

**Customer Service Odor Complaints Received
September 2024**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5501092	9/1/2024 0:04	1517	32ND	40211	SMC Complaint: Customer reported a sewer odor outside.	9/3/2024 14:54	WOCOM	No further details given.
5501093	9/1/2024 6:16	2120	STANDARD	40210	Customer is reporting a sewer odor outside.	9/5/2024 6:22	WOCOM	Cleaned and deodorized catch basin. Basin is missing a plug.
5501095	9/1/2024 11:25	3701	MAGNOLIA	40211	Customer is reporting a sewer odor outside.	9/3/2024 6:52	WOCOM	Deodorized catch basin.
5501105	9/2/2024 6:11	954	BRENT	40204	Customer is reporting a sewer odor outside.	9/3/2024 6:49	WOCOM	Deodorized catch basin.
5501152	9/2/2024 12:14	5001	ANA	40272	Customer is reporting a sewer odor outside.	9/2/2024 17:30	WOCOM	Root cut and flushed main sewer to help with odor.
5501156	9/2/2024 15:51	7215	ORELL	40272	Customer is reporting a sewer odor outside.	9/3/2024 8:59	WOCOM	No odor detected.
5501156	9/3/2024 9:00	7215	ORELL	40272	Customer is reporting a sewer odor outside.	9/3/2024 8:59	WOCOM	No odor detected.
5501159	9/2/2024 18:48	609	BURNETT	40217	SMC Complaint: Customer reported a sewer odor outside.	9/2/2024 20:10	WOCOM	No further details given.
5501160	9/3/2024 0:06	1015	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/4/2024 10:51	WOCOM	Added water and deodorized catch basin at intersection.
5501161	9/3/2024 0:12	532	ZANE	40203	SMC Complaint: Customer reported a sewer odor outside.	9/3/2024 9:39	WOCOM	Cleaned and flushed six catch basins at intersection.
5501182	9/3/2024 11:24	950	BRENT	40204	Customer is reporting a sewer odor inside and outside.	9/3/2024 14:52	WOCOM	Added water to catch basins along the street and the manhole at the intersection.
5501192	9/3/2024 11:31	2129	HILL	40210	Customer is reporting a sewer odor inside and outside.	9/4/2024 10:53	WOCOM	Flushed manhole and added deodorizer.
5501197	9/3/2024 12:09	824	40TH	40211	SMC Complaint: Customer reported a sewer odor outside.	9/4/2024 10:55	WOCOM	Cleaned and deodorized catch basin.
5501198	9/3/2024 12:17	843	READING	40217	Customer is reporting a sewer odor inside and outside.	9/4/2024 8:50	WOCOM	Deodorized catch basins at corner.
5501202	9/3/2024 12:46	3951	CANE RUN	40211	Customer is reporting a sewer odor outside.	9/3/2024 20:36	WOCOM	Deodorized catch basin.
5501208	9/3/2024 13:52	8929	ELI	40291	Customer is reporting a sewer odor outside.	9/3/2024 16:32	WOCOM	No further details given.
5501215	9/3/2024 18:35	7215	ORELL	40272	Customer is reporting a sewer odor inside and outside.	9/3/2024 19:02	WOCOM	No further details given.
5501216	9/3/2024 20:56	9213	REIGATE	40222	Customer is reporting a sewer odor outside.	9/3/2024 22:00	WOCOM	No odor detected. Deodorized manholes in rear of property.
5501286	9/4/2024 12:17	3701	7TH STREET	40216	Customer is reporting a sewer odor outside.	9/4/2024 14:17	WOCOM	No odor found deodorized catch basins.
5501287	9/4/2024 12:22	2520	7TH STREET	40208	SMC Complaint: Customer reported a sewer odor outside.	9/12/2024 11:24	WOCOM	Cleaned and deodorized catch basin.
5501313	9/4/2024 19:17	8518	HUNTING STOCK	40291	Customer is reporting a sewer odor outside.	9/4/2024 20:30	WOCOM	Spoke with customer and smell is inside the home only.
5501314	9/4/2024 19:34	728	BARBEE	40217	Customer is reporting a sewer odor outside.	9/4/2024 20:00	WOCOM	Deodorized catch basin.

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5501318	9/5/2024 0:05	1015	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 7:31	WOCOM	Flushed catch basins and deodorized.
5501319	9/5/2024 0:09	550	KENTUCKY	40203	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 7:33	WOCOM	Flushed catch basins and deodorized.
5501389	9/5/2024 12:38	2110	40TH	40211	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 5:16	WOCOM	Deodorized two catch basins.
5501390	9/5/2024 12:43	4206	BROADWAY	40211	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 5:17	WOCOM	Cleaned and deodorized four catch basins.
5501392	9/5/2024 12:47	3409	CAMP GROUND	40211	SMC Complaint: Customer reported a sewer odor outside.	9/5/2024 14:09	WOCOM	No odors detected upon inspection.
5501406	9/5/2024 14:51	1819	DEER PARK	40205	Customer is reporting a sewer odor outside.	9/9/2024 8:41	WOCOM	Added water and deodorized multiple catch basins.
5501411	9/5/2024 15:39	1300	WILLOW	40204	Customer is reporting a sewer odor inside and outside.	9/5/2024 18:04	WOCOM	Deodorized three catch basins.
5501415	9/5/2024 16:43	1539	31ST	40211	CLAIRity email received: Customer is reporting a chemical odor outside.	9/6/2024 14:19	WOCOM	Flushed sewer main.
5501420	9/6/2024 3:45	2102	STANDARD	40210	SMC Complaint: Customer reported a sewer odor outside.	9/9/2024 5:19	WOCOM	Cleaned and deodorized four catch basins.
5501421	9/6/2024 3:49	1519	32ND	40211	SMC Complaint: Customer reported a sewer odor outside.	9/9/2024 5:20	WOCOM	Cleaned and deodorized catch basin.
5501422	9/6/2024 3:55	525	ST CATHERINE	40203	SMC Complaint: Customer reported a sewer odor outside.	9/9/2024 8:38	WOCOM	Added water to catch basin and deodorized.
5501423	9/6/2024 3:57	3210	DR WILLIAM G WEATHERS	40211	SMC Complaint: Customer reported a sewer odor outside.	9/9/2024 8:35	WOCOM	Cleaned and added water to catch basin.
5501424	9/6/2024 4:01	926	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/9/2024 8:39	WOCOM	Cleaned and added water to catch basin.
5501424	9/6/2024 12:53	926	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/9/2024 8:39	WOCOM	Cleaned and added water to catch basin.
5501426	9/6/2024 7:09	1303	ROSEWELL	40211	SMC Complaint: Customer reported a sewer odor outside.	9/10/2024 9:03	WOCOM	Added water to manhole in front of residence.
5501427	9/6/2024 7:13	824	40TH	40211	SMC Complaint: Customer reported a sewer odor outside.	9/10/2024 9:04	WOCOM	Added water to manhole in front of residence.
5501428	9/6/2024 7:19	3418	HERMAN	40212	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/10/2024 9:05	WOCOM	Flushed sewer main.
5501480	9/6/2024 9:51	3810	HILLCREEK	40220	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 13:37	CUST	Checked all MSD Assets. After speaking with the customer the odor is present only when the sump pump in the house is active.
5501482	9/6/2024 10:52	322	LOUIS COLEMAN JR	40212	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 11:27	DUPLI	Duplicate. See 5501428
5501487	9/6/2024 12:31	1132	BROOK	40203	SMC Complaint: Customer reported a sewer odor outside.	9/11/2024 13:05	WOCOM	Added water and deodorized catch basin.
5501490	9/6/2024 12:47	4240	VERMONT	40211	SMC Complaint: Customer reported a sewer odor outside.	9/9/2024 5:21	WOCOM	Address has a vented manhole and catch basin is a straight lead. Deodorized catch basin.
5501491	9/6/2024 12:56	2132	BELQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 16:26	WOCOM	Flushed main sewer line.
5501495	9/6/2024 13:57	2316	THURMAN	40216	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/6/2024 16:07	WOCOM	Flushed main sewer line.

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5501500	9/6/2024 16:11	414	SHELBY	40203	Customer is reporting a sewer odor inside and outside.	9/6/2024 17:11	WOCOM	Deodorized two manholes.
5501502	9/6/2024 18:20	527	GARLAND	40203	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 19:10	WOCOM	Deodorized four catch basins.
5501504	9/6/2024 18:32	924	2ND	40203	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 20:02	WOCOM	Deodorized catch basin.
5501505	9/6/2024 20:18	1404	WINTER	40204	Customer is reporting a sewer odor outside.	9/6/2024 21:43	WOCOM	Deodorized catch basin.
5501507	9/6/2024 20:47	3300	BOHANNON	40215	CIARity email received: Customer is reporting a sewer odor outside.	9/6/2024 21:20	WOCOM	Deodorized two catch basins.
5501507	9/7/2024 0:05	3300	BOHANNON	40215	SMC Complaint: Customer reported a sewer odor outside.	9/6/2024 21:20	WOCOM	Deodorized two catch basins.
5501515	9/7/2024 14:03	5618	BRADBURY	40258	CIARity email received: Customer is reporting a sewer odor outside.	9/10/2024 15:10	WOCOM	Found manhole lid damaged. Repair made.
5501520	9/7/2024 18:30	532	ZANE	40203	SMC Complaint: Customer reported a sewer odor outside.	9/7/2024 20:30	WOCOM	Deodorized vented manhole lid.
5501533	9/8/2024 14:20	419	OREAD	40207	CIARity email received: Customer is reporting a sewer odor outside.	9/8/2024 22:45	WOCOM	No odor detected. Checked all MSD Assets.
5501535	9/8/2024 14:46	7215	ORELL	40272	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/16/2024 12:27	WOCOM	No further details given.
5501536	9/8/2024 15:39	106	26TH	40212	CIARity email received: Customer is reporting a sewer odor outside.	9/8/2024 23:20	WOCOM	Deodorized two catch basins.
5501545	9/8/2024 19:03	1001	4TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/8/2024 20:38	WOCOM	Deodorized catch basin.
5501547	9/9/2024 0:16	950	BRENT	40204	SMC Complaint: Customer reported a sewer odor outside.	9/10/2024 10:45	WOCOM	Deodorized catch basin.
5501649	9/9/2024 11:39	5905	HILLWOOD	40219	Customer is reporting a sewer odor inside and outside.	9/9/2024 15:11	WOCOM	Flushed sewer main.
5501654	9/9/2024 12:18	926	6TH	40203	Customer is reporting a chemical odor inside and outside.	9/9/2024 13:30	INSP	Inspection found no chemical odor in the area.
5501658	9/9/2024 12:27	713	KATHLEEN	40215	Customer is reporting a sewer odor inside and outside.	9/10/2024 5:22	WOCOM	Cleaned and deodorized catch basin and manhole.
5501661	9/9/2024 13:02	925	PRESTON	40203	Customer is reporting a sewer odor inside and outside.	9/11/2024 13:02	WOCOM	Added water and deodorized catch basin.
5501661	9/9/2024 19:04	925	PRESTON	40203	Customer is reporting a sewer odor inside and outside.	9/11/2024 13:02	WOCOM	Added water and deodorized catch basin.
5501669	9/9/2024 15:25	634	LINDELL	40211	CIARity email received: Customer is reporting a sewer odor outside.	9/9/2024 16:43	WOCOM	Deodorized catch basin.
5501681	9/9/2024 18:44	1326	ARCADE	40215	CIARity email received: Customer is reporting a sewer odor outside.	9/10/2024 1:47	WOCOM	No odor found during inspection.
5501685	9/9/2024 23:18	1509	CENTRAL	40208	CIARity email received: Customer is reporting a chemical odor outside.	9/10/2024 12:16	WOCOM	Cleaned and deodorized catch basin.
5501686	9/10/2024 0:03	3316	ALGONQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	9/11/2024 5:46	WOCOM	Cleaned and deodorized catch basin.
5501686	9/10/2024 12:10	3316	ALGONQUIN	40211	SMC Complaint: Customer reported a sewer odor outside.	9/11/2024 5:46	WOCOM	Cleaned and deodorized catch basin.

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5501687	9/10/2024 0:09	1025	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/12/2024 12:31	WOCOM	Added water to catch basin.
5501688	9/10/2024 7:07	2221	STANDARD	40210	SMC Complaint: Customer reported a sewer odor outside.	9/11/2024 5:46	WOCOM	Cleaned and deodorized catch basin.
5501689	9/10/2024 7:12	1411	4TH	40208	CLAIRity email received: Customer is reporting a sewer odor outside.	9/11/2024 5:46	WOCOM	Cleaned and deodorized catch basin.
5501691	9/10/2024 7:40	1907	STEVENS	40205	Customer is reporting a sewer odor inside and outside.	9/10/2024 8:45	NOFRTH	Deodorized sewer main.
5501755	9/10/2024 11:40	2408	IRISH BEND	40023	Customer is reporting a sewer odor outside.	9/10/2024 12:30	NOFRTH	No odor outside the building. Customer stated the odor was in the basement.
5501757	9/10/2024 12:17	1105	BURNETT	40217	Customer is reporting a sewer odor inside and outside.	9/10/2024 14:15	WOCOM	Flushed sewer main.
5501758	9/10/2024 12:20	4530	BROADWAY	40211	Customer is reporting a sewer odor inside and outside.	9/11/2024 13:02	WOCOM	Added water and deodorized catch basin.
5501759	9/10/2024 12:24	926	6TH	40203	Customer is reporting a sewer odor inside and outside.	9/11/2024 13:07	WOCOM	Added water and deodorized catch basin.
5501760	9/10/2024 12:32	525	ST CATHERINE	40203	Customer is reporting a sewer odor inside and outside.	9/12/2024 11:19	WOCOM	Added water and deodorized catch basin.
5501761	9/10/2024 12:52	434	EASTERN	40217	Customer is reporting a sewer odor outside.	9/10/2024 14:20	WOCOM	Deodorized sewer main.
5501774	9/10/2024 14:42	2901	MONTGOMERY	40212	Customer is reporting a sewer odor outside.	9/11/2024 5:59	WOCOM	Flushed sewer main.
5501779	9/10/2024 16:37	1302	WEYLER	40215	Customer is reporting a sewer odor inside and outside.	9/11/2024 14:03	WOCOM	Cleaned and deodorized catch basin.
5501780	9/10/2024 16:55	9109	DENINGTON	40222	Customer is reporting a sewer odor inside and outside.	9/10/2024 18:06	WOCOM	No odor detected at inspection.
5501782	9/10/2024 17:39	1750	GAULBERT	40210	Customer is reporting a sewer odor outside.	9/10/2024 18:25	WOCOM	Deodorized catch basin.
5501786	9/10/2024 22:14	1106	3RD	40203	Customer is reporting a sewer odor outside.	9/11/2024 13:31	WOCOM	Cleaned and deodorized catch basin.
5501787	9/10/2024 22:22	950	BRENT	40204	CLAIRity email received: Customer is reporting a sewer odor outside.	9/10/2024 23:03	WOCOM	No odor detected at inspection.
5501788	9/11/2024 0:04	2116	STANDARD	40210	SMC Complaint: Customer reported a sewer odor outside.	9/12/2024 11:17	WOCOM	Added water and deodorized catch basin.
5501789	9/11/2024 0:07	1015	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/12/2024 11:16	WOCOM	Added water to three catch basins.
5501791	9/11/2024 7:12	3612	DUMESNIL	40211	SMC Complaint: Customer reported a sewer odor outside.	9/11/2024 12:59	WOCOM	Cleaned and deodorized catch basin.
5501794	9/11/2024 7:30	3114	EAGLE	40213	CLAIRity email received: Customer is reporting a sewer odor outside.	9/12/2024 5:35	WOCOM	Deodorized manhole.
5501864	9/11/2024 8:54	6600	SEMINARY WOODS	40241	Customer is reporting a sewer odor inside and outside.	9/11/2024 10:32	NOPRB	No odor detected at inspection.
5501867	9/11/2024 9:20	11601	LOWER RIVER	40272	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/12/2024 4:18	WOCOM	No further details given.
5501867	9/11/2024 9:26	11601	LOWER RIVER	40272	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/12/2024 4:18	WOCOM	No further details given.

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5501870	9/11/2024 9:38	6802	BARFIELD	40258	Customer is reporting a sewer odor inside and outside.	9/11/2024 11:20	WOCOM	Deodorized manhole.
5501874	9/11/2024 10:42	1300	LARCHMONT	40215	Customer is reporting a sewer odor inside and outside.	9/12/2024 5:26	WOCOM	Cleaned and deodorized catch basin.
5501887	9/11/2024 12:44	2803	WINTERHAVEN	40220	Customer is reporting a sewer odor inside and outside.	9/11/2024 14:15	WOCOM	Inspection made.
5501887	9/11/2024 12:54	2803	WINTERHAVEN	40220	Customer is reporting a sewer odor inside and outside.	9/11/2024 14:15	WOCOM	Inspection made.
5501896	9/11/2024 13:34	1221	GARVIN	40203	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/12/2024 5:27	WOCOM	Deodorized catch basin.
5501904	9/11/2024 14:40	7215	ORELL	40272	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/12/2024 14:30	WOCOM	Inspection made.
5501918	9/11/2024 16:37	5418	WORTHINGTON PLACE	40241	Customer is reporting a sewer odor inside and outside.	9/12/2024 10:25	WOCOM	Inspection made.
5501927	9/11/2024 16:50	5418	WORTHINGTON PLACE	40241	ClAIRity email received: Customer is reporting a sewer odor outside.	9/11/2024 16:52	DUPLI	
5501929	9/11/2024 18:06	925	3RD	40203	SMC Complaint: Customer reported a sewer odor outside.	9/11/2024 18:41	WOCOM	Deodorized catch basins.
5501930	9/11/2024 18:11	5416	WORTHINGTON PLACE	40241	SMC Complaint: Customer reported a sewer odor outside.	9/11/2024 19:40	WOCOM	Deodorized catch basins.
5501934	9/12/2024 0:04	1025	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/15/2024 10:44	WOCOM	Flushed and deodorized sewer main.
5501983	9/12/2024 9:07	4708	RIDGEWAY	40229	Customer is reporting a sewer odor inside and outside.	9/12/2024 12:04	WOCOM	Deodorized sewer main.
5501986	9/12/2024 9:20	11815	LOWER RIVER	40272	Customer is reporting a sewer odor outside.	9/12/2024 11:30	WOCOM	Deodorized sewer main.
5501992	9/12/2024 10:05	1905	PAYNE	40206	Customer is reporting a sewer odor outside.	9/12/2024 17:54	WOCOM	Deodorized sewer main.
5502005	9/12/2024 13:07	4530	BROADWAY	40211	SMC Complaint: Customer reported a sewer odor outside.	9/12/2024 17:56	WOCOM	Deodorized catch basins.
5502006	9/12/2024 13:09	4147	BROADWAY	40211	SMC Complaint: Customer reported a sewer odor outside.	9/12/2024 12:04	WOCOM	Deodorized catch basins.
5502007	9/12/2024 13:11	317	ESPLANADE	40214	SMC Complaint: Customer reported a sewer odor outside.	9/12/2024 11:30	WOCOM	Deodorized catch basins.
5502012	9/12/2024 14:37	1268	SHELBY	40203	Customer is reporting a sewer odor inside and outside.	9/13/2024 9:27	WOCOM	Deodorized catch basins.
5502014	9/12/2024 15:10	3418	HERMAN	40212	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/15/2024 10:44	WOCOM	Added water and deodorized sewer main.
5502016	9/12/2024 15:34	824	24TH	40211	Customer is reporting a sewer odor inside and outside.	9/12/2024 17:23	WOCOM	Deodorized catch basin.
5502064	9/13/2024 9:39	1262	SHELBY	40203	Customer is reporting a sewer odor outside.	9/17/2024 6:23	WOCOM	Added water to catch basin.
5502073	9/13/2024 12:03	2315	3RD	40208	SMC Complaint: Customer reported a sewer odor outside.	9/13/2024 14:36	WOCOM	Deodorized sewer main.
5502082	9/13/2024 13:28	8014	BLAKE	40258	Customer is reporting a sewer odor inside and outside.	9/13/2024 15:26	WOCOM	Deodorized sewer main.

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5502100	9/14/2024 6:08	926	6TH	40203	Customer is reporting a sewer odor outside.	9/14/2024 8:30	WOCOM	No further details given.
5502104	9/14/2024 12:58	11825	LOWER RIVER	40272	Customer is reporting a sewer odor inside and outside.	9/16/2024 14:27	WOCOM	Inspection made.
5502109	9/14/2024 18:04	1043	GARVIN	40203	SMC Complaint: Customer reported a sewer odor outside.	9/14/2024 18:49	WOCOM	Deodorized catch basin.
5502111	9/15/2024 0:28	5508	LA VEL	40216	Customer is reporting a sewer odor outside.	9/15/2024 0:20	WOCOM	No odor found on inspection. Checked all MSD Assets.
5502112	9/15/2024 6:06	2813	WYANDOTTE	40210	Customer is reporting a sewer odor outside.	9/15/2024 12:05	WOCOM	Flushed and deodorized sewer main.
5502119	9/15/2024 16:46	3001	WENTWORTH	40206	SMC Complaint: Customer reported a sewer odor outside.	9/15/2024 18:20	WOCOM	Deodorized vented manhole lid.
5502120	9/15/2024 18:03	550	KENTUCKY	40203	SMC Complaint: Customer reported a sewer odor outside.	9/15/2024 18:27	WOCOM	Deodorized catch basin.
5502121	9/15/2024 18:09	926	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/16/2024 16:01	WOCOM	Deodorized vented manhole lid.
5502121	9/16/2024 7:03	926	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/17/2024 5:29	WOCOM	Deodorized catch basin.
5502123	9/16/2024 0:06	1031	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/17/2024 5:29	WOCOM	Cleaned and deodorized catch basin.
5502124	9/16/2024 0:07	11040	SYMINGTON	40241	SMC Complaint: Customer reported a sewer odor outside.	9/16/2024 16:47	NOPRB	
5502205	9/16/2024 10:00	1204	TENNESSEE	40208	Customer is reporting a sewer odor inside and outside.	9/17/2024 5:29	WOCOM	Deodorized catch basin.
5502216	9/16/2024 12:02	2400	4TH	40208	SMC Complaint: Customer reported a sewer odor outside.	9/20/2024 12:50	WOCOM	Added water to manhole in front of residence.
5502217	9/16/2024 12:02	412	COLORADO	40208	SMC Complaint: Customer reported a sewer odor outside.	9/16/2024 12:03	DUPLI	
5502219	9/16/2024 13:32	316	ORMSBY	40203	Customer is reporting a sewer odor inside and outside.	9/17/2024 5:30	WOCOM	Cleaned and deodorized catch basin.
5502240	9/16/2024 16:10	8929	ELI	40291	Customer is reporting a sewer odor outside.	9/26/2024 10:00	NOTED	No further details given.
5502243	9/16/2024 18:08	820	6TH	40203	Customer is reporting a sewer odor outside.	9/16/2024 20:37	WOCOM	Deodorized two catch basins.
5502245	9/16/2024 19:25	2414	DUNCAN	40212	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/16/2024 21:01	WOCOM	Vented manhole at location. Added deodorizer.
5502251	9/17/2024 7:24	918	6TH	40203	Customer is reporting a sewer odor outside.	9/18/2024 5:16	WOCOM	Inspection made.
5502255	9/17/2024 8:19	1500	OAK	40210	Customer is reporting a sewer odor outside.	9/18/2024 5:16	WOCOM	Inspection made.
5502305	9/17/2024 8:28	500	BRECKINRIDGE	40203	Customer is reporting a sewer odor outside.	9/18/2024 5:16	WOCOM	Inspection made.
5502306	9/17/2024 8:41	2414	DUNCAN	40212	Customer is reporting a sewer odor outside.	9/18/2024 5:17	WOCOM	Inspection made.
5502310	9/17/2024 9:55	2308	ROWAN	40212	Customer is reporting a sewer odor outside.	9/19/2024 6:35	WOCOM	Deodorized catch basin.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5502326	9/17/2024 12:01	4530	BROADWAY	40211	SMC Complaint: Customer reported a sewer odor outside.	9/18/2024 12:17	WOCOM	Added water to catch basin.
5502346	9/17/2024 15:39	2426	DUNDEE	40205	Customer is reporting a sewer odor outside.	9/19/2024 11:00	WOCOM	Deodorized catch basin.
5502350	9/17/2024 15:57	1509	3RD	40208	Customer is reporting a sewer odor inside and outside.	9/20/2024 12:52	WOCOM	Odor coming from vented manhole.
5502353	9/17/2024 18:27	4141	BROADWAY	40211	SMC Complaint: Customer reported a sewer odor outside.	9/19/2024 15:00	WOCOM	Cleaned and deodorized catch basin.
5502390	9/18/2024 9:17	3703	TEN BROECK	40241	Customer is reporting a sewer odor outside.	9/18/2024 10:15	WOCOM	Deodorized sewer main.
5502408	9/18/2024 14:17	1400	HEPBURN	40204	Customer is reporting a sewer odor outside.	9/18/2024 15:53	WOCOM	Deodorized two catch basins.
5502409	9/18/2024 14:27	1659	EASTERN	40204	Customer is reporting a sewer odor outside.	9/18/2024 16:15	WOCOM	Deodorized catch basin.
5502428	9/19/2024 0:03	1015	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/20/2024 13:45	WOCOM	Added water to catch basin.
5502429	9/19/2024 5:44	2519	STANDARD	40210	Customer is reporting a sewer odor outside.	9/20/2024 5:40	WOCOM	Inspection made.
5502430	9/19/2024 7:19	612	5TH	40202	Customer is reporting a sewer odor outside.	9/19/2024 9:54	WOCOM	Added fresh water to catch basin and manhole.
5502431	9/19/2024 7:24	2735	NORTHWESTERN	40212	SMC Complaint: Customer reported a sewer odor outside.	9/19/2024 8:35	WOCOM	Cleaned and deodorized catch basin.
5502432	9/19/2024 7:25	926	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/24/2024 15:03	WOCOM	Added water to catch basin.
5502433	9/19/2024 7:33	1539	31ST	40211	CLAIRity email received: Customer is reporting a sewer odor outside.	9/20/2024 5:42	WOCOM	No odor detected.
5502460	9/19/2024 8:38	932	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/20/2024 12:54	WOCOM	Added water and deodorized catch basin.
5502475	9/19/2024 12:11	2130	40TH	40211	SMC Complaint: Customer reported a sewer odor outside.	9/20/2024 12:54	WOCOM	Added water to catch basin.
5502476	9/19/2024 12:14	10517	FISCHER PARK	40241	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/19/2024 13:00	WOCOM	Inspection made.
5502479	9/19/2024 12:52	1264	SHELBY	40203	Customer is reporting a sewer odor outside.	9/19/2024 14:30	WOCOM	Cleaned and deodorized catch basin.
5502480	9/19/2024 12:58	1101	CAMDEN	40215	CLAIRity email received: Customer is reporting a sewer odor outside.	9/19/2024 14:28	WOCOM	Cleaned and deodorized catch basin.
5502493	9/19/2024 17:46	414	HIGHWOOD	40206	CLAIRity email received: Customer is reporting a sewer odor outside.	9/19/2024 19:32	WOCOM	Smell is from the dumpster across the street.
5502495	9/19/2024 17:55	2325	DUMESNIL	40210	Customer is reporting a sewer odor outside.	9/19/2024 19:47	WOCOM	Cleaned and deodorized catch basin.
5502496	9/19/2024 18:06	450	3RD	40202	SMC Complaint: Customer reported a sewer odor outside.	9/19/2024 19:31	WOCOM	Cleaned and deodorized catch basin.
5502502	9/19/2024 22:48	1519	32ND	40211	SMC Complaint: Customer reported a sewer odor outside.	9/24/2024 13:03	WOCOM	Added water to catch basin.
5502505	9/20/2024 8:13	3521	BELLS	40211	Customer is reporting a sewer odor outside.	9/20/2024 16:14	WOCOM	Deodorized manhole.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5502541	9/20/2024 8:26	2817	KENTUCKY	40211	Customer is reporting a sewer odor outside.	9/20/2024 12:57	WOCOM	Cleaned and deodorized catch basin.
5502543	9/20/2024 9:00	734	15TH	40210	Customer is reporting a sewer odor outside.	9/20/2024 12:57	WOCOM	Cleaned and deodorized catch basin.
5502544	9/20/2024 9:07	5500	HITT	40241	Customer is reporting a sewer odor outside.	9/20/2024 16:19	WOCOM	No odor detected at inspection.
5502545	9/20/2024 9:16	1921	RUSSELL LEE	40211	SMC Complaint: Customer reported a sewer odor outside.	9/20/2024 12:57	WOCOM	Added water and deodorized.
5502551	9/20/2024 10:13	3628	VIRGINIA	40211	SMC Complaint: Customer reported a sewer odor outside.	9/20/2024 12:58	WOCOM	Added water and deodorized.
5502565	9/20/2024 12:10	1612	MAE STREET KIDD	40211	SMC Complaint: Customer reported a sewer odor outside.	9/23/2024 5:40	WOCOM	Cleaned and deodorized catch basin.
5502566	9/20/2024 12:12	3400	DUVALLE	40211	SMC Complaint: Customer reported a sewer odor outside.	9/20/2024 14:15	WOCOM	Deodorized sewer main.
5502586	9/21/2024 0:16	1601	31ST	40211	CLAIRity email received: Customer is reporting a sewer odor outside.	9/24/2024 15:00	WOCOM	Added water to manhole in front of residence.
5502587	9/21/2024 0:20	3210	DR WILLIAM G WEATHERS	40211	SMC Complaint: Customer reported a sewer odor outside.	9/25/2024 12:08	WOCOM	Added water and deodorized manhole.
5502588	9/21/2024 0:22	532	ZANE	40203	SMC Complaint: Customer reported a sewer odor outside.	9/24/2024 13:05	WOCOM	Cleaned and deodorized catch basin.
5502589	9/21/2024 0:28	5508	LA VEL	40216	Customer is reporting a sewer odor outside.	9/21/2024 1:30	WOCOM	No odor found at inspection. Checked all MSD Assets.
5502590	9/21/2024 0:34	515	GARLAND	40203	SMC Complaint: Customer reported a sewer odor outside.	9/24/2024 10:35	WOCOM	Cleaned catch basin.
5502596	9/21/2024 12:10	501	ST CATHERINE	40203	SMC Complaint: Customer reported a sewer odor outside.	9/21/2024 13:41	WOCOM	Cleaned and deodorized catch basin.
5502600	9/21/2024 16:04	665	43RD	40211	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/21/2024 18:54	WOCOM	Deodorized catch basin.
5502608	9/22/2024 0:06	1218	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/24/2024 13:06	WOCOM	Deodorized catch basin.
5502609	9/22/2024 9:46	1203	OLD CANNONS	40207	CLAIRity email received: Customer is reporting a sewer odor outside.	9/22/2024 12:10	WOCOM	No odor detected. Checked all MSD Assets.
5502612	9/22/2024 15:37	11815	LOWER RIVER	40272	Customer is reporting a sewer odor outside.	9/22/2024 17:10	NOPRB	
5502616	9/22/2024 20:46	425	HUBBARDS	40207	Customer is reporting a sewer odor outside.	9/22/2024 22:50	WOCOM	No odor detected. Checked all MSD Assets.
5502681	9/22/2024 9:00	3918	BROADWAY	40211	Customer is reporting a sewer odor outside.	9/22/2024 12:00	WOCOM	Deodorized manhole.
5502692	9/23/2024 12:44	4147	BROADWAY	40211	Customer is reporting a sewer odor outside.	9/24/2024 5:25	WOCOM	Deodorized catch basin and manhole.
5502701	9/23/2024 14:33	2405	ST XAVIER	40212	Customer is reporting a sewer odor outside.	9/23/2024 19:10	WOCOM	Deodorized manhole.
5502706	9/23/2024 15:16	1300	FLOYD	40208	Customer is reporting a sewer odor inside and outside.	9/23/2024 19:25	WOCOM	Deodorized catch basin.
5502708	9/23/2024 16:10	1374	3RD	40208	Customer is reporting a sewer odor inside and outside.	9/23/2024 21:25	WOCOM	No odor detected. Checked all MSD Assets.

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5502709	9/23/2024 16:12	1374	3RD	40208	Metro 311 Emailed received: Customer reported a sewer odor outside.	9/23/2024 16:16	DUPLI	
5502712	9/23/2024 18:09	1025	6TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/24/2024 0:02	WOCOM	Deodorized catch basin.
5502713	9/23/2024 19:28	3300	BOHANNON	40215	CLAIRity email received: Customer is reporting a sewer odor outside.	9/24/2024 7:51	WOCOM	Deodorized catch basin.
5502786	9/24/2024 11:09	530	15TH	40203	Customer is reporting a sewer odor inside and outside.	9/24/2024 17:49	WOCOM	Deodorized catch basin.
5502800	9/24/2024 13:57	2700	MADISON	40211	Customer is reporting a sewer odor outside.	9/24/2024 17:52	WOCOM	Deodorized catch basin.
5502890	9/25/2024 11:27	3018	GREENUP	40217	Customer is reporting a sewer odor outside.	9/25/2024 14:54	WOCOM	Deodorized sewer main.
5502910	9/25/2024 19:02	5914	LAUREL	40059	CLAIRity email received: Customer is reporting a sewer odor outside.	9/26/2024 7:29	INSP	Inspection made.
5502911	9/25/2024 22:12	4214	CHAMBERS	40299	Customer is reporting a sewer odor inside and outside.	9/25/2024 23:40	WOCOM	Flushed sewer main.
5502911	9/25/2024 22:12	4214	CHAMBERS	40299	Customer is reporting a sewer odor outside.	9/25/2024 23:40	WOCOM	Flushed sewer main and deodorized two catch basins.
5503003	9/26/2024 18:07	945	5TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/26/2024 18:50	WOCOM	No smell detected upon inspection.
5503009	9/27/2024 7:10	1514	CENTRAL	40208	SMC Complaint: Customer reported a sewer odor outside.	9/27/2024 8:29	WOCOM	Deodorized catch basin.
5503089	9/27/2024 18:08	924	2ND	40203	Customer is reporting a sewer odor outside.	9/27/2024 18:35	WOCOM	Deodorized catch basin.
5503112	9/28/2024 18:02	1147	7TH	40203	SMC Complaint: Customer reported a sewer odor outside.	9/28/2024 19:05	WOCOM	Deodorized sewer main.
5503114	9/29/2024 6:04	3231	ALLISON	40220	Customer is reporting a sewer odor outside.	9/29/2024 8:35	WOCOM	No odor at inspection. Checked all MSD Assets.