

**Customer Service Odor Complaints Received
April 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5373297	4/6/2021 8:14	2111	West Broadway	40211	Customer reported a sewer odor inside and outside.	4/6/2021 11:02	NOFRTH	Removed heavy debris from catch basin. Basin looks to have large amount of grease. Routing to Industrial Waste Dept for further investigation.
5373303	4/6/2021 9:23	5409	Nimitz Ct	40214	Customer reported a sewer odor outside.	4/6/2021 11:05	WOCOM	Deodorized catch basin.
5373398	4/6/2021 18:41	3014	Springcrest Dr	40241	Customer reported a sewer odor outside.	4/6/2021 18:27	NOPRB	No odor detected at time of inspection. Inspected all MSD assets in area.
5373250	4/7/2021 0:00	11401	Tierney Ave	40272	Customer reported a sewer odor outside.	4/7/2021 13:11	NOPRB	Address is near the Derek Guthrie WQTC. Plant staff inspected the area with no odor detected.
5373814	4/8/2021 16:55	424	Sunset Ave	40211	Customer reported a sewer odor inside and outside.	4/8/2021 17:15	CUST	No odor detected at time of inspection. Inspected all MSD assets in area.
5374008	4/11/2021 8:20	2018	Bashford Manor Ln	40218	Customer reported a sewer odor inside and outside.	4/11/2021 8:48	NOMSD	Odor is only internal to home. No odor detected outside. Resident also contacted LG&E.
5374198	4/12/2021 11:14	3320	Bardstown Rd	40218	Customer reported a sewer odor inside and outside.	4/12/2021 22:50	WOCOM	Odor was due to discharge from a private manhole. MSD crew flushed manhole to stop the discharge.
5374264	4/12/2021 16:01	10759	Colonial Woods Way	40223	Customer reported a skunk odor inside and outside.	4/12/2021 21:02	WOCOM	Upon inspection crew did detect a garbage odor outside, no sewer odor detected. Checked all MSD assets in area.
5374672	4/14/2021 16:01	2609	Oregon Ave	40210	Customer reported a sewer odor inside and outside.	4/15/2021 11:15	WOCOM	Removed light debris and deodorized catch basin.
5374775	4/15/2021 9:37	1829	Deer Park Ave	40205	Customer reported a sewer odor outside.	4/20/2021 14:57	WOCOM	Deodorized all catch basins.
5375012	4/18/2021 13:21	20	Ridge Rd	40205	Customer reported a sewer odor inside and outside.	4/18/2021 13:55	NOMSD	No odor detected at time of inspection. Inspected all MSD assets in area. Advised homeowner to flush all indoor drains.
5375015	4/18/2021 16:20	8403	Cedar Creek Road	40291	Customer reported a sewer odor outside.	4/18/2021 0:00	NOTED	Due to delay in contractor hauling, the air to the digester had to be turned off to allow for extra room of biosolids to avoid any negative impact to the plant permit. Once the air was turned back on odor persisted in the area for about 1 hour.
5375170	4/19/2021 8:54	3720	W Broadway	40211	Customer reported a sewer odor outside.	4/28/2021 15:16	WOCOM	Put new plugs in three catch basins at addresses.
5375254	4/19/2021 15:31	1218	Larchmont Ave	40215	Customer reported a sewer odor inside and outside.	4/19/2021 21:40	WOCOM	Odor detected from catch basins. Cleaned catch basins on both side of streets.
5375646	4/21/2021 14:46	4918	Rossmoor Dr	40219	Customer reported a sewer odor.	4/21/2021 15:00	NOMSD	No odors detected at time of inspection. Checked closest pump station and no issues found.
5375673	4/21/2021 16:32	2673	Outer Loop	40219	Customer reported a sewer odor.	4/21/2021 16:32	NOTED	This complaint was an email dated 4-19-21. Due to technical difficulties it was not received in the system until 4-21-21.

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5375817	4/22/2021 10:52	3017	Hartlage Court	40216	Customer reported a sewer odor.	4/26/2021 0:00	NOMSD	This complaint was an email dated 3-26-21. Due to technical difficulties it was not received in the system until 4-22-21.
5375820	4/22/2021 10:57	3612	Dumesnil St	40211	Customer reported a chemical egg odor.	4/26/2021 0:00	WOCOM	This complaint was an email dated 4-3-21. Due to technical difficulties it was not received in the system until 4-22-21.
5375824	4/22/2021 11:09	3601	Joint Venture Lane	40211	Customer reported a sewer odor.	4/22/2021 11:23	NOTED	This complaint was an email dated 4-5-21. Due to technical difficulties it was not received in the system until 4-22-21.
5375825	4/22/2021 11:09	3227	Hikes Lane	40220	Customer reported a sewer odor inside.	4/22/2021 11:16	NOTED	Robinson Pipe cleaning is working in area. Advised customer
5375827	4/22/2021 11:15	4526	Noltemeyer Wynde	40219	Customer reported a sewer odor.	4/22/2021 11:19	NOTED	This complaint was an email dated 4-6-21. Due to technical difficulties it was not received in the system until 4-22-21.
5375833	4/22/2021 11:58	1422	Larchmont Ave	40215	Customer reported a sewer odor.	4/22/2021 12:11	NOTED	This complaint was an email dated 4-13-21. Due to technical difficulties it was not received in the system until 4-22-21.
5376068	4/22/2021 11:58	3211	Willingmoor Ave	40218	Customer reported a sewer odor inside and outside.	4/24/2021 10:13	WOCOM	No odor detected at time of inspection. All MSD assets look fine. Advised customer to prime drains in the house.
5376225	4/26/2021 8:36	4025	Cheviot Dr	40216	Customer reported a sewer odor inside and outside.	4/26/2021 9:20	NOMSD	No odor detected at time of inspection. All MSD assets look fine. Advised customer to prime drains in the house.
5376441	4/27/2021 9:30	9323	Longhorn Ct	40118	Customer reported a sulfur odor inside and outside.	4/27/2021 10:45	NOMSD	During inspection did detect an ammonia/sulfur smell inside the home. All MSD assets were inspected and no issues found
5376445	4/27/2021 10:46	11815	Lower River Road	40272	Customer reported a sewer odor outside.	4/27/2021 0:00	WOCOM	Very windy day in Louisville causing the wind to carry possible odors from the lugger storage from the Treatment Facility near this location.
5376759	4/28/2021 18:55	909	Barrington Ct	40207	Customer reported a sewer odor inside and outside.	4/28/2021 20:30	CUST	No odor detected at time of inspection. Checked all MSD Assets
5376882	4/29/2021 10:45	3502	Pinecone Circle	40241	Customer reported a sewer odor outside.	5/4/2013 10:13	INFO	Left customer a voice mail to call customer service if odor returns