

**Customer Service Odor Complaints Received  
August 2021**

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5388940	8/2/2021 12:06	1444	Norris Pl	40204	Customer reported a sewer odor outside.	8/3/2021 15:56	WOCOM	Inspected catch basins, water was low so added water. Also flushed main upstream to manhole.
5388947	8/2/2021 13:16	1231	Lydia St	40217	Received from MetroCall. Customer reported an odor.	8/3/2021 10:59	WOCOM	Inspected and cleaned two catch basins. Water was low in basins.
5389489	8/5/2021 8:26	110	N 42nd St	40212	Customer reported a sewer odor inside and outside.	8/12/2021 13:28	WOCOM	No issues found.
5389501	8/5/2021 9:33	615	E Washington	40202	From SmellMyCity App. Customer reported a sewer odor outside.	8/12/2021 10:38	WOCOM	Inspected MSD assets. Deodorized and added water to two catch basins. Deodorized one straight lead and one vented manhole. Sewer main has low flow.
5389542	8/5/2021 14:30	808	S 32nd St	40211	Customer reported a sewer odor outside.	8/17/2021 14:30	WOCOM	Catch basin is a straight lead. Installed sleeve to help reduce the odor.
5389577	8/5/2021 17:45	2310	St Louis Ave	40210	Customer reported a sewer odor inside and outside.	8/5/2021 18:30	CUST	Odor is due to lack of rain and catch basins in the area.
5389579	8/5/2021 19:49	1610	Mae Street Kid Ave	40211	Customer reported a sewer odor outside.	8/5/2021 20:15	CUST	Odor is due to lack of rain and catch basins in the area.
5389583	8/5/2021 20:25	3713	Chauncy Ave	40211	Customer reported a sewer odor outside.	8/5/2021 20:25	CUST	Odor is due to lack of rain and catch basins in the area.
5389638	8/6/2021 8:43	3715	Chauncy Ave	40211	Customer reported a sewer odor outside.	8/6/2021 10:56	NOPRB	No odor detected. Checked all catch basins in the alley.
5389661	8/6/2021 12:45	4522	Algonquin Pkwy	40211	Customer reported a odor from the sewer plant.	8/9/2021 11:18	NOTED	Contractors are vactoring scum troughs at the plant. This can contribute to odors.
5389667	8/6/2021 13:55	3715	Chauncy Ave	40211	Customer reported a sewer odor outside.	8/6/2021 14:35	WOCOM	No odor detected at time of inspection. Checked all MSD assets in area.
5389698	8/6/2021 17:57	11312	Garden Trace	40229	Customer reported a sewer odor from pump station.	8/6/2021 18:00	INSP	Odor was present in wet well. Added additional treatment to address odors. Spoke with resident and explained the higher than normal odors is due to lack of rain and hotter temperatures.
5389703	8/6/2021 23:37	1541	Beech St	40211	Customer reported a sewer odor inside and outside.	8/7/2021 0:18	CUST	No odor detected at time of inspection. Other MSD work is currently being done across the street that
5389710	8/7/2021 23:42	133	N 40th St	40212	Customer reported a sewer odor inside.	8/10/2021 11:15	WOCOM	Cleaned heavy debris from catch basin, added deodorizer and replaced plug in catch basin.
5389715	8/8/2021 13:37	2151	Goldsmith Ln	40218	From MetroCall: Customer reported a sewer odor outside.	8/9/2021 15:13	WOCOM	Flushed sewer main and deodorized.
5389819	8/9/2021 8:00	8003	Beech Ave	40222	Customer reported a sewer odor outside.	8/9/2021 10:33	INSP	No odor detected at time of inspection, no evidence of discharge.
5389857	8/9/2021 13:37	403	George Unseld	40222	Customer reported a sewer odor outside.	8/9/2021 14:32	INSP	Odor coming from catch basins. Will put in a request for cleaning.
5389973	8/10/2021 8:27	812	S 45th St	40211	Customer reported a sewer odor outside.	8/10/2021 9:55	WOCOM	Cleaned heavy debris from catch basin and added deodorizer.

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5390037	8/10/2021 15:38	728	S 38th St	40211	Customer reported a sewer odor outside.	8-11-251 11:44	WOCOM	Cleaned medium debris from two catch basins, deodorized and added water.
5390064	8/10/2021 20:17	800	S 31st St	40211	Customer reported a sewer odor outside.	8/10/2021 23:34	WOCOM	Did not detect any odor at time of inspection. Cleaned and deodorized four catch basins.
5390300	8/12/2021 10:37	3004	Linwood Ave	40210	Customer reported a sewer odor outside.	8/13/2021 10:15	WOCOM	Catch basin was inspected and found clear, however the drain is full of mud.
5390306	8/12/2021 11:00	2511	7th St	40208	Customer reported a sewer odor outside.	8/17/2021 13:12	WOCOM	Cleaned light debris from catch basin and deodorized.
5390379	8/13/2021 10:05	4522	Algonquin Pkwy	40211	Email from APCD: Resident is reporting a sewer odor from the treatment plant.	8/13/2021 12:45	INSP	A vector crew was working in the scum wet well this morning that could have caused excess odors.
5390386	8/13/2021 10:43	600	W Main St	40202	Customer reported a sewer odor outside.	8/17/2021 11:11	WOCOM	Deodorized all catch basins at intersection.
5390472	8/13/2021 11:35	1010	Kentucky St	40204	Customer reported a sewer odor outside.	8/24/2021 9:14	WOCOM	No odor detected at time of inspection
5390501	8/13/2021 16:03	1004	Sylvia St	40217	Customer reported a sewer odor.	8/16/2021 13:34	WOCOM	All catch basins at intersection are straight leads. Added deodorizer.
5390506	8/13/2021 17:22	1601	Mae Street Kid Ave	40211	Customer reported a sewer odor outside.	8/13/2021 15:15	NOMSD	No odor detected at time of inspection. Checked catch basins and main sewer. All flowing fine.
5390520	8/14/2021 11:00	1016	Milton St	40217	Customer reported a sewer odor outside.	8/16/2021 10:25	WOCOM	Cleaned light debris from catch basin and deodorized.
5390526	8/15/2021 12:48	917	Clarks Ln	40217	Customer reported a sewer odor inside and outside.	8/16/2021 9:41	WOCOM	Cleaned light debris from two catch basins and deodorized.
5390544	8/16/2021 9:01	3365	Peachtree Ave	40215	From APCD: Customer is reporting an odor outside.	8/16/2021 10:13	NOPRB	Found no issues at inspection. Catch basin was fine.
5390551	8/16/2021 9:42	745	W Main St	40202	From APCD: Customer is reporting an odor outside.	8/17/2021 9:30	WOCOM	Cleaned heavy debris from catch basins.
5390681	8/16/2021 11:37	812	S 45th St	40211	From APCD: Customer is reporting an odor outside.	8/17/2021 7:43	INSP	Odor survey was performed at location. Odor could be contributed to the Morris Forman Plant due to excess scum on the Primary Tanks.
5390693	8/16/2021 12:47	9601	Galene Dr	40299	Customer reported a sewer odor inside and outside.	8/17/2021 8:40	WOCOM	Flushed sewer main and deodorized.
5390746	8/17/2021 9:29	717	Elsmere Cir	40223	Customer reported a sewer odor inside and outside.	8/17/2021 10:43	CUST	Inspected MSD portion of sewer line and no issues found. Advised customer to have plumber inspect private property connection.
5390899	8/18/2021 7:02	3437	Boxelder Rd	40216	Customer reported an odor.	8/17/2021 21:34	NOMSD	No odor detected at time of inspection. Checked all MSD assets in area.
5390904	8/18/2021 7:01	1519	South 32nd St	40211	From MetroCall: Customer reported a sewer odor outside.	8/18/2021 9:35	INSP	No further details given.

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5390905	8/18/2021 7:50	3210	Crosshill Ct	40059	Asset not in Jefferson Co	8/18/2021 7:50	ROUTE	Routed to Veoila.
5390906	8/18/2021 8:02	529	South 32nd St	40211	Customer reported a sewer odor outside.	8/18/2021 9:35	CLOSED	WO 5390904 is ongoing for this area.
5390909	8/18/2021 8:17	2808	W Main St	40212	Customer reported a sewer odor outside.	8/18/2021 14:26	WOCOM	No details given.
5390988	8/18/2021 8:47	1205	Fairland Pl	40211	Customer reported a sanitary odor inside and outside.	8/18/2021 11:13	NOTED	Drove the area at 10:15am. No odor was detected in neighborhood at time of inspection. Scum Busting at Morris Forman is contributing to excessive odors. Wind direction is from the south.
5390989	8/18/2021 8:52	2112	Osage Ave	40210	Customer reported a strong odor outside.	8/18/2021 9:54	WOCOM	Cleaned medium debris and deodorized catch basin.
5390991	8/18/2021 9:16	1454	Hazel St	40211	Customer reported a sewer odor outside.	8/18/2021 11:16	WOCOM	Catch basin is a straight lead. Added deodorizer
5390992	8/18/2021 9:21	1053	Cecil Ave	40211	Customer reported a sewer odor outside.			
5390997	8/18/2021 9:26	4208	Hale Ave	40211	Customer reported a sewer odor outside.			
5391002	8/18/2021 9:35	1201	Fairland Pl	40211	Customer reported a sewer odor outside.	8/18/2021 11:24	NOTED	Drove the area at 10:15am. No odor was detected in neighborhood at time of inspection. Scum Busting at
5391004	8/18/2021 9:46	815	South 38th St	40211	Customer reported a sewer odor outside.			
5391018	8/18/2021 10:08	2905	W Broadway	40211	Customer reported a sewer odor outside.	8/18/2021 15:56	WOCOM	Cleaned heavy debris and deodorized six catch basins. Also noted vented manhole in area.
5391023	8/18/2021 10:26	2345	Chestnut St	40211	Customer reported a sewer odor outside.	8/24/2021 9:39	WOCOM	No odor detected during inspection. Basin is a straight lead.
5391058	8/18/2021 13:44	745	S 37th St	40211	Customer reported a sewer odor outside.	8/24/2021 10:05	WOCOM	Cleaned heavy debris from catch basin and added deodorizer.
5391066	8/18/2021 14:05	1926	Cypress St	40210	Customer reported a sewer odor outside.	8/24/2021 9:16	WOCOM	Cleaned heavy debris from catch basin and added deodorizer.
5391075	8/18/2021 14:49	1754	Algonquin Pkwy	40210	Customer reported a sewer odor outside.	8/19/2021 10:50	WOCOM	Cleaned light debris and deodorized. Put in additional work order to repair trap.
5391080	8/18/2021 15:18	1246	S Preston Hwy	40203	Customer reported a sewer odor outside.	8/19/2021 16:09	WOCOM	Cleaned debris from 6 basins. Two are straight leads. Deodorized all.
5391107	8/18/2021 18:16	4222	Virginia Ave	40211	Customer reported a sewer odor outside.	8/18/2021 19:15	INSP	No odor detected at time of inspection. Checked manholes, flowing fine.

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5391210	8/19/2021 17:52	9845	Collier Ln	40291	Customer reported a sewer odor outside.	8/20/2021 13:36	INSP	No odor detected at time of inspection. Resident stated odor comes and goes.
5391306	8/20/2021 8:14	3210	Crosshill Ct	40059	Asset not in Jefferson Co	8/18/2021 10:01	CLOSED	Routed to Veoila.
5391354	8/20/2021 14:06	4234	Stigler Cir	40299	Customer reported a sewer odor inside and outside.	8/24/2021 11:00	WOCOM	No odor detected during inspection. Checked all MSD assets.
5391370	8/20/2021 16:43	4174	Sherman Ave	40213	Customer reported a sewer odor outside.	8/26/2021 14:19	WOCOM	No odor detected at time of inspection. Deodorized catch basin.
5391412	8/22/2021 23:15	1814	S 23rd St	40210	Customer reported a sewer odor	8/22/2021 23:45	CUST	No odor detected at time of inspection. Deodorized catch basin and manhole.
5391413	8/23/2021 6:05	1541	Beech St	40211	Customer reported a sewer odor outside.			
5391507	8/23/2021 7:24	1727	Duncan St	40203	Customer reported a sewer odor outside.	8/26/2021 11:46	WOCOM	No odor detected. Deodorized catch basins.
5391509	8/23/2021 8:25	2500	W Jefferson St	40212	Customer reported a sewer odor outside.	8/26/2021 11:44	WOCOM	Cleaned heavy debris from catch basin. Found missing grate and plug on basin.
5391510	8/23/2021 8:25	614	Cecil Ave	40211	Email from MetroCall: Customer reported a sewer odor	8/23/2021 9:30	WOCOM	Flushed sewer main and deodorized.
5391514	8/23/2021 9:00	2904	St Xavier St	40212	Customer reported a sewer odor inside and outside.	8/26/2021 12:10	WOCOM	Cleaned medium debris and deodorized four catch basins.
5391519	8/23/2021 9:47	5903	Bluffington Ct	40291	Customer reported a sewer odor inside and outside.	8/23/2021 10:59	WOCOM	Inspected line to customer clean out. It was clear.
5391522	8/23/2021 10:04	5926	Ashwood Bluff Dr	40207	Customer reported a sewer odor inside and outside.	8/23/2021 15:00	WOCOM	No odor detected at time of inspection. Checked all MSD assets in area.
5391530	8/23/2021 10:30	1409	Earl Ave	40215	Customer reported a sewer odor outside.	8/23/2021 13:22	WOCOM	Deodorized catch basin.
5391534	8/23/2021 10:41	4034	River Park Dr	40211	Customer reported a sewer odor inside and outside.	8/23/2021 12:50	WOCOM	Cleaned medium debris and deodorized two catch basins.
5391538	8/23/2021 11:13	7000	Dougy Way	40219	Customer reported a sewer odor outside.	8/23/2021 16:50	INSP	Sewer main flowing fine, added deodorizer.
5391539	8/23/2021 11:16	1914	Bank St	40203	Metro Call Email: Customer reported a sewer odor outside.	8/24/2021 10:35	WOCOM	Flushed sewer main.
5391542	8/23/2021 11:30	6102	Terry Rd	40258	Customer reported a sewer odor inside and outside.	8/23/2021 17:20	INSP	Deodorized main sewer.
5391543	8/23/2021 11:32	822	S 37th St	40211	Customer reported a sewer odor inside and outside.	8/23/2021 19:05	WOCOM	Flushed and deodorized sewer main and catch basin.
5391599	8/23/2021 21:18	1834	Osage Ave	40210	Customer reported a sewer odor outside.	8/23/2021 22:36	WOCOM	Flushed and deodorized sewer main.
5391716	8/24/2021 7:03	1524	W Market St	40203	Customer reported a sewer odor outside.	8/26/2021 11:53	WOCOM	Cleaned and deodorized five catch basins.

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5391718	8/24/2021 8:02	2310	St Louis Ave	40210	Customer reported a sewer odor outside.	8/24/2021 0:00	WOCOM	Cleaned light debris and deodorized three catch basins.
5391724	8/24/2021 9:22	13630	Hunters Ridge Ct	40059	Asset not in Jefferson Co	8/24/2021 9:22	ROUTE	Routed to Veoila.
5391728	8/24/2021 10:41	1010	W Main St	40202	Customer reported a sewer odor outside.	8/30/2021 10:40	Insp	Inspected five catch basins, four are straight leads. Also vented manhole at location.
5391731	8/24/2021 10:59	807	Dearborn Ave	40211	Customer reported a sewer odor outside.	8/24/2021 15:34	WOCOM	Clean and deodorized catch basins at intersection. One is a straight lead.
5391756	8/24/2021 13:45	519	Lampton St	40203	Customer reported a sewer odor outside.			
5391759	8/24/2021 13:52	9217	US Hwy 42	40059	Customer reported a sewer odor inside and outside.	8/24/2021 18:28	INSP	Upon inspection, found a grease layer on the wet well. Mitigated and inspected for any other issues, none found.
5391787	8/24/2021 16:53	9015	Bergamot Dr	40059	Customer reported a sewer odor outside.	8/24/2021 20:19	WOCOM	Inspection did detect odor coming from the manhole. Added deodorizer around the manhole.
5391893	8/25/2021 7:11	1826	Russell Lee Dr	40211	From MetroCall: Customer reported a sewer odor outside.	8/25/2021 8:26	WOCOM	No odor detected at time of inspection. Checked all MSD assets in area.
5391894	8/25/2021 7:20	2114	Magazine St	40211	Customer reported a sewer odor inside and outside.	8/25/2021 9:10	WOCOM	Flushed and deodorized catch basin.
5391908	8/25/2021 10:15	3206	Young Ave	40211	Customer reported a sewer odor outside.	8/25/2021 13:05	WOCOM	Cleaned and deodorized catch basin. One basin is missing a plug.
5391911	8/25/2021 10:32	1211	S 26th St	40210	Customer reported a sewer odor outside.			
5391917	8/25/2021 10:53	3406	W Jefferson St	40212	From SmellMyCity App. Customer reported a sewer odor outside.	8/25/2021 15:00	WOCOM	Cleaned and deodorized catch basin.
5391978	8/25/2021 22:50	1814	S 23rd St	40210	Customer reported sewer odor outside.	8/25/2021 23:32	CUST	No odor at time of inspection.
5392036	8/26/2021 7:05	1617	Lyman Johnson Dr	40211	From SmellMyCity App. Customer reported a sewer odor outside.	8/26/2021 13:37	NOPRB	No odor detected at time of inspection. Catch basins are straight leads.
5392046	8/26/2021 9:35	547	S 16th St	40203	Customer reported a sewer odor outside.	8/27/2021 9:41	WOCOM	Deodorized catch basin, it is a straight lead.
5392050	8/26/2021 10:14	2309	Crosshill Ct	40206	Asset not in Jefferson Co	8/26/2021 10:14	ROUTE	Routed to Veoila.
5392053	8/26/2021 10:38	1508	Weaver Ct	40211	Customer reported a sewer odor outside.	8/26/2021 12:54	WOCOM	Cleaned light debris from catch basin and deodorized.
5392084	8/26/2021 14:16	1317	Texas Ave	40217	Customer reported a sewer odor inside and outside.	8/27/2021 13:38	WOCOM	Deodorized vented manhole.
5392091	8/26/2021 15:14	7131	Shutesbury Cir	40258	Customer reported a sewer odor inside and outside.	8/26/2021 15:45	CUST	No odor detected at time of inspected. Checked all MSD Assets. Customer stated the smell was inside. Advised to call a plumber.

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5392301	8/28/2021 15:17	2604	Patio Ct	40214	Customer reported a sewer odor inside and outside.	8/28/2021 17:30	WOCOM	Flushed sewer main
5392306	8/29/2021 11:43	5701	Bay Harbor Dr	40228	Customer reported a sewer odor inside and outside.	8/29/2021 12:23	NOMSD	No odor detected from the MSD portion of the system. All other assets are private.
5392396	8/30/2021 8:11	6420	Dutchmans Pky	40205	Online Receipt: Customer reported a sewer odor outside	8/30/2021 12:19	WOCOM	Only odor detected at time of inspection was from a grease trap. Checked all manholes.