

**Customer Service Odor Complaints Received
December 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5445944	12/1/2022 17:35	1400	N Beckley Statoin Rd	40245	Customer reporting sewer odor inside and outside.	12/2/2022 12:51	INSP	Unable to remove manhole lid to deodarized. Additional Workorder created.
5446013	12/2/2022 8:05	3509	Hillsboro Ct	40207	Customer reporting sewer odor inside and outside.	12/2/2022 17:30	WOCOM	Inspected MSD protion of the property line, no obstructions observed.
5446033	12/2/2022 10:52	3418	Herman St	40212	Metrocall Email Recevied: Customer reported an odor.	12/2/2022 13:14	WOCOM	Deodorized four catch basins and two manholes.
5446035	12/2/2022 10:56	18503	Longview Park Ln	40245	Customer reporting a sewer odor outside.	12/2/2022 10:56	WOCOM	Flushed sewer main.
5446063	12/2/2022 13:40	1123	Cardinal Dr	40213	Customer reporting a sewer odor outside.	12/6/2022 11:32	WOCOM	Cleaned and deodorized two catch basins.
5446088	12/2/2022 17:02	812	S 45th St	40211	Metrocall Email Recevied: Customer reported an odor.	12/2/2022 22:39	WOCOM	No odor detected at time of inspection. Deodorized catch basin.
5446306	12/6/2022 9:28	5520	Worthington Place Dr	40241	Metrocall Email Recevied: Customer reported an odor.	12/12/2022 0:00	INSP	No odor found at inspection.
5446417	12/7/2022 11:09	1440	Bardstown Rd	40204	Customer reporting a sewer odor outside.	12/7/2022 14:55	WOCOM	Deodorized catch basin.
5446460	12/7/2022 15:40	6907	Betsy Ross Dr	40272	Customer reporting a sewer odor outside.	12/7/2022 23:16	WOCOM	No odor detected. MSD property connection clear. Deodorized manhole.
5446509	12/8/2022 6:36	601	W Main St	40202	Email Received: Customer reported a sewer odor outside.	12/9/2022 10:24	WOCOM	Deodorized all catch basins in the area.
5446617	12/9/2022 10:06	715	S 41st St	40211	Customer reporting a sewer odor outside.	12/12/2022 9:42	WOCOM	Deodorized four catch basins.
5446625	12/9/2022 10:39	4008	Vermont Ave	40211	Customer reporting a sewer odor outside.	12/9/2022 18:16	WOCOM	Deodorized catch basin.
5446695	12/10/2022 23:43	6313	Shadow wood Ct	40059	Customer reporting a sewer odor outside.	12/11/2022 11:55	WOCOM	No odor detected. Checked all MSD assets.
5446760	12/12/2022 8:28	1947	Payne St	40206	Customer reporting a sewer odor inside and outside.	12/12/2022 14:22	WOCOM	Deodorized catch basin.
5446895	12/13/2022 8:54	1225	Weller Ave	40208	Customer reporting a sewer odor inside.	12/13/2022 8:54	INFO	Information provided.
5446906	12/13/2022 10:17	3610	Taylor Blvd	40215	Customer reporting an odor inside and outside.	12/13/2022 14:49	WOCOM	Deodorized four catch basins and one manhole.
5446936	12/13/2022 13:20	4634	Southern Pkwy	40214	Customer reporting a sewer odor inside and outside.	12/13/2022 15:26	WOCOM	Deodoarized catch basin.
5447017	12/14/2022 6:32	4580	S 1st St	40214	Metrocall Email Recevied: Customer reported an odor.	12/15/2022 9:30	INSP	Chemical Spill at local industry caused the odor.
5447035	12/14/2022 10:01	4578	S 1st St	40214	Email Received: Customer reported a Chemical odor outside.	12/15/2022 9:30	INSP	Chemical Spill at local industry caused the odor.
5447079	12/14/2022 14:45	5104	Shadow wood Ct	40059	Metrocall Email Recevied: Customer reported an odor.	12/16/2022 10:42	WOCOM	Line was inspected. Customer has a slow drain on their side of the service. Advised to call a plumber.
5447128	12/15/2022 8:16	3101	Brownsboro Rd	40206	Customer reporting a sewer odor outside.	12/15/2022 11:17	WOCOM	Deodorized three catch basins.

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5447244	12/16/2022 10:48	659	S 27th St	40211	Customer reporting a sewer odor outside.	12/16/2022 14:30	WOCOM	Flushed sewer main.
5447268	12/16/2022 14:47	314	W Ormsby Ave	40203	Customer reporting a sewer odor inside and outside.	12/16/2022 15:23	WOCOM	No odor found at time of inspection.
5447296	12/17/2022 13:20	2114	W Gaulbert Ave	40210	Customer reporting a sewer odor inside and outside.	12/17/2022 15:54	WOCOM	Deodorized two catch basins
5447416	12/19/2022 12:24	4000	Glen Valley Rd	40219	Customer reporting a sewer odor inside and outside.	12/19/2022 12:52	WOCOM	Flushed sanitary main.
5447421	12/19/2022 12:58	426	Camp St	40203	Customer reporting a sewer odor inside and outside.	12/22/2022 12:57	WOCOM	Deodorized six catch basins and one manhole. Catch basins are straight leads.
5447435	12/19/2022 14:29	1213	Central Ave	40208	Customer reporting a sewer odor outside.	12/20/2022 17:22	WOCOM	Deodorized catch basins.
5447469	12/20/2022 5:31	3814	Nanz Ave	40207	Customer reporting a sewer odor outside.	12/20/2022 8:19	WOCOM	Customer portion of service connection has grease buildup. Advised to call a plumber.
5447589	12/20/2022 16:28	3329	Alfond Ave	40212	Customer reporting a sewer odor inside and outside.	12/20/2022 17:23	WOCOM	Deodorized manhole.
5447762	12/22/2022 13:26	3391	Young Ave	40211	Customer reporting a sewer odor inside and outside.	12/22/2022 14:15	WOCOM	Deodorized five catch basins.
5447774	12/22/2022 16:44	950	Brent St	40204	Customer reporting a sewer odor inside and outside.	12/22/2022 21:45	WOCOM	No odor detected. Deodorized catch basins.
5447775	12/22/2022 16:58	824	Clarks Ln	40217	Customer reporting a sewer odor outside.	12/22/2022 21:46	WOCOM	No odor detected. Deodorized four catch basins.
5447941	12/27/2022 10:52	2914	Allen Ave	40208	Metrocall Email Received: Customer reported an odor.	1/5/2022 10:11	WOCOM	Cleaned light debris and deodorized catch basin.
5447981	12/27/2022 15:42	1903	W Market St	40203	Customer reporting a sewer odor outside.	12/27/2022 17:05	WOCOM	Deodorized manhole.
5448057	12/28/2022 12:28	3771	Southern Pkwy	40214	Customer reporting a sewer odor inside and outside.	12/28/2022 14:49	WOCOM	Deodorized two catch basins.
5448197	12/29/2022 15:33	801	S 31st St	40211	Customer reporting a sewer odor outside.	12/29/2022 21:17	WOCOM	No odor detected. Added deodorizer to basin.
5448238	12/30/2022 12:28	2108	Baringer Ave	40204	Metrocall Email Received: Customer reported an odor.			
5448307	12/31/2022 10:24	3418	Herman St	40212	Metrocall Email Received: Customer reported an odor.			