## Customer Service Odor Complaints Received April 2021

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	
								Removed heavy o
					Customer reported a sewer odor inside			have large amour
5373297	4/6/2021 8:14	2111	West Broadway	40211	and outside.	4/6/2021 11:02	NOFRTH	Waste Dept for fu
5373303	4/6/2021 9:23	5409	Nimitz Ct	40214	Customer reported a sewer odor outside.	4/6/2021 11:05	WOCOM	Deodorized catch
5575505	4/0/2021 5.25	5405				4/0/2021 11:05	Weeelwi	No odor detected
5373398	4/6/2021 18:41	3014	Springcrest Dr	40241	Customer reported a sewer odor outside.	4/6/2021 18:27	NOPRB	MSD assets in are
								Address is near th
5373250	4/7/2021 0:00	11401	Tierney Ave	40272	Customer reported a sewer odor outside.	4/7/2021 13:11	NOPRB	inspected the are
	.,.,				Customer reported a sewer odor inside			No odor detected
5373814	4/8/2021 16:55	424	Sunset Ave	40211	and outside.	4/8/2021 17:15	CUST	MSD assets in are
					Customer reported a sewer odor inside			Odor is only inter
5374008	4/11/2021 8:20	2018	Bashford Manor Ln	40218	and outside.	4/11/2021 8:48	NOMSD	outside. Residen
					Customer reported a sewer odor inside			Odor was due to
5374198	4/12/2021 11:14	3320	Bardstown Rd	40218	and outside.	4/12/2021 22:50	WOCOM	MSD crew flushed
								Upon inspection
5374264	4/12/2021 16:01	10750	Colonial Woods Way	40223	Customer reported a skunk odor inside and outside.	4/12/2021 21:02	WOCOM	outside, no sewer assets in area.
5574204	4/12/2021 10.01	10759	Colonial Woods Way	40225		4/12/2021 21.02	WUCUIVI	
5374672	4/14/2021 16:01	2600	Oragan Ava	40210	Customer reported a sewer odor inside	4/15/2021 11.15	WOCONA	Domoved light de
5574072	4/14/2021 16:01	2609	Oregon Ave	40210	and outside.	4/15/2021 11:15	WOCOM	Removed light de
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 ca
5574775	4/15/2021 5.57	1025		40203		4/20/2021 14.57	WOCOW	
								No odor detected
F27F012	4/10/2021 12.21	20	Didgo Dd	40205	Customer reported a sewer odor inside	4/10/2021 12.55	NOMED	MSD assets in are
5375012	4/18/2021 13:21	20	Ridge Rd	40205	and outside.	4/18/2021 13:55	NOMSD	indoor drains.
								Due to delay in co digester had to be
					Customer reported a sewer odor outside.			biosolids to avoid
								permit. Once the
5375015	4/18/2021 16:20	8403	Cedar Creek Road	40291		4/18/2021 0:00	NOTED	in the area for ab
5075015	1/ 10/ 2021 10:20	0.00				1, 10, 2021 0100		
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
					Customer reported a sewer odor inside			Odor detected fro
5375254	4/19/2021 15:31	1218	Larchmont Ave	40215	and outside.	4/19/2021 21:40	WOCOM	on both side of st
								No odors detecte
5375646	4/21/2021 14:46	4918	Rossmoor Dr	40219	Customer reported a sewer odor.	4/21/2021 15:00	NOMSD	closest pump stat
								This complaint wa
5275670		2672		40240			NOTED	technical difficult
5375673	4/21/2021 16:32	2673	Outer Loop	40219	Customer reported a sewer odor.	4/21/2021 16:32	NOTED	until 4-21-21.

## Follow up Details

y debris from catch basin. Basin looks to bunt of grease. Routing to Industrial r further investigation.

ch basin.

ted at time of inspection. Inspected all area.

the Derek Guthrie WQTC. Plant staff area with no odor detected.

ted at time of inspection. Inspected all area.

ternal to home. No odor detected ent also contacted LG&E.

to discharge from a private manhole. hed manhole to stop the discharge. on crew did detect a garbage odor ver odor detected. Checked all MSD

debris and deodorized catch basin.

catch basins.

ted at time of inspection. Inspected all area. Advised homeowner to flush all

contractor hauling, the air to the be turned off to allow for extra room of bid any negative impact to the plant the air was turned back on odor persisted about 1 hour.

in three catch basins at addresses. from catch basins. Cleaned catch basins streets.

cted at time of inspection. Checked tation and no issues found.

was an email dated 4-19-21. Due to ulties it was not received in the system

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Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	
								This complaint w
								technical difficult
5375817	4/22/2021 10:52	3017	Hartlage Court	40216	Customer reported a sewer odor.	4/26/2021 0:00	NOMSD	until 4-22-21.
								This complaint w
5275020	4/22/2024 40.57	2642	Dum and I Ch	40244		1/20/2021 0.00	WOCONA	technical difficult
5375820	4/22/2021 10:57	3612	Dumesnil St	40211	Customer reported a chemical egg odor.	4/26/2021 0:00	WOCOM	until 4-22-21. This complaint w
								technical difficult
5375824	4/22/2021 11:09	3601	Joint Venture Lane	40211	Customer reported a sewer odor.	4/22/2021 11:23	NOTED	until 4-22-21.
5575624	4/22/2021 11:05	5001		40211		4/22/2021 11:25	NOTED	Robinson Pipe cle
5375825	4/22/2021 11:09	3227	Hikes Lane	40220	Customer reported a sewer odor inside.	4/22/2021 11:16	NOTED	customer
	.,,					.,,		This complaint w
								technical difficult
5375827	4/22/2021 11:15	4526	Noltemeyer Wynde	40219	Customer reported a sewer odor.	4/22/2021 11:19	NOTED	until 4-22-21.
								This complaint w
								technical difficult
5375833	4/22/2021 11:58	1422	Larchmont Ave	40215	Customer reported a sewer odor.	4/22/2021 12:11	NOTED	until 4-22-21.
								No odor detected
					Customer reported a sewer odor inside			look fine. Advise
5376068	4/22/2021 11:58	3211	Willingmoor Ave	40218	and outside.	4/24/2021 10:13	WOCOM	house.
								No odor detected
					Customer reported a sewer odor inside			look fine. Advise
5376225	4/26/2021 8:36	4025	Cheviot Dr	40216	and outside.	4/26/2021 9:20	NOMSD	house.
								During inspection
F276441	4/27/2021 0.20	0222	Langharn Ct	40110	Customer reported a sulfur odor inside and outside.	4/27/2021 10.45	NOMED	inside the home.
5376441	4/27/2021 9:30	9323	Longhorn Ct	40118		4/27/2021 10:45	NOMSD	issues found
								Very windy day ir
5376445	4/27/2024 40.40	11015	Lauran Diwan Dagad	40272		1/27/2021 0.00	WOCONA	possible odors fro
5376445	4/27/2021 10:46	11815	Lower River Road	40272	Customer reported a sewer odor outside. Customer reported a sewer odor inside	4/27/2021 0:00	WOCOM	Treatment Facilit
5376759	4/28/2021 18:55	909	Barrington Ct	40207	and outside.	4/28/2021 20:30	CUST	MSD Assets
3370739	4/20/2021 10.33	303	Barrington Ct	40207		4/20/2021 20.30	031	
5276002	4/20/2021 10.45	2502	Dinacana Circla	40241	Customer reported a source oder outside	E /A /2012 10.12		Left customer a v
5376882	4/29/2021 10:45	3502	Pinecone Circle	40241	Customer reported a sewer odor outside.	5/4/2013 10:13	INFO	odor returns

## Follow up Details

was an email dated 3-26-21. Due to ulties it was not received in the system

was an email dated 4-3-21. Due to ulties it was not received in the system

was an email dated 4-5-21. Due to ulties it was not received in the system

cleaning is working in area. Advised

was an email dated 4-6-21. Due to ulties it was not received in the system

was an email dated 4-13-21. Due to ulties it was not received in the system

ted at time of inspection. All MSD assets ised customer to prime drains in the

ted at time of inspection. All MSD assets ised customer to prime drains in the

ion did detect an ammonia/sulfur smell e. All MSD assets were inspected and no

r in Louisville causing the wind to carry from the lugger storage from the light lity near this location.

ted at time of inspection. Checked all

a voice mail to call customer service if