

**Customer Service Odor Complaints Received  
July 2022**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5429242	7/1/2022 13:14	4304	Milo Dr	40218	Customer reported a sewer odor inside and outside.	7/1/2022 16:30	INSP	Camera inspection to property service connection did not show any obstructions.
5429248	7/1/2022 14:36	9602	W Manslick Rd	40272	Customer reported a sewer odor inside and outside.	7/1/2022 14:48	WOCOM	Flushed and deodorized sewer main.
5429267	7/1/2022 23:31	1519	S 32nd St	40211	Customer reported a sewer odor outside.	7/7/2022 10:35	WOCOM	Cleaned light debris from two catch basins and deodorized.
5429268	7/2/2022 0:13	2504	W Madison St	40211	Customer reported a sewer odor inside and outside.	7/7/2022 14:01	WOCOM	Cleaned light debris from two catch basins and deodorized.
5429446	7/5/2022 13:19	7027	Huges Ave	40014	Customer reported a sewer odor inside and outside.	7/5/2022 19:34	WOCOM	Flushed and deodorized catch basin.
5429629	7/6/2022 18:21	1744	Dixdale Rd	40210	Customer reported a sewer odor outside.	7/13/2022 13:33	WOCOM	Deodorized four catch basins.
5429719	7/7/2022 10:04	1947	Payne St	40206	Customer reported a sewer odor inside and outside.	7/13/2022 13:53	WOCOM	Cleaned light debris and deodorized catch basin.
5429888	7/8/2022 13:28	3771	Southern Pkwy	40214	Customer reported a sewer odor outside.	7/8/2022 15:19	WOCOM	Flushed and deodorized catch basin.
5429940	7/9/2022 11:37	7215	W Orell Rd	40272	Customer reported a sewer odor outside.	7/9/2022 0:00	WOCOM	The holiday landfill closure caused a delay in the hauling of solids dumpsters at the treatment facility contributing to localized odors.
5430027	7/11/2022 7:05	1245	Central Ave	40208	Customer reported a sewer odor outside.	7/11/2022 8:02	WOCOM	Flushed and deodorized catch basin.
5430198	7/12/2022 10:38	504	Camp St	40203	Customer reported a sewer odor outside.	7/20/2022 10:40	WOCOM	Cleaned light debris and deodorized catch basin.
5430344	7-13-222 07:17	5508	Worthington Place	40241	Metrocall Email - Customer reported a sewer odor outside.	7/13/2022 8:41	INSP	Inspected area and fenceline next to treatment plant. No odor detected at time of inspection.
5430345	7/13/2022 8:17	1801	W Chestnut St	40203	Customer reported a sewer odor outside.	7/13/2022 9:33	WOCOM	Cleaned light debris and deodorized catch basin.
5430365	7/13/2022 10:20	2932	Breckinridge Ln	40220	Customer reported a sewer odor inside and outside.	7/13/2022 13:05	INSP	Inspection of the area found a discharge from a private pump station. Notified customer on site.
5430374	7/13/2022 12:04	9623	Fairmount Rd	40291	Customer reported a sewer odor outside.	7/13/2022 15:00	INSP	Inspection was made and no odor was detected at time of inspection.
5430687	7/15/2022 19:01	1410	Earl Ave	40215	Customer reported a sewer odor outside.			
5430810	7/18/2022 12:27	5805	Medtree Pl	40229	Metrocall Email - Customer reported a sewer odor outside.	7/18/2022 15:10	INSP	Checked all MSD Assets. No odor detected at time of inspection.
5430824	7/18/2022 13:57	1228	Preston Hwy	40203	Customer reported a sewer odor inside and outside.	7/22/2022 10:07	WOCOM	Cleaned heavy debris and deodorized catch basin.
5430831	7/18/2022 14:35	1601	Hale Ave	40210	Customer reported a sewer odor outside.	7/22/2022 10:06	WOCOM	Cleaned light debris and deodorized catch basin.

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5431063	7/20/2022 7:03	817	S 39th Street	40211	Metrocall Email - Customer reported a sewer odor outside.	7/22/2022 13:05	WOCOM	Cleaned heavy debris and found missing plug.
5431102	7/20/2022 11:46	8405	Cedar Creek Rd	40291	Customer reported a sewer odor outside.	7/20/2022 13:15	INSP	Treatment plant in Bullitt Co. Unsure why wrong address was put into system.
5431126	7/20/2022 14:42	1815	Deer Park Ave	40205	Metrocall Email - Customer reported a sewer odor outside.	7/22/2022 13:20	WOCOM	Cleaned heavy debris and deodorized catch basin.
5431295	7/21/2022 20:38	8619	Westover Dr	40059	Customer reported a sewer odor outside.	7/29/2022 9:29	WOCOM	Deodorized three catch basins.
5431379	7/22/2022 11:31	12702	Seatonville Rd	40299	Customer reported a sewer odor outside.	7/22/2022 13:43	WOCOM	Found faulting odor control unit. Repair made.
5431504	7/25/2022 8:57	200	Tumbleweed Rd	40229	Customer reported a sewer odor inside only.	7/25/2022 8:57	INFO	Information provided.
5431538	7/25/2022 14:13	2315	Howard St	40211	Customer reported a sewer odor outside.	8/22/2022 10:54	WOCOM	Cleaned and deodorized catch basins.
5431828	7/27/2022 10:29	616	S 15 St	40203	Customer reported a sewer odor outside.	7/27/2022 11:21	INSP	Removed heavy debris from property service connection.
5431832	7/27/2022 11:21	2922	Hikes Lane	40218	Customer reported a sewer odor outside.	7/27/2022 12:21	WOCOM	Flushed and deodorized sewer main.
5431970	7/28/2022 12:33	1744	Dixdale Rd	40210	Customer reported a sewer odor inside and outside.	7/29/2022 8:34	WOCOM	Deodorized catch basin.
5432173	7/29/2022 11:06	1119	Kaiser Ct	40211	Customer reported a sewer odor outside.	8/2/2022 11:00	WOCOM	No issues found during inspection.