

**Customer Service Odor Complaints Received
August 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5432589	8/2/2022 9:58	3106	Townsend Ter	40241	Customer reported a sewer odor outside.	8/5/2022 15:11	WOCOM	Cleaned and deodorized three catch basins.
5432595	8/2/2022 10:41	1203	Old Cannons Lane	40207	Metro Call Email: Customer reported a sewer odor outside.	8/2/2022 10:41	NOTED	Waiting on material delivery for resolution.
5432664	8/2/2022 16:32	619	Candlelight Lane	40214	Customer reported a sewer odor outside.	8/2/2022 20:37	INSP	Checked all MSD Assets, no issues.
5432673	8/2/2022 18:30	2503	Sharon Cir	40218	Customer reported a sewer odor inside and outside.	8/2/2022 20:37	INSP	Checked all MSD Assets, no issues.
5432770	8/3/2022 10:38	1805	W Jefferson St	40203	Customer reported a sewer odor inside and outside.	8/5/2022 13:21	WOCOM	Cleaned heavy debris and deodorized catch basin.
5432815	8/3/2022 14:01	8518	Hunting Stock Pl	40291	Customer reported a sewer odor outside.			
5432931	8/4/2022 10:18	555	S 2nd St	40202	Customer reported a sewer odor inside and outside.	8/4/2022 14:00	INSP	Checked all MSD Assets, no issues.
5433067	8/5/2022 9:37	5927	Ashwood Bluff	40207	Customer reported a sewer odor inside.	8/5/2022 9:37	INFO	Information provided.
5433164	8/7/2022 12:47	32	Poplar Hill Rd	40207	Customer reported a sewer odor outside.	8/8/2022 10:00	INSP	No odor found during inspection.
5433403	8/9/2022 14:14	1819	Deer Park Ave	40205	Customer reported a sewer odor inside and outside.	8/11/2022 10:42	WOCOM	Cleaned and deodorized two catch basins.
5433426	8/9/2022 18:13	3522	Brockton Ln	40220	Customer reported a sewer odor inside and outside.	8/9/2022 19:20	INSP	Checked all MSD Assets, odor is only inside the building. Advised to contact plumber.
5433430	8/9/2022 21:33	7215	W Orell Rd	40272	Customer reported a sewer odor outside.	8/10/2022 0:00	INSP	Inspection made
5433629	8/10/2022 15:00	3913	Accomack Dr	40241	Customer reported a sewer odor inside.	8/10/2022 15:58	INFO	Information provided.
5433899	8/12/2022 7:55	5415	Winding Rd	40214	Customer reported a sewer odor inside and outside.	8/12/2022 10:07	INSP	Advised homeowner to prime drains.
5433902	8/12/2022 8:42	2932	Breckinridge Ln	40220	Metro Call Email: Customer reported a sewer odor outside.	8/12/2022 14:00	NOTED	This is a private pump station, not a MSD Asset.
5433905	8/12/2022 9:40	10007	Forrest Green Blvd	40223	Customer reported a sewer odor inside and outside.	8/12/2022 14:08	INSP	Checked MSD assets, found no issue.
5433920	8/12/2022 11:34	7215	W Orell Rd	40272	Customer reported a sewer odor outside.	8/15/2022 9:33	NOTED	Smell is originating from dumpsters waiting to be hauled to the landfill of dewatered cake.
5433980	8/12/2022 17:07	233	Monohan Dr	40207	Customer reported a sewer odor inside and outside.	8/12/2022 15:45	WOCOM	Flushed sewer main.
5434083	8/15/2022 7:36	7215	W Orell Rd	40272	Customer reported a sewer odor outside.	8/15/2022 9:33	NOTED	Smell is originating from dumpsters waiting to be hauled to the landfill of dewatered cake.
5434126	8/15/2022 11:30	817	S 39th Street	40211	Customer reported a sewer odor outside.	8/16/2022 10:30	WOCOM	Cleaned medium debris and deodorized catch basin.

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5434150	8/15/2022 13:15	1119	Kaiser Ct	40211	Customer reported a sewer odor outside.	8/17/2022 12:23	WOCOM	Deodorized catch basin.
5434331	8/15/2022 11:54	5006	Lee Ann Way	40219	Customer reported a sewer odor outside.	8/16/2022 11:52	INSP	Inspection found exhaust fan running at pump station. Fan was turned off and odor stopped.
5434342	8/16/2022 12:24	604	W Jefferson St	40202	Customer reported a sewer odor outside.	8/16/2022 14:48	WOCOM	Cleaned and deodorized catch basins.
5434493	8/17/2022 7:45	1014	Franklin St	40206	Metro Call Email: Customer reported a sewer odor outside.	8/18/2022 9:49	WOCOM	Cleaned heavy debris and deodorized catch basin.
5434723	8/18/2022 15:01	3611	Susanna Dr	40213	Metro Call Email: Customer reported a sewer odor outside.	8/23/2022 12:26	WOCOM	Deodorized the man hole.
5434846	8/19/2022 12:21	1203	Old Cannons Lane	40207	Metro Call Email: Customer reported a sewer odor outside.	8/19/2022 13:19	WOCOM	No odor found at time of inspection.
5434864	8/19/2022 15:03	1400	Central Ave	40208	Customer reported a sewer odor outside.	8/24/2022 9:14	WOCOM	Cleaned heavy debris and deodorized catch basin.
5434886	8/20/2022 6:05	1519	S 32nd St	40211	Metro Call Email: Customer reported a sewer odor outside.	8/23/2022 10:06	WOCOM	Cleaned light debris and deodorized catch basin.
5434890	8/20/2022 11:04	11009	Lunenburg Ct	40245	Customer reported a sewer odor outside.	8/20/2022 11:04	INFO	No information provided.
5434924	8/21/2022 21:51	817	S 39th Street	40211	Customer reported a sewer odor inside and outside.	8/25/2022 9:34	WOCOM	Cleaned light debris and deodorized catch basin.
5435000	8/22/2022 7:31	1122	S Shelby St	40203	Customer reported a sewer odor outside.	8/26/2022 14:43	WOCOM	Deodorized catch basin. It is a straight lead.
5435002	8/22/2022 7:38	2521	Garland Ave	40211	Customer reported a sewer odor outside.	8/22/2022 13:53	WOCOM	Cleaned heavy debris and deodorized catch basin.
5435035	8/22/2022 11:02	3908	Charter Oaks	40241	Customer reported a sewer odor outside.	8/22/2022 19:20	WOCOM	No odor from MSD sewers, business sewers are privately owned.
5435327	8/23/2022 13:57	422	S 28th St	40212	Customer reported a sewer odor inside and outside.	8/25/2022 13:57	WOCOM	Cleaned and deodorized three catch basins
5435422	8/24/2022 10:19	1203	Old Cannons Lane	40207	Customer reported a sewer odor outside.	8/24/2022 13:30	INSP	No odor detected at time of inspection. Engineering controls will evaluate the newly installed hatch doors.
5435430	8/24/2022 10:47	1119	Kaiser Ct	40211	Customer reported a sewer odor outside.	8/27/2022 14:10	WOCOM	Cleaned light debris and deodorized three catch basins. Found two with damaged plug. Workordered entered.
5435566	8/25/2022 7:50	4522	Algonquin Parkway	40211	Customer reported a sewer odor outside.	8/25/2022 8:56	INSP	Inspection of plant equipment made. No issue found.
5435583	8/25/2022 10:07	14015	Cypress Glen Dr	40245	Customer reported a sewer odor outside.	8/25/2022 12:28	WOCOM	Found a dead skunk in 24 inch PVC main to house.
5435711	8/26/2022 7:01	520	W Chestnut St	40202	Customer reported a sewer odor outside.	8/26/2022 4:45	WOCOM	No odor detected at time of inspection. Deodorized catch basins.
5435712	8/26/2022 6:29	400	S 6th S	40202	Customer reported a sewer odor inside and outside.	8/25/2022 3:45	WOCOM	No odor detected at time of inspection. Deodorized catch basins.

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5435713	8/26/2022 7:05	529	S 32nd St	40211	Customer reported a sewer odor outside.	8/26/2022 21:07	WOCOM	No odor detected at time of inspection. Flushed line.
5435714	8/26/2022 7:07	310	W Lee St	40208	Metro Call Email: Customer reported a sewer odor outside.	8/26/2022 21:06	WOCOM	Detected slight odor at inspection. Flushed line and added deodorizer.
5437717	8/26/2022 8:29	3632	W Kentucky St	40211	Customer reported a sewer odor outside.	8/26/2022 10:55	WOCOM	Flushed sewer main. Also made repair to manhole lid.
5435718	8/26/2022 8:35	981	Samuel St	40204	Metro Call Email: Customer reported a sewer odor outside.	8/26/2022 13:17	WOCOM	Flushed sewer main.
5435720	8/26/2022 9:07	1416	S 3rd St	40208	Metro Call Email: Customer reported a sewer odor outside.	8/26/2022 18:34	WOCOM	Deodorized manhole and catch basin.
5435730	8/26/2022 9:58	1424	S 15th St	40210	Customer reported a sewer odor inside and outside.	8/26/2022 15:30	WOCOM	Deodorized catch basin.
5435731	8/26/2022 9:59	2114	Magazine St	40211	Customer reported a sewer odor inside and outside.	8/26/2022 21:03	WOCOM	Detected slight odor at inspection. Flushed line and added deodorizer.
5435732	8/26/2022 10:04	3405	Vermont Ave	40211	Customer reported a sewer odor outside.	8/27/2022 11:38	WOCOM	Cleaned and deodorized catch basins.
5435733	8/26/2022 10:17	2605	Dixdale Ave	40210	Customer reported a sewer odor outside.	8/26/2022 13:42	WOCOM	Cleaned medium debris and deodorized catch basin.
5435734	8/26/2022 10:20	1744	Dixdale Ave	40210	Customer reported a sewer odor outside.	8/26/2022 21:42	WOCOM	Cleaned and deodorized four catch basins.
5435736	8/26/2022 10:23	1312	Catalpa St	40211	Metro Call Email: Customer reported a sewer odor outside.	8/26/2022 21:46	WOCOM	Deodorized catch basin.
5435745	8/26/2022 10:56	2004	S 28th St	40210	Customer reported a sewer odor inside and outside.	8/26/2022 15:32	WOCOM	Deodorized two catch basins.
5435751	8/26/2022 11:34	1628	S 31st St	40211	Customer reported a sewer odor inside and outside.	8/26/2022 14:05	WOCOM	Cleaned light debris and deodorized two catch basins.
5435758	8/26/2022 12:29	2323	S Brook St	40208	Metro Call Email: Customer reported a sewer odor outside.	8/26/2022 21:43	WOCOM	No odor detected at time of inspection. Flushed the line.
5435781	8/26/2022 14:41	2310	St Louis Ave	40210	Customer reported a sewer odor outside.	8/26/2022 21:40	WOCOM	Deodorized catch basin.
5435801	8/26/2022 18:28	2912	Tucker Ave	40299	Customer reported a sewer odor inside and outside.	8/27/2022 11:03	WOCOM	Flushed sewer main.
5435811	8/27/2022 11:02	12527	Valley Pine	40299	Metro Call Email: Customer reported a sewer odor outside.			
5435932	8/29/2022 8:37	1461	S 4th St	40208	Customer reported a sewer odor inside.	8/29/2022 8:37	INFO	Information provided.
5435954	8/29/2022 10:03	3105	Clinton PL	40216	Metro Call Email: Customer reported a sewer odor outside.	8/29/2022 10:03	NOTED	No additional information provided

