

**Customer Service Odor Complaints Received
March 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5368788	3/4/2021 16:24	3806	Bells Lane	40211	Customer reported a smell or rotten eggs, bunsen burner outside.	3/5/2021 7:40	INSP	No odor detected at time of inspection. The Wet Weather Basin at Bells Lane has just been drained from the weekend rain event. The basin is scheduled to be cleaned over the next few days.
5369448	3/9/2021 12:09	1335	S 1st Street	40208	Customer reported a sewer odor outside.	3/9/2021 14:09	WOCOM	Cleaned and deodorized two catch basins.
5369632	3/10/2021 14:43	3700	Chamberlain Lane	40241	Customer reported a sewer odor inside and outside. Also noted there are a lot of MSD trucks in the area not sure if they are causing the odor	3/10/2021 17:24	WOCOM	Ran a camera in main sewer for two townhomes at this address. No blockage found. Spoke to one resident and asked if they hear a gurgling sound in the home. Resident confirmed this and was advised to call a plumber.
5369829	3/11/2012 13:51	3031	Linwood Ave	40210	Customer reported a sewer/sulfur odor outside.	3/11/2021 15:07	WOCOM	No odor detected at time of inspection. Deodorized three catch basins.
5369980	3/12/2021 11:45	800	Zorn Ave	40206	Customer reported a chemical smell outside	3/12/2021 19:02	WOCOM	No odor detected at time of inspection. There is a private pump station that flows into the sewer main.
5370025	3/12/2021 15:17	9323	Longhorn Ct	40118	Customer reported a sulfur smell inside and out. LGE has checked for gas leak.	3/12/2021 0:00	NOFRTH	No odor detected at time of inspection. Speaking with homeowner, the odor is not in the house.
5370048	3/12/2021 16:08	3720	Dixie Hwy	40216	Customer reported a chemical smell outside.	3/12/2021 18:00	CUST	No odor detected at time of inspection.
5370278	3/15/2021 13:01	2925	Brownsboro Rd	40206	Customer reported an odor inside and outside.	3/15/2021 14:47	WOCOM	No odor detected at time of inspection. Deodorized three catch basins.
5370436	3/16/2021 9:28	1101	S 41st Street	40211	Customer reported a sewer odor outside.	3/16/2021 15:27	WOCOM	Cleaned heavy debris from catch basin and found the plug missing. New plug has been installed.
5370460	3/16/2021 12:26	4001	Cane Run Road	40216	Customer reported a rotten egg smell outside.	3/17/2021 14:30	NOMSD	No odor detected at time of inspection. Checked all MSD assets.
5370475	3/16/2021 14:33	9407	Westport Road	40241	Customer reported a sewer odor outside.	3/17/2021 11:30	NOFRTH	Initial inspection found rags and debris in main sewer. Vactor truck was used to flush line. During this procedure a large grease block was dislodged. Crews continued to flush line to mitigate grease.
5370487	3/16/2021 15:33	3307	Carrie Dr	40216	Customer reported a sewer odor inside and outside. Also noted there are a lot of MSD trucks in the area not sure if they are causing the odor.	3/18/2021 10:27	WOCOM	No odor detected at time of inspection. Cleaned light debris from catch basin
5370490	3/16/2021 15:38	4123	Dutchmans Ln	40207	Customer reported a urine smell outside.	3/16/2021 16:12	NOPRB	Checked MSD Assets in area, no problem found.
5370668	3/17/2021 14:47	734	S 31st St	40211	Customer reported an odor outside.	3/18/2021 9:25	WOCOM	Cleaned debris from four catch basins. One missing plug.
5371011	3/19/2021 8:52	1837	Lytle St	40203	Customer reported a sewer odor outside.	3/19/2021 11:01	WOCOM	Private Property Issue. Odor coming from down spout.

**Customer Service Odor Complaints Received
March 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5371041	3/19/2021 13:18	4620	Preston St	40213	Customer reported a sewer odor inside and outside.	3/19/2020 20:40	WOCOM	Flushed sewer main. Advised customer to make sure their drains are primed.
5371095	3/20/2021 18:44	11801	Lower River Rd	40272	Customer states the DRG Treatment Plant has an odor coming from it.	3/21/2021 9:27	NOTED	Container for landfill disposal had leaked onto containment pad. Leak was stopped and area was cleaned.
5371239	3/22/2021 1:48	3424	Richmont Rd	40216	Customer reported an odor outside.	3/25/2021 10:54	NOTED	Unable to confirm odor. Wind Model software did confirm wind direction to complainants address was from the Rubbertown area.
5371317	3/22/2021 14:13	4804	Oak Park Dr	40258	Customer reported a sewer odor inside and outside.	3/22/2021 18:00	CUST	No odor detected at time of inspection. All MSD Assets checked.
5371348	3/22/2021 21:41	11801	Lower River Rd	40272	Customer reported an odor inside and outside.	3/22/2021 21:41	NOTED	Containment pad for container landfill disposal was cleaned.
5371877	3/25/2021 8:43	1837	Lyle St	40203	Customer reported a sewer odor outside.	3/25/2021 15:51	INSP	Sewer line from manhole to property line was inspected with no issues found. Call back to customer was attempted but no contact made.
5371886	3/25/2021 10:02	5603	Random Way	40291	Customer reported a sewer odor inside and outside.	3/25/2021 10:02	CUST	No odor detected during inspection. Spoke to customer and advised them to prime all traps.
5372078	3/26/2021 9:52	3239	Hikes Lane	40220	Customer reported a sewer odor inside and outside.	3/26/2021 11:08	WOCOM	Inspection found heavy sludge and grease in sewer line. Line was flushed.
5372122	3/26/2021 15:57	1067	Mary St	40204	Customer reported a sewer odor inside and outside.	3/26/2021 17:47	NOFRTH	MSD IWD Hazmat Manager contact the resident concerning the odor from the kitchen sink.
5372129	3/26/2021 16:03	567	Garden Dr	40206	Customer reported a sewer odor outside.	3/29/2021 9:27	NOPRB	No odor detected at time of inspection