

**Customer Service Odor Complaints Received
February 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5364769	2/1/2021 10:03	417	E Broadway	40202	Customer reported a sewer odor inside and outside.	2/1/2021 14:40	WOCOM	Flushed sewer main.
5364775	2/1/2021 10:52	2040	New Main St	40206	Customer reported a sewer odor inside and outside.	2/1/2021 21:30	WOCOM	No odors detected at time of inspection. Catch basin is a straight lead and cannot be cleaned. Also noted vented manholes.
5365052	2/3/2021 11:26	221	N 33rd St	40212	Customer reported a musty/earthy odor outside.	2/4/2021 15:09	WOCOM	Cleaned and deodorized two catch basins.
5365076	2/3/2021 16:06	1325	E Main St	40206	Customer reported a sewer odor outside	2/4/2021 10:07	WOCOM	Cleaned and deodorized catch basin.
5365086	2/3/2021 18:04	1765	Mellwood Ave	40206	Customer reported a sewer odor outside	2/3/2021 18:05	INFO	Information detail not provided.
5365162	2/4/2021 11:37	2813	Dell Brooke Ave	40220	Customer reported a sewer odor due to contractor cleaning the sewer main	2/4/2021 14:33	WOCOM	Requested contractor cleaning the sewers speak to the resident.
5365438	2/8/2021 8:09	4556	South 1st St	40214	Customer reported a sewer odor inside and outside	2/8/2021 9:10	WOCOM	Deodorized catch basin.
5365465	2/8/2021 11:40	719	Lynn St	40217	Customer reported a sewer odor outside	2/8/2021 14:40	NOPRB	No odor detected at time of inspection. Has vented manhole.
5365889	2/11/2021 13:25	1033	Southwestern Parkway	40211	Customer reported a sewer odor inside and outside	2/11/2021 14:20	WOCOM	Flushed sewer main.
5366045	2/14/2021 11:36	4400	Greenwood Ave	40211	Customer reported a sewer odor inside and outside	2/14/2021 13:10	NOMSD	No odor detected at time of inspection.
5366379	2/17/2020 12:36	3612	Cane Run Rd	40211	Customer reported a sewer odor inside	2/17/2021 12:36	INFO	Information was provided.
5366497	2/18/2021 8:41	6501	Fernview Rd	40291	Customer reported a sewer odor inside and outside	2/18/2021 10:30	CUST	No odor detected at time of inspection. Advised customer to prime traps in house.
5366513	2/18/2021 12:26	2707	Audley Dr	40206	Customer reported a sewer odor inside	2/18/2021 12:26	NOMSD	No further information provided.
5366588	2/19/2021 10:43	2305	Greenwood Ave	40210	Customer reported a sewer odor outside	2/19/2021 12:25	WOCOM	No odor at time of inspection. Cleaned and deodorized catch basin.
5366604	2/19/2021 13:21	3411	Barclay Dr	40299	Customer reported a sewer odor outside	2/19/2021 14:50	WOCOM	No odor detected at time of inspection. Deodorized catch basin in front of property and four in the intersection.
5366610	2/19/2021 14:27	1801	W Chestnut St	40203	Customer reported a sewer odor outside	2/22/2021 9:27	WOCOM	Deodorized four catch basins in the area.
5366799	2/22/2021 13:57	2408	Garland Ave	40211	Customer reported a sewer odor inside and outside	2/23/2021 9:56	WOCOM	Cleaned medium debris from catch basin and deodorized.
5366831	2/22/2021 17:50	2408	Garland Ave	40211	Customer reported a rotten egg odor inside and outside	2/22/2021 21:35	WOCOM	No odor detected at time of inspection. Advised resident to prime all traps in the house.
5366931	2/23/2021 9:50	1729	W Broadway	40203	Customer reported a mash odor outside	2/23/2021 14:00	WOCOM	Deodorized catch basins along block and added fresh water to the sewer.
5367078	2/24/2021 8:27	1511	S 38th Street	40211	Customer reported a sewer odor outside	2/24/2021 9:44	WOCOM	Deodorized two catch basins.

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5367148	2/24/2021 17:00	1617	Lyman Johnson Dr	40211	Customer reported a chemical odor outside	2/24/2021 20:30	CUST	No odor detected at time of inspection. Checked manholes in the area, no issues.
5367155	2/24/2021 18:38	209	W Wampum Ave	40214	Customer reported a sewer odor outside	2/24/2021 19:00	CUST	No odor detected at time of inspection. Checked manholes in area, no issues.
5367156	2/24/2021 20:14	8918	Old South Park Rd	40219	Customer reported a sewer odor outside	2/24/2021 19:30	CUST	No odor detected at time of inspection. Checked manholes in area, no issues.
5367284	2/25/2021 13:35	5502	Worthington Place	40241	Customer reported a sewer odor outside	2/25/2021 14:12	INSP	The treatment center near the residence put a digester into service that had been out of service. Odor from this activity could have been a contributing factor to the neighborhood odor.
5367453	2/26/2021 13:09	3400	Vogt Ave	40211	Customer reported a sewer odor outside	2/26/2021 13:21	INSP	Inspection was made but found no MSD assets at location specified.
5367456	2/26/2021 13:35	211	St Joseph St	40203	Customer reported the restroom backing up in building and a sewer odor	2/26/2021 14:00	CUST	TVI was at location to clean the sewer main, this was the cause of the odor. Customer is not having a backup in the building.
5367481	2/27/2021 15:42	659	S 3rd Street	40202	Customer reported a sewer odor outside	2/28/2021 21:31	WOCOM	No odor detected a time of inspection. Cleaned light debris from catch basin and deodorized.