

**Customer Service Odor Complaints Received
September 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5392790	9/1/2021 9:35	645	Lynne St	40217	Customer reported a sewer odor outside.	9/1/2021 10:53	WOCOM	Cleaned medium debris from catch basin and deodorized.
5392810	9/1/2021 11:02	1725	Gagel Ave	40216	Customer reported a sewer odor inside.	9/1/2021 12:10	INSP	Per customer, plumber stated there was an issue on MSD side of sewer. Inspected from clean out to street, no issues on MSD side.
5392844	9/1/2021 15:03	1219	Bourbon Ave	40213	Customer reported a sewer odor inside.	9/1/2021 15:03	ADVISE	Advised customer to prime all inside drains and call a plumber if problem persists.
5393387	9/7/2021 8:30	1309	Central Ave	40208	Customer reported a sewer odor outside.	9/7/2021 9:32	WOCOM	No odor detected at time of inspection. Cleaned medium debris from six catch basins and deodorized
5393582	9/8/2021 10:50	2505	McGee Dr	40216	Customer reported a sewer odor inside and outside.	9/8/2021 13:46	INSP	No odor detected at time of inspection.
5393620	9/8/2021 16:08	11106	Pebble Creek	40241	Customer reported a sewer odor outside.	9/13/2021 7:45	INSP	No odor detected at time of inspection.
5394077	9/13/2021 12:21	1400	Beckley Station Rd	40245	Customer reported a sewer odor outside.	9/14/2021 8:00	WOCOM	One Air Release Valve was replaced. Replaced broken carbon bucket and filled with carbon.
5394084	9/13/2021 13:35	1842	Farnsley Rd	40216	Customer reported a sewer odor outside.	9/13/2021 14:10	INSP	No odor detected at time of inspection.
5394150	9/14/2021 10:24	624	E Breckenridge St	40203	Customer reported a sewer odor outside.	9/14/2021 0:00	WOCOM	Deodorized vented manhole.
5394184	9/14/2021 18:11	1803	Eastbridge Ct	40223	Customer reported a sewer odor outside.	9/14/2021 19:28	WOCOM	Odor detected from catch basin. No debris in basin. Deodorized catch basin.
5394242	9/15/2021 16:27	122	S 43rd St	40212	Customer reported a sewer odor inside and outside.	9/15/2021 16:45	CUST	No odor detected at time of inspection. Checked all assets.
5394362	9/16/2021 10:41	655	S 23rd St	40211	Customer reported a sewer odor outside.	9/23/2021 0:00	WOCOM	Cleaned and deodorized three catch basins. Found the trap broke on one catch basin.
5394365	9/16/2021 11:26	201	W Kenwood Way	40214	Customer reported a sewer odor inside and outside.	9/23/2021 13:46	WOCOM	Inspected and deodorized two catch basins.
5394525	9/17/2021 10:35	1826	Russell Lee Dr	40211	Customer reported a sewer odor outside.	9/17/2021 12:59	WOCOM	No odor detected at time of inspection. Checked seven catch basins in area, all straight leads.
5394572	9/18/2021 6:03	1519	S 32nd Street	40211	Customer reported a sewer odor outside.	9/18/2021 8:40	INSP	No odor detected at time of inspection. Checked all assets in area.
5394575	9/18/2021 10:05	1922	Peony Dr	40211	Customer reported a sewer odor outside.	9/18/2021 11:15	NOPRB	No odor detected at time of inspection. Checked all assets in area.
5394576	9/18/2021 10:08	1918	Peony Dr	40211	Customer reported a sewer odor outside.	9/18/2021 11:15	NOPRB	No odor detected at time of inspection. Checked all assets in area.
5394585	9/18/2021 15:58	821	Humler St	40211	Customer reported a sewer odor outside.	9/21/2021 11:25	WOCOM	Cleaned heavy debris from catch basin and deodorized.
5394951	9/21/2021 15:20	128	E Main St	40292	Received Email: Customer reported a sewer odor inside.	9/21/2021 15:21	INFO	Information provided.

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5395269	9/23/2021 11:06	122	Northwestern Parkway	40212	Customer reported a sewer odor outside.	9/23/2021 11:43	WOCOM	Deodorized manhole lid in driveway.
5395299	9/23/2021 14:41	668	S 26th St	40211	Email from Metrocall: Customer reported a sewer odor.			
5395407	9/24/2021 10:59	3145	Vermont Ave	40211	Customer reported a sewer odor inside and outside.	9/28/2021 10:59	WOCOM	Cleaned medium debris from two catch basins and deodorized.
5395479	9/26/2021 6:20	9705	Titan Drive	40229	Customer reported a sewer odor outside.	9/26/2021 6:20	NOPRB	Customer complained of an odor at the water meter. Staff observed clear liquid at the water meter. All sewer assets are located at the rear of the property and were inspected.
5395585	9/27/2021 9:53	722	Camp St	40203	Customer reported a sewer odor inside and outside.	9/27/2021 10:22	WOCOM	Cleaned medium debris from two catch basins and deodorized.
5395777	9/28/2021 12:09	1023	S Hancock St	40203	Customer reported a sewer odor inside and outside.	9/29/2021 10:06	WOCOM	Could not access catch basin, car parked on top.
5396162	9/29/2021 15:02	1010	E Kentucky St	40204	Customer reported a sewer odor outside.	10/4/2021 13:31	WOCOM	Cleaned debris from two catch basins, both straight lead.
5396180	9/29/2021 16:25	126	Webster St	40206	Customer reported a sewer odor outside.	10/4/2021 16:25	WOCOM	Cleaned heavy debris from four catch basins and deodorized.
5396201	9/29/2021 18:44	5912	Bardstown Rd	40291	Customer reported a sewer odor inside	9/29/2021 18:44	INFO	Information provided.
5396203	9/29/2021 22:43	1814	S 23rd St	40210	Customer reported a sewer odor outside.	9/29/2021 23:47	INSP	No odor detected at time of inspection. All MSD assets inspected.
5396325	9/30/2021 13:19	1467	S 9th St	40208	Customer reported a sewer odor outside.	10/4/2021 13:00	WOCOM	Cleaned medium debris from catch basin and deodorized.
5396341	9/30/2021 14:46	3726	W Broadway	40211	Customer reported a sewer odor outside.	10/4/2021 13:26	WOCOM	Cleaned light debris from catch basin and deodorized.