

**Customer Service Odor Complaints Received
June 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5381056	6/1/2021 10:37	9702	Rutgers Drive	40291	Customer reported an odor inside and outside.	6/1/2021 11:40	NOPRB	No odor detected at time of inspection. Inspected all MSD assets in area. Advised customer by phone to prime all internal traps.
5381070	6/1/2021 11:27	6932	Ambridge Circle	40207	Customer reported a sewer odor outside.	6/1/2021 11:27	INFO	Customer was advised.
5381114	6/1/2021 16:04	119	E Kingston Ave	40214	Customer reported a sewer odor outside.	6/2/2021 0:00	WOCOM	Replaced grate at catch basin.
5381115	6/1/2021 16:07	112	E Southland Blvd	40214	Customer reported a sewer odor outside.	6/2/2021 11:16	WOCOM	Car parked over catch basin, could not clean but added deodorizer.
5381264	6/2/2021 12:04	2515	7th Street	40208	Customer reported a sewer odor inside and outside.	6/2/2021 14:37	NOPRB	No odor present at time of inspection.
5381532	6/2/2021 14:25	1541	Beech St	40211	Customer reported a sewer odor inside and outside.	6/21/2021 7:59	WOCOM	Flushed and deodorized catch basin.
5381586	6/3/2021 16:26	4132	W Broadway	40211	Customer reported a sewer odor outside.	6/3/2021 16:34	WOCOM	Cleaned catch basins in area.
5381774	6/4/2021 12:09	5110	Long Knife Run	40207	Customer reported a sewer odor outside.	6/4/2021 16:30	CUST	No odor detected at time of inspection. Inspected all MSD assets in area. Advised customer on site.
5381794	6/4/2021 13:57	3813	Poplar Level Rd	40213	Customer reported a sewer odor inside and outside.	6/4/2021 15:10	NOMSD	No odor detected at time of inspection. Opened all cleanouts, no odor detected, flowing fine.
5381797	6/4/2021 14:09	5809	Eldorado Ave	40291	Customer reported a sewer odor outside.	6/8/2021 15:44	INSP	Inspection of area was made. Customer was contacted about odor from treatment facility.
5381846	6/5/2021 20:55	12412	Brookgreen De	40243	Customer reported a gas odor outside.	6/5/2021 23:54	NOPRB	No odor detected at time of inspection. All catch basins are clean.
5381847	6/6/2021 6:52	3809	Stigwood CT	40218	Customer reported a sewer odor inside and outside.			
5382019	6/7/2021 13:25	8929	Eli Dr	40291	Customer reported a sewer odor inside and outside.	6/8/2021 15:44	INSP	No odor detected at time of inspection. MSD Supervisor did speak with resident about the odor.
5382377	6/9/2021 7:59	4332	Pruitt Ct	40218	From Metrocall. Customer reported a sewer odor.	6/9/2021 8:55	WOCOM	Flushed the main and deodorized catch basin.
5382399	6/9/2021 10:03	600	W Main St	40202	Customer reported a sewer odor outside.	6/9/2021 10:56	WOCOM	Deodorized two catch basins at property.
5382407	6/9/2021 10:48	119	E Kingston Ave	40214	From Metrocall. Customer reported a sewer odor outside.	6/14/2021 12:50	INSP	Catch basin is a straight pipe to sewer.
5382776	6/11/2021 16:14	2919	Duncan St	40212	Customer reported a sewer odor outside.	6/14/2021 14:00	WOCOM	No odor detected upon inspection. Deodorized catch basin.
5382783	6/11/2021 18:42	441	E Brandeis Ave	40217	Customer reported a sewer odor inside.	6/11/2021 18:44	INFO	Customer was advised to flush and prime all internal drains in home.

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5382791	6/12/2021 9:58	1813	Sils Ave	40205	Customer reported a sewer odor inside and outside.	6/12/2021 11:06	NOMSD	No odor detected at time of inspection. Checked all MSD assets. After talking to resident the odor is inside the home only. Advised to prime all inside traps.
5832793	6/12/2021 10:35	4924	Daleray Dr	40219	Customer reported a sewer odor inside and outside.	7/6/2021 0:00	INSP	Odor is coming from the manhole.
5382794	6/12/2021 11:07	441	E Brandeis Ave	40217	Customer reported a sewer odor inside and outside.	6/12/2021 11:50	NOPRB	No odor detected at time of inspection. Checked all MSD assets. After talking to resident the odor in inside the home only. Advised to prime all inside traps.
5382795	6/12/2021 12:11	2119	Grand Ave	40210	Customer reported a sewer odor inside and outside.	6/30/2012 10:46	WOCOM	Cleaned and deodorized catch basin.
5382807	6/13/2021 16:55	5210	Rockridge Dr	40241	Customer reported a rotten egg odor inside.	6/14/2021 15:30	NOMSD	Customer was advised to flush and prime all internal drains in home.
5382905	6/14/2021 6:15	7215	W Orell Rd	40272	Customer reported an odor from the treatment plant.	6/15/2021 0:00	WOCOM	Odor is most likely coming from the containers loaded over the weekend at the treatment plant.
5382929	6/14/2021 9:30	10107	Cedar Crest Ct	40291	Customer reported a rotten egg odor inside and outside.	6/16/2021 13:30	WOCOM	Flushed sewer main.
5382937	6/14/2021 9:58	1541	Beech St	40211	Customer reported a rotten egg odor.	6/15/2021 8:51	WOCOM	Odor was detected but location could not be identified. Cleaned and deodorized catch basin.
5382981	6/14/2021 13:59	1451	S 2nd Street	40208	Customer reported a sewer odor outside.	6/15/2021 12:15	WOCOM	Cleaned light debris from catch basin and deodorized.
5383159	6/15/2021 13:48	3703	Mamaroneck Rd	40218	Customer reported a sewer odor inside and outside.	6/15/2021 14:00	WOCOM	Flushed main due to customer having odor in basement. Found build up of grease and sludge on private side of main. Advised customer to call a plumber.
5383167	6/15/2021 15:09	3805	Brownsboro Rd	40207	Customer reported an odor. Requested to have water tested in catch basin.	6/17/2021 12:04	INSP	Sample of water was tested and results forwarded to MSD Sanitary Manager.
5383173	6/15/2021 15:50	7215	Orell Rd	40272	Customer reported a burning plastic and raw sewage odor. Complaining the smell is killing the fish in his pond.	6/22/2021 0:00	INSP	Inspector spoke with homeowner and explained what can cause a fish kill. Also explained airborne odors would not likely cause fish to die.
5383452	6/17/2021 6:09	502	E Ormsby Ave	40203	From Metro Call - Customer is reporting a sewer odor.	6/17/2021 11:12	WOCOM	Cleaned medium debris from catch basin and noticed the plug missing. Workorder entered for repair.
5383468	6/17/2021 10:37	209	York Ave	40203	Customer reported a sewer odor inside and outside.	6/24/2021 11:46	WOCOM	No odor detected at time of inspection. Cleaned and deodorized catch basin.
5383627	6/18/2021 11:18	117	Wiltshire Ave	40207	Customer reported an odor and is requesting the main be flushed.	6/18/2021 17:10	INSP	Inspection made. No further information provided.
5383741	6/21/2021 7:37	5706	Indian Rock Rd	40219	From Metrocall - Customer is reporting a sewer odor.			

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5383762	6/21/2021 10:44	1819	Deer Park Ave	40205	Customer is reporting a sewer odor inside and outside.	6/21/2021 12:50	WOCOM	Deodorized and cleaned catch basin.
5383922	6/22/2021 10:29	1606	Wilson Ave	40210	Customer reported a Diesel Fuel odor.			
5383939	6/22/2021 12:31	4627	Kiefer Rd	40216	Customer reported a sewer odor inside and outside.	6/22/2021 12:42	NOMSD	Service Request closed with no additional details.
5383962	6/22/2021 14:40	1815	San Jose Ave	40216	Customer reported a sewer odor inside and outside.	6/22/2021 15:25	WOCOM	Flushed sewer main.
5384042	6/23/2021 8:20	5303	Rolling Rock Ct	40241	Customer reported a sewer odor from Smell My City App.	6/23/2021 12:08	INSP	Inspection of area pump station and manhole was made and all MSD assets were fine.
5384044	6/23/2021 8:47	3204	Kingswood Way	40216	Customer reported a sewer odor inside and outside	6/23/2021 14:54	WOCOM	Inspection found root obstruction in main. Root cut was made and main flowing freely.
5384112	6/23/2021 19:41	5910	Catheen Way	40213	Customer reported a sewer odor outside.	6/23/2021 20:15	CUST	No odor detected upon inspection. Advised customer with door hanger.
5384115	6/23/2021 21:52	2101	S 41st Street	40211	Customer reported a sewer odor outside.	6/23/2021 22:15	CUST	No odor detected upon inspection. Advised customer with door hanger.
5384187	6/24/2021 7:33	1826	Russell Lee Dr	40211	Customer reported a sewer odor from Smell My City App.	6/24/2021 8:20	WOCOM	No odor detected at time of inspection.
5384188	6/24/2021 7:50	14801	Wibble Hill Dr	40245	Customer reported an odor outside.	6/25/2021 7:39	INFO	A fault in the chemical feed a the area pump station could have contributed to the odors. The fault has been reset and odor should dissipate.
5384189	6/24/2021 7:53	14801	Wibble Hill Dr	40245	Customer reported an odor outside.	6/25/2021 7:39	DUP	Duplicate to 5384188
5384266	6/24/2021 15:17	315	N 45th St	40212	Customer reported a sewer odor outside.	6/29/2021 10:25	WOCOM	Cleaned debris from catch basin. Found plug missing. Workorder entered.
5384360	6/25/2021 8:46	2333	W Market St	40212	Customer reported a sewer odor outside.	6/29/2021 0:00	WOCOM	Cleaned heavy debris and deodorized two catch basins.
5384435	6/27/2021 22:47	8929	Eli Dr	40291	Customer reported a sewer odor from the Treatment Plant.	6/28/2021 0:15	INSP	An odor was detected in neighborhood by operations staff. There was a malfunction at the treatment plant that could have contributed to the odor issue.
5384436	6/28/2021 7:36	233	Monohan Dr	40207	Customer reported a sewer odor inside and outside.	6/28/2021 9:50	WOCOM	Flushed MSD portion of cleanout to house.
5384755	6/29/2021 11:27	4006	Ralph Ave	40211	Customer reported sewer odor from barrels in front yard of home.	6/29/2021 14:43	INFO	Advised customer to call the health dept.
5384978	6/29/2021 14:32	3651	Kahlert Ave	40215	Customer reported standing water in sewer drains causing mosquito's and odor.	6/30/2021 11:15	WOCOM	Cleaned and deodorized Catch basin. Found blockage in main.

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5384806	6/29/2021 15:39	8929	Eli Drive	40291	Customer reported an odor coming from the treatment plant.	6/29/2021 15:45	INSP	Odor was detected at the complainants address and most likely magnified due to the extreme weather.
5384881	6/30/2021 7:09	210	N 23rd St	40212	Customer reported a sewer odor from Smell My City App.	7/1/2021 9:37	WOCOM	No odor detected at time of inspection Deodorized catch basins.
5384886	6/30/2021 8:43	300	N 42nd St	40212	Customer reported a sewer odor inside and outside.	6/30/2021 9:30	WOCOM	Sewer main checked and MSD portion of the line is clear.
5384912	6/30/2021 10:46	12717	Shelbyville Rd	40243	Customer reported a sewer odor outside.	6/30/2021 12:32	WOCOM	Flushed sewer main and advised customer on-site.
5384938	6/30/2021 13:25	4004	Alton Rd	40207	Customer reported a sewer odor inside.	6/30/2021 14:12	WOCOM	Customer was having ongoing issues with odor inside the house. The MSD portion of the line was inspected with no obstructions found.