

**Customer Service Odor Complaints Received
January 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5361622	1/4/2021 9:18	3204	Kingswood Way	40216	Customer reported a sewer odor inside and outside	1/4/2021 9:55	CUST	No odor detected at time of inspection. Checked manholes in area and plumber cleanout at residence. All look fine.
5361646	1/4/2021 11:46	1727	Newburg Road	40205	Customer reported a sewer odor inside and outside	1/4/2021 14:04	WOCOM	No odor detected at time of inspection. Cleaned heavy debris from basin. Added deodorizer.
5361660	1/4/2021 13:02	4642	Chamberlain Lane	40241	Customer reported a sewer odor inside and outside	1/4/2021 19:02	CUST	No odor detected at time of inspection. Inspected all manholes and flushed sewer node, paper towels brought back.
5361887	1/5/2021 15:43	643	Eastlawn Ave	40211	Customer reported a sewer odor inside and outside	1/6/2021 10:00	WOCOM	Cleaned debris from three catch basins.
5361972	1/6/2021 9:24	2311	Mary Catherine Dr	40216	Customer reported a sewer odor inside and outside	1/6/2021 10:40	WOCOM	Flushed sewer from drop inlet to rear.
5361996	1/6/2021 11:12	5720	Stoll Hill Rd	40222	Customer reports odor coming from pump station	1/11/2010 9:08	INSPECT	Pump station inspected and all systems functioning.
5362256	1/6/2021 11:20	305	Shawnee Drive	40212	Customer reported a sewer odor inside and outside	1/12/2021 11:09	WOCOM	Deodorized catch basins in area.
5362349	1/9/2021 10:33	3610	Dayton Ave	40207	Customer reported a sewer odor outside	1/9/2021 13:30	NOPRB	No odor detected at time of inspection. Manholes checked in area. No issues found.
5362482	1/11/2021 11:25	4714	Wolfcreek Pkwy	40241	Customer reported a sewer odor outside	1/11/2021 15:10	WOCOM	Inspected catch basins, no problems found. Spoke with property owner.
5362501	1/11/2021 14:04	1109	Lone Oak Ave	40219	Customer reported an odor	1/11/2021 14:04	INFO	No details given.
5362515	1/11/2020 15:52	1616	S 28th Street	40211	Customer reported a sewer odor inside and outside	1/14/2021 13:29	WOCOM	Cleaned debris and deodorized catch basin.
5362639	1/12/2021 10:15	643	Eastlawn Ave	40211	Customer reported a sewer odor inside and outside	1/12/2021 11:14	WOCOM	Customer has vented manhole in front of property. Deodorized manhole.
5362773	1/13/2021 11:41	4522	Algonquin Pkwy	40211	Customer reported a sewer odor outside	1/13/2021 13:17	INFO	Digester Lids at Morris Forman are high due to inability to burn Digester Gas. Air Pollution was notified of issue.
5362902	1/14/2021 9:27	1302	Dixie Hwy	40210	Customer reported a chemical odor	1/15/2021 13:16	NOFRTH	Odor could be coming from grease trap at restaurant at location. Email sent to FOG Administrator for further followup.
5363249	1/18/2021 16:33	1922	Roanoke Ave	40205	Customer reported a sewer odor outside	1/18/2021 17:40	NOMSD	No odor detected at time of inspection. All MSD assets are clear.
5363253	1/18/2021 17:28	643	Eastlawn Ave	40211	Customer reported a sewer odor inside and outside	1/18/2021 19:00	NOPRB	Checked all MSD Assets. Inspection did detect an odor in the air, but not coming from any MSD Assets.
5363352	1/19/2021 13:41	659	Mix Ave	40208	Customer reported a sewer odor inside and outside	1/25/2021 14:19	WOCOM	Deodorized catch basin and vented manhole
5363371	1/19/2021 15:16	2607	Dixdale Ave	40210	Customer reported a sewer odor inside and outside	1/19/2021 17:32	NOPRB	Checked all MSD Assets. No odor detected at time of inspection.

**Customer Service Odor Complaints Received
January 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5363514	1/20/2021 10:35	331	Boxley Ave	40209	Customer reported a sewer odor outside	1/20/2021 18:15	WOCOM	Checked all MSD Assets. No odor detected at time of inspection.
5363678	1/21/2021 13:42	3235	Richard Ave	40206	Customer reported a sewer odor outside	1/21/21 14:52	WOCOM	No odor present at time of inspection. Deodorized catch basins at intersection.
5363772	1/22/2021 13:57	305	Shawnee Drive	40212	Customer reported a sewer odor outside	1/22/2021 15:33	WOCOM	Could not clean basin at address due to car parked over basin.
5363787	1/23/2021 8:02	1347	South 3rd St	40208	Customer reported a sewer odor inside and outside	1/25/2021 11:06	WOCOM	Cleaned and deodorized catch basins
5363891	1/25/2021 8:02	126	E Ormsby Ave	40203	Customer reported a sewer odor	1/25/2021 9:33	WOCOM	No odor detected at time of inspection. All MSD assets are clear.
5363966	1/25/2021 13:11	5915	Oakdale Lane	40219	Customer reported a sewer odor outside	1/25/2021 23:05	CUST	No details given.
5363977	1/25/2021 13:32	3020	Nepperhan Rd	40220	Customer reported a sewer odor inside and outside	1/25/2021 14:25	NOFRTH	Checked MSD assets. Advised customer onsite to prime traps.
5363891	1/25/2021 15:47	6110	Culloden Dr	40258	Customer reported a sewer odor inside and outside	1/27/2021 0:00	NOPRB	No odor detected at time of inspection.
5364338	1/27/2021 8:31	1616	Star Rest Dr	40272	Customer reported a sewer odor inside and outside	1/27/2020 0:00	INSP	Inspection made but no details given.
5364533	1/28/2021 16:35	304	S 42nd St	40212	Customer reported a sewer odor outside	2/4/2021 14:44	FLUSH	Flushed sewer main.
5364630	1/29/2021 14:45	1326	S 3rd St	40208	Customer reported a sewer odor inside and outside	1/29/2021 15:45	CUST	No odor detected at time of inspection. This is a vented manhole. Advised customer to prime traps in house.