5506063	11/8/2024 9:31	1302	CECIL	40211	Customer complained of an odor inside and outside.	11/8/2024 11:50	INSPT	Inspection made.
5506073	11/8/2024 11:22	2405	ST XAVIER	40212	Customer complained of an odor inside and outside.	11/12/2024 9:23	WOCOM	Flushed sewer main.
5506077	11/8/2024 13:02	429	MUHAMMAD ALI	40202	SMC email: Customer reported a sewer odor.	11/11/2024 8:17	WOCOM	Deodorized catch basin.
5506093	11/8/2024 17:06	10930	COLLINGTON	40241	Customer complained of an odor inside and outside.	11/11/2024 8:17	WOCOM	No further information given.
5506094	11/8/2024 17:18	2105	LOWER HUNTERS	40216	Customer complained of an odor inside and outside.	11/8/2024 0:25	WOCOM	No odor detected. Checked all MSD Assets.
5506096	11/8/2024 18:06	5413	WORTHINGTON PLACE	40241	Customer reported a sewer odor outside.	11/11/2024 8:17	WOCOM	No further information given.
5506099	11/8/2024 20:48	926	6TH	40203	SMC email: Customer reported a sewer odor.	11/8/2024 21:56	WOCOM	Deodorized catch basin.
5506102	11/9/2024 6:04	639	JEFFERSON	40202	Customer reported a sewer odor outside.	11/10/2024 20:00	WOCOM	Cleaned and deodorized catch basin.
5506103	11/9/2024 12:06	530	ZANE	40203	SMC email: Customer reported a sewer odor.	11/12/2024 12:13	DUPLI	
5506105	11/9/2024 15:19	7305	ORELL	40272	Customer reported a sewer odor outside.	11/9/2024 8:24	WOCOM	No further information given.

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5506106	11/9/2024 16:01	7311	ORELL	40272	Customer reported a sewer odor outside.	11/9/2024 8:20	WOCOM	No further information given.
5506107	11/9/2024 16:25	538	KENTUCKY	40203	SMC email: Customer reported a sewer odor.	11/9/2024 17:21	WOCOM	Odor is coming from a vented manhole. Deodorized manhole.
5506109	11/9/2024 20:04	929	6TH	40203	SMC email: Customer reported a sewer odor.	11/9/2024 20:32	WOCOM	Odor is coming from a vented manhole. Deodorized manhole.
5506141	11/10/2024 19:42	435	OAK	40203	SMC email: Customer reported a sewer odor.	11/10/2024 23:41	WOCOM	Deodorized catch basin.
5506146	11/11/2024 7:15	519	GARLAND	40203	SMC email: Customer reported a sewer odor.	11/12/2024 5:19	WOCOM	Cleaned and deodorized catch basin.
5506197	11/11/2024 8:46	2716	6TH	40208	SMC email: Customer reported a sewer odor.	11/13/2024 12:35	WOCOM	Cleaned and deodorized catch basin.
5506202	11/11/2024 9:19	2910	KENTUCKY	40211	SMC email: Customer reported a sewer odor.	11/18/2024 9:03	WOCOM	Flushed sewer main and deodorized.
5506224	11/11/2024 12:16	2718	HILLSIDE	40206	Customer complained of an odor inside and outside.	11/12/2024 9:25	WOCOM	Cleaned catch basin.
5506228	11/11/2024 12:51	213	BELLEMEADE	40222	Customer complained of an odor inside and outside.	11/11/2024 16:47	CUST	No odor detected. Checked all MSD Assets.
5506228	11/11/2024 14:02	213	BELLEMEADE	40222	Customer complained of an odor inside and outside.	11/11/2024 16:47	CUST	No odor detected. Checked all MSD Assets.
5506235	11/11/2024 14:59	2202	AMBOY	40216	Customer complained of an odor inside and outside.	11/12/2024 5:19	WOCOM	No odor detected. Checked all MSD Assets.
5506248	11/11/2024 20:10	15402	CHAMPION LAKES	40245	Customer complained of an odor inside and outside.	11/11/2024 21:55	WOCOM	Deodorized catch basin.
5506249	11/11/2024 21:04	1144	GARVIN	40203	SMC email: Customer reported a sewer odor.	11/12/2024 11:50	WOCOM	Cleaned and deodorized catch basin.
5506250	11/12/2024 0:34	1011	CHARLES	40204	SMC email: Customer reported a sewer odor.	11/18/2024 9:41	WOCOM	Deodorized catch basin.
5506298	11/12/2024 11:39	5511	BANNON CROSSINGS	40218	Customer complained of an odor inside and outside.	11/12/2024 14:38	CUST	No odor detected. Checked all MSD Assets.
5506309	11/12/2024 13:05	1850	TAYLOR	40213	Customer complained of an odor inside and outside.	11/13/2024 15:00	WOCOM	Flushed and deodorized sewer main.
5506335	11/12/2024 16:50	1228	BELMAR	40213	Customer complained of an odor inside and outside.	11/12/2024 17:40	WOCOM	No odor detected. Checked all MSD Assets.
5506344	11/13/2024 7:28	6312	RED SPRUCE	40229	ClAIRity email received: Customer reported a sewer odor.	11/13/2024 9:52	WOCOM	Flushed and deodorized sewer main.
5506379	11/13/2024 10:26	1228	BELMAR	40213	Customer reported a sewer odor outside.	11/13/2024 14:32	WOCOM	Flushed and deodorized sewer main.
5506397	11/13/2024 14:54	926	6TH	40203	SMC email: Customer reported a sewer odor.	11/13/2024 16:50	WOCOM	No odor detected. Checked all MSD Assets.
5506409	11/13/2024 17:20	1000	CHARLES	40204	SMC email: Customer reported a sewer odor.	11/13/2024 17:26	CLOSED	Duplicate.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5506451	11/14/2024 8:17	932	6TH	40203	SMC email: Customer reported a sewer odor.	11/14/2024 11:50	WOCOM	No further information given.
5506566	11/14/2024 12:02	7525	OUTER	40228	Customer reported a sewer odor outside.	11/14/2024 14:45	WOCOM	Deodorized main sewer.
5506582	11/14/2024 12:56	11601	LOWER RIVER	40272	Customer reported a sewer odor outside.	11/14/2024 13:27	NOPRB	No further information given.
5506599	11/14/2024 14:13	7301	ORELL	40272	Customer reported a sewer odor outside.	11/15/2024 7:54	NOPRB	No further information given.
5506599	11/14/2024 14:17	7301	ORELL	40272	Customer reported a sewer odor outside.	11/15/2024 7:54	NOPRB	No further information given.
5506621	11/14/2024 16:43	2210	HOLIDAY MANOR	40222	Customer complained of an odor inside and outside.	11/14/2024 18:07	WOCOM	Deodorized two manholes and catch basin.
5506629	11/15/2024 1:15	5113	SHADOW WOOD	40059	SMC email: Customer reported a sewer odor.	11/16/2024 14:20	WOCOM	No odor detected. Checked all MSD Assets.
5506677	11/15/2024 13:36	1937	BEECH	40210	Customer complained of an odor inside and outside.	11/15/2024 16:14	WOCOM	Deodorized sewer main.
5506694	11/15/2024 21:08	1031	6TH	40203	SMC email: Customer reported a sewer odor.	11/15/2024 21:36	WOCOM	Deodorized catch basin.
5506711	11/17/2024 11:08	926	6TH	40203	SMC email: Customer reported a sewer odor.	11/17/2024 13:15	WOCOM	No odor detected. Checked all MSD Assets.
5506725	11/17/2024 21:02	1433	CENTRAL	40208	Metro 311 Email Received. Customer is complaining of sewer odor.	11/17/2024 21:27	WOCOM	Deodorized catch basin.
5506781	11/18/2024 8:54	1201	STORY	40206	Metro 311 Email Received. Customer is complaining of sewer odor.	11/18/2024 10:00	WOCOM	Deodorized sewer main.
5506805	11/18/2024 12:28	1201	SHELBY	40203	SMC email: Customer reported a sewer odor.	11/18/2024 13:29	WOCOM	Deodorized catch basin.
5506821	11/18/2024 14:10	2725	WENDELL	40205	Customer reported a sewer odor outside.	11/18/2024 15:30	WOCOM	Flushed and deodorized sewer main.
5506841	11/18/2024 17:02	2124	MCCLOSKEY	40210	Customer reported a sewer odor outside.	11/18/2024 17:45	WOCOM	No odor detected. Checked all MSD Assets.
5506843	11/18/2024 18:31	2915	LONG CREEK	40245	Customer reported a sewer odor outside.	11/18/2024 19:20	WOCOM	Deodorized manhole.
5506845	11/18/2024 19:03	615	YORK	40203	SMC email: Customer reported a sewer odor.	11/19/2024 9:40	WOCOM	deodorized two catch basins.
5506963	11/19/2024 19:23	15402	CHAMPION LAKES	40245	Customer reported a sewer odor outside.	11/21/2024 0:15	WOCOM	No odor detected. Checked all MSD Assets.

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5506964	11/19/2024 21:05	604	FLORAL	40208	Customer reported a sewer odor outside.	11/20/2024 8:11	WOCOM	Deodorized two catch basins.
5506965	11/20/2024 0:38	1467	MELLWOOD	40206	SMC email: Customer reported a sewer odor.	11/20/2024 8:31	WOCOM	Deodorized catch basin.
5506966	11/20/2024 7:05	319	ESPLANADE	40214	SMC email: Customer reported a sewer odor.	11/22/2024 7:51	WOCOM	Flushed sewer main.
5507027	11/20/2024 13:02	133	3RD	40202	SMC email: Customer reported a sewer odor.	11/22/2024 9:42	WOCOM	Deodorized catch basin.
5507037	11/20/2024 15:54	3025	LONG CREEK	40245	Customer reported a sewer odor outside.	11/21/2024 3:21	CLOSED	Odor was caused by a force main break near the residence.
5507040	11/20/2024 16:58	5925	BLUESTONE	40219	Customer reported a sewer odor outside.	11/20/2024 19:14	WOCOM	Deodorized sewer main.
5507043	11/20/2024 20:07	4101	LAMBERT	40218	Customer reported a sewer odor outside.	11/20/2024 21:15	WOCOM	Deodorized catch basin.
5507105	11/21/2024 18:33	10	ROSE	40208	CLAIRity email received: Customer reported a sewer odor.	11/21/2024 18:59	WOCOM	Deodorized catch basin.
5507147	11/22/2024 11:25	603	MARKET	40202	SMC email: Customer reported a sewer odor.	11/22/2024 15:19	WOCOM	Deodorized main sewer.
5507165	11/22/2024 16:19	132	POPE	40206	CLAIRity email received: Customer reported a sewer odor.	11/22/2024 17:23	WOCOM	Deodorized catch basin.
5507185	11/24/2024 18:26	928	5TH	40203	SMC email: Customer reported a sewer odor.	11/24/2024 18:43	WOCOM	Deodorized catch basin.
5507316	11/26/2024 9:11	2139	LEXINGTON	40206	SMC email: Customer reported a sewer odor.	11/26/2024 11:20	WOCOM	Deodorized sewer main.
5507327	11/26/2024 11:56	10500	WESTPORT	40241	Customer reported a sewer odor outside.	11/26/2024 16:40	CLOSED	Discharge found from a private pump station.
5507383	11/27/2024 10:16	3520	ALGONQUIN	40211	SMC email: Customer reported a sewer odor.	11/27/2024 15:00	WOCOM	Deodorized catch basin.
5507384	11/27/2024 10:31	4001	DUPONT	40207	Customer complained of an odor inside and outside.	11/27/2024 12:10	WOCOM	Deodorized sewer main and catch basins.
5507402	11/27/2024 14:48	2240	PAYNE	40206	Customer reported a sewer odor outside.	11/27/2024 16:30	WOCOM	Deodorized sewer main and catch basins.
5507409	11/27/2024 17:11	6311	HACKBERRY	40229	Customer reported a sewer odor outside.	11/27/2024 20:40	WOCOM	Deodorized sewer main and catch basins.
5507410	11/27/2024 17:45	2430	MCKENDREE	40211	Customer complained of an odor inside and outside.	11/28/2024 9:05	WOCOM	No odor detected. Checked all MSD Assets.
5507412	11/27/2024 22:04	954	BRENT	40204	SMC email: Customer reported a sewer odor.	11/28/2024 0:07	WOCOM	No smell detected.
5507433	11/28/2024 10:37	1031	6TH	40203	SMC email: Customer reported a sewer odor.	12/2/2024 5:47	WOCOM	Cleaned and deodorized catch basin.
5507460	11/30/2024 13:23	2716	6TH	40208	Customer reported a sewer odor outside.	12/2/2024 5:50	WOCOM	No odor detected. Checked all MSD Assets.