

**Customer Service Odor Complaints Received
May 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5377130	5/2/2021 17:57	9208	Maple Road	40229	Customer reported a sewer odor outside.	5/2/2021 18:30	INSP	No odor detected during investigation. Left door card at residence.
5377657	5/5/2021 9:21	2120	McCloskey Ave	40210	Customer reported a sewer odor inside and outside.	5/5/2021 11:15	NOMSD	An odor was detected during inspection but it is coming from a separate system.
5378112	5/7/2021 14:35	12981	Shelbyville Rd	40243	From MetroCall311: Customer reported a sewer odor.	5/7/2021 18:18	WOCOM	Inspection found grease build up in manhole. Flushed three manholes and lines in area.
5378142	5/8/2021 12:28	817	E St Catherine St	40204	Customer reported a sewer odor outside.	5/8/2021 16:40	WOCOM	Deodorized sewers and advised customer on site.
5378146	5/8/2021 13:14	4617	Greenwood Rd	40211	Customer reported a sewer odor inside and outside.	5/8/2021 15:14	WOCOM	Detected odor coming from the downspout. Deodorized sewer main.
5378362	5/10/2021 15:25	9208	Maple Road	40229	Customer reported a sewer odor	5/20/2021 15:19	WOCOM	Deodorized catch basins at property.
5378375	5/10/2021 16:23	3224	Muhammad Ali Blvd	40212	Customer reported a sewer odor inside and outside.	5/11/2021 16:23	WOCOM	Checked all manholes and catch basins in area.
5378671	5/12/2012 9:58	5709	Undine Dr	40216	Customer reported a sewer odor outside.	5/12/2021 11:50	NOMSD	No odor detected during investigation. Checked all MSD assets.
5378847	5/13/2021 9:04	1276	Forest Dr	40219	Customer reported an odor outside.	5/13/2021 14:46	INSP	Odor is from ditch in back yard full of silt and debris.
5378859	5/13/2021 10:34	2214	Alta Ave	40205	Customer reported an odor outside.	5/13/2021 11:27	WOCOM	Deodorized catch basins at property.
5379059	5/14/2021 16:43	2114	W Gaulbert Ave	40210	Customer reported a sewer odor outside.	5/18/2021 13:06	WOCOM	Cleaned two catch basins, removed medium debris.
5379226	5/17/2021 10:07	1850	Dumsnil St	40210	Customer reported a sewer odor outside.	5/17/2021 0:00	WOCOM	Odor is related to a discharge service request.
5379236	5/17/2021 10:47	117	Wiltshire Ave	40207	Customer reported a sewer odor inside and outside.	5/17/2021 20:48	WOCOM	Inspection found grease build up in manhole from area restaurant. Line was flushed to remove blockage
5379244	5/17/2021 11:13	117	Wiltshire Ave	40207	Customer reported a sewer odor inside and outside.	5/17/2021 20:48	WOCOM	Duplicate of SR 5379236
5379392	5/18/2021 8:13	1744	Dixdale Ave	40210	Customer reported a sewer odor inside and outside.	6/1/2021 8:30	NOTED	Service request initially not assigned to correct responding group.
5379571	5/19/2021 11:56	12311	Ridgeview Dr	40026	Customer reported a sewer odor outside.	5/25/2021 0:00	NOMSD	Contacted Veolia for investigation
5379604	5/19/2021 14:49	2245	W Jefferson St	40212	Customer reported a sewer odor outside.	5/20/2021 10:17	WOCOM	Vactored medium and heavy debris from catch basins at this location and deodorized.
5379640	5/19/2021 16:37	1139	Charles St	40204	Customer reported a sewer odor outside.	5/19/2021 17:30	CUST	No odor detected at time of inspection. Checked all MSD assets.
5379732	5/20/2021 8:32	4147	W Broadway	40211	Customer reported a sewer odor inside and outside.	5/25/2021 10:17	WOCOM	Catch basins had no debris. Deodorized.

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5379805	5/20/2021 15:35	8922	Eli Drive	40291	Customer reported a sewer odor outside.	5/21/2021 7:26	WOCOM	
5379809	5/20/2021 15:46	8405	Cedar Creek Rd	40291	Customer reported a sewer odor outside.	5/21/2021 9:00	WOCOM	No odor detected at time of inspection. Left message for resident.
5379824	5/20/2021 17:27	3519	Grand Ave	40211	Customer reported a sewer odor outside.	5/20/2021 18:15	CUST	Removed heavy debris from catch basin and deodorized.
5379828	5/20/2021 18:06	3713	Bohne Ave	40211	Customer reported a sewer odor inside and outside.	5/20/2021 19:15	CUST	No odor detected at time of inspection.
5379830	5/20/2021 18:43	13630	Hunters Ridge Ct	40059	Customer reported a sewer odor outside.	5/21/2021 13:00	CLOSED	No odor detected at time of inspection. This manhole does have a history of grease buildup.
5379939	5/21/2021 11:55	3913	Carbine Lane	40229	Customer reported a sewer odor outside.	5/21/2021 12:15	INSP	
5379950	5/21/2021 13:16	1829	Deer Park Ave	40205	Customer reported a sewer odor outside.	5/25/2021 12:55	WOCOM	Cars parked over catch basin. Could not inspect.
5379991	5/21/2021 16:42	32	Poplar Hill	40207	Customer reported a sewer odor outside.	5/21/2021 22:11	INSP	No odor detected at time of inspection. Checked all MSD assets.
5380010	5/23/2021 8:59	1613	Story Ave	40206	Customer reported a sewer odor outside.	5/23/2021 10:21	NOMSD	No odor detected at time of inspection. Checked all MSD assets.
5380015	5/23/2021 16:11	4502	Wolfspring Dr	40241	Customer reported a rotten egg odor inside.	5/23/2021 18:34	NOFRTH	No odor detected at time of inspection. Checked all MSD assets. Advised customer to prime all traps in house.
5380349	5/25/2021 8:10	3204	Kingswood Way	40216	Customer reported a sewer odor outside.	5/25/2021 8:45	WOCOM	No odor detected at time of inspection. Checked all MSD assets.
5380372	5/25/2021 11:12	1045	Rollingwood Lane	40026	Customer reported a sewer odor outside.	5/25/2021 11:45	INSP	Upon inspection Manhole at residence was broken. Work Order entered to fix manhole.
5380584	5/26/2021 16:32	12614	Hiawatha Ave	40223	Customer reported a sewer odor inside and outside.	5/26/2021 16:45	CUST	No odor detected at time of inspection. Checked all MSD assets.
5380587	5/26/2021 17:33	9703	Marceitta Way	40291	Customer reported a rotten egg odor inside and outside.	5/27/2021 13:04	INSP	Added red hot to wet well and to resolve odor complaint at pump station.
5380699	5/27/2021 9:58	2209	Heather Lane	40218	Customer reported a sewer odor outside.	5/27/2021 10:04	WOCOM	Cleaned catch basin.
5380700	5/27/2021 9:59	8405	Cedar Creek Rd	40291	Customer reported a sewer odor outside.	5/27/2021 10:07	CLOSED	Left voice mail with resident.
5380895	5/28/2021 17:13	2518	Legene Ct	40216	Customer reported a sewer odor inside and outside.	5/28/2021 17:45	CUST	No odor detected at time of inspection. Checked all MSD assets.
5380898	5/29/2021 10:35	913	Roadway Ave	40208	Customer reported a sewer odor outside.	5/29/2021 10:35	WOCOM	Flushed sewer main and deodorized catch basins at the corner.
5381000	5/31/2021 8:47	11825	Lower River Road	40272	Customer reported a sewer odor outside.	5/31/2021 10:30	INSP	Some odor detected at the treatment plant at the lugger storage pad. Left voicemail with resident.