

Customer Service Odor Complaints Received
February 2024

Service Request	Call Date	Street Number	Street Name	Zip	Customer Comments	Resolved	Resolution	Follow up Details
5484039	2/1/2024 6:58	4530	BROADWAY	40211	SMC Email: Customer reported a sewer odor outside.	2/1/2024 14:42	WOCOM	Cleaned and deodorized catch basin.
5484042	2/1/2024 8:30	14800	WIBBLE HILL	40245	Customer reported a sewer odor outside.	2/1/2024 11:22	WOCOM	Equipment failure at local pump station caused higher than normal odor. Repairs have been made.
5484163	2/2/2024 10:43	661	BARBEE	40217	Customer reported a sewer odor inside and outside.	2/2/2024 12:42	NOFRTH	No odor detected. Deodorized sewer main.
5484198	2/3/2024 6:10	4506	GREENWOOD	40211	SMC Email: Customer reported a sewer odor outside.	2/3/2024 9:30	WOCOM	Cleaned and deodorized two catch basins.
5484403	2/6/2024 9:53	3508	ALGONQUIN	40211	Customer reported a sewer odor inside and outside.	2/9/2024 15:24	WOCOM	Flushed and deodorized sewer main.
5484485	2/7/2024 8:10	8820	FAIRGROUND	40291	Customer reported a sewer odor inside and outside.	2/7/2024 8:30	INSP	No sewers in area. Private pump station that may be causing the issues.
5484514	2/7/2024 14:15	3247	FLOYD	40209	Customer reported a sewer odor inside and outside.	2/7/2024 15:31	WOCOM	Deodorized sewer main and catch basin.
5484637	2/8/2024 15:28	732	32ND	40211	SMC Email: Customer reported a sewer odor outside.	2/8/2024 18:23	WOCOM	Deodorized catch basin.
5484639	2/8/2024 15:31	4530	BROADWAY	40211	SMC Email: Customer reported a sewer odor outside.	2/8/2024 16:45	WOCOM	Added water and deodorant block.
5484753	2/9/2024 17:06	3816	WIANO	40031	Customer reported a sewer odor outside.	2/9/2024 21:05	WOCOM	Checked all MSD Assets. No issues found.
5484789	2/10/2024 19:04	2031	FRANKFORT	40206	Customer reported a sewer odor outside.	2/10/2024 20:00	WOCOM	No odor detected. Deodorized sewer main.
5484889	2/12/2024 13:19	1843	DEER PARK	40205	Customer reported a sewer odor inside and outside.	2/12/2024 14:02	WOCOM	Cleaned and deodorized catch basin.
5484962	2/13/2024 9:27	1175	BROADWAY	40204	Customer reported a sewer odor inside and outside.	2/13/2023 11:04	WOCOM	Flushed sewer main and catch basins.
5485015	2/13/2024 22:23	632	22ND	40211	Customer reported a sewer odor outside.	2/13/2024 23:13	WOCOM	Flushed catch basins. No odor detected.
5485056	2/14/2024 9:24	3640	RIVER PARK	40211	SMC Email: Customer reported a sewer odor outside.	2/14/2024 11:11	WOCOM	Cleaned and deodorized catch basin.
5485057	2/14/2024 9:30	2012	DUNCAN	40203	SMC Email: Customer reported a sewer odor outside.	2/14/2024 10:36	WOCOM	Cleaned and deodorized catch basin.
5485062	2/14/2024 9:54	3029	MARKET	40212	SMC Email: Customer reported a sewer odor outside.	2/14/2024 14:15	WOCOM	Cleaned heavy debris from two catch basins and deodorized.
5485063	2/14/2024 10:00	312	43RD	40212	SMC Email: Customer reported a sewer odor outside.	2/14/2024 10:50	WOCOM	Cleaned and deodorized catch basin.

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5485064	2/14/2024 10:03	2505	CHESTNUT	40211	SMC Email: Customer reported a sewer odor outside.	2/14/2024 10:52	WOCOM	Cleaned and deodorized catch basin.
5485136	2/15/2024 7:58	3418	HERMAN	40212	SMC Email: Customer reported a sewer odor outside.	2/15/2024 10:01	WOCOM	Deodorized Manhole.
5485139	2/15/2024 9:26	225	LONGWORTH	40212	Customer reported a sewer odor inside and outside.	2/15/2024 10:38	WOCOM	Cleaned and deodorized catch basin.
5485142	2/15/2024 10:16	3510	ALGONQUIN	40211	SMC Email: Customer reported a sewer odor outside.	2/15/2024 15:57	WOCOM	Cleaned and deodorized catch basin.
5485144	2/15/2024 10:20	1707	STRATTON	40211	SMC Email: Customer reported a sewer odor outside.	2/15/2024 15:59	WOCOM	Cleaned and deodorized catch basin.
5485145	2/15/2024 10:21	3418	HERMAN	40212	SMC Email: Customer reported a sewer odor outside.	2/15/2024 12:55	WOCOM	Cleaned and deodorized catch basin.
5485147	2/15/2024 10:42	3300	YOUNG	40211	Customer reported a sewer odor inside and outside.	2/15/2024 2:58	WOCOM	Cleaned and deodorized catch basin.
5485149	2/15/2024 10:47	1303	ROSEWELL	40211	Customer reported a sewer odor outside.	2/15/2024 12:30	WOCOM	Cleaned and deodorized catch basin.

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5485152	2/15/2024 11:12	310	43RD	40212	Customer reported a sewer odor inside and outside.	2/15/2024 16:06	WOCOM	Cleaned and deodorized catch basin.
5485240	2/16/2024 9:34	938	6TH	40203	SMC Email: Customer reported a sewer odor outside.	2/16/2024 10:25	WOCOM	Cleaned and deodorized catch basin.
5485281	2/17/2024 18:58	240	STEEDLY	40214	Customer reported a sewer odor outside.	2/17/2024 19:53	WOCOM	Deodorized sewer main.
5485286	2/18/2024 6:18	1824	RUSSELL LEE	40211	SMC Email: Customer reported a sewer odor outside.	2/18/2024 8:05	WOCOM	Cleaned and deodorized catch basin.
5485293	2/19/2024 7:10	1917	RUSSELL LEE	40211	SMC Email: Customer reported a sewer odor outside.	2/19/2024 13:48	WOCOM	Flushed sewer main.
5485294	2/19/2024 7:14	3210	DR WILLIAM G WEATHERS	40211	SMC Email: Customer reported a sewer odor outside.	2/19/2024 12:29	WOCOM	Cleaned and deodorized catch basin.
5485295	2/19/2024 7:15	3534	ALGONQUIN	40211	SMC Email: Customer reported a sewer odor outside.	2/19/2024 12:30	WOCOM	Cleaned and deodorized catch basin.
5485352	2/19/2024 7:20	1824	RUSSELL LEE	40211	SMC Email: Customer reported a sewer odor outside.	2/19/2024 11:55	WOCOM	Flushed sewer main.
5485353	2/19/2024 7:26	3511	COTTER	40211	SMC Email: Customer reported a sewer odor outside.	2/19/2024 13:51	WOCOM	Added water to the manhole.
5485367	2/19/2024 10:59	3900	WIANO	40031	SMC Email: Customer reported a sewer odor outside.	2/19/2024 14:33	WOCOM	Replaced blower timer at pump station.
5485400	2/20/2024 0:27	2810	PIONEER	40216	Customer reported a sewer odor outside.	2/20/2024 0:46	WOCOM	No odor detected. Checked all MSD assets.
5485401	2/20/2024 8:04	2508	IVY OAKS	40245	Customer reported a sewer odor outside.	2/20/2024 8:35	WOCOM	No odor detected. Checked all MSD assets.
5485467	2/20/2024 8:42	6112	SIX MILE	40218	Customer reported a sewer odor inside and outside.	2/20/2024 10:45	WOCOM	No odor detected. Checked all MSD assets.
5485480	2/20/2024 11:16	2306	SYCAMORE	40206	Customer reported a sewer odor outside.	2/20/2024 12:28	WOCOM	Cleaned and deodorized catch basin.
5485504	2/20/2024 14:20	240	STEEDLY	40214	Customer reported a sewer odor inside and outside.	2/20/2024 20:47	WOCOM	No odor detected. Deodorized sewer main.
5485523	2/20/2024 19:44	6707	BIMINI	40219	Customer reported a sewer odor inside and outside.	2/20/2024 20:26	WOCOM	Deodorized manhole.
5485526	2/21/2024 6:29	740	32ND	40211	Customer reported a sewer odor outside.	2/21/2024 9:27	WOCOM	Flushed sewer main.
5485527	2/21/2024 7:12	1519	32ND	40211	SMC Email: Customer reported a sewer odor outside.	2/21/2024 9:54	WOCOM	Deodorized catch basin and manhole.
5485527	2/21/2024 7:19	1519	32ND	40211	SMC Email: Customer reported a sewer odor outside.	2/21/2024 9:54	WOCOM	Deodorized catch basin and manhole.

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5485528	2/21/2024 7:17	1824	RUSSELL LEE	40211	SMC Email: Customer reported a sewer odor outside.	2/21/2024 10:01	WOCOM	No odor found. Deodorized and flushed sewer main.
5485529	2/21/2024 7:20	3511	COTTER	40211	SMC Email: Customer reported a sewer odor outside.	2/21/2024 10:10	WOCOM	No odor found. Deodorized and flushed sewer main.
5485530	2/21/2024 7:22	3545	ALGONQUIN	40211	SMC Email: Customer reported a sewer odor outside.	2/22/2024 6:19	WOCOM	Deodorized catch basin.
5485693	2/22/2024 21:42	1404	WINTER	40204	Customer reported a sewer odor inside and outside.	2/22/2024 22:59	WOCOM	No odor found. Deodorized catch basin.
5485740	2/23/2024 10:45	3125	RANDOLPH	40206	Customer reported a sewer odor inside and outside.	2/28/2024 14:31	WOCOM	Flushed sewer main and deodorized.
5485748	2/23/2024 12:16	1353	MCHENRY	40217	Customer reported a sewer odor inside and outside.	2/23/2024 12:16	NOTED	Customer smelled gas from property meter.
5485799	2/25/2024 12:14	3518	ALGONQUIN	40211	Customer reported a sewer odor inside and outside.	2/26/2024 14:23	WOCOM	Deodorized catch basin.
5485913	2/26/2024 12:38	3241	YOUNG	40211	Customer reported a sewer odor outside.	2/26/2024 13:54	WOCOM	Odor is coming from a vented manhole in front of residence.
5486038	2/27/2024 19:41	659	27TH	40211	Customer reported a sewer odor inside and outside.	2/27/2024 20:41	WOCOM	No odor found.