



MSD

Louisville and Jefferson County
Metropolitan Sewer District

In this issue . . .

- Fat can clog your arteries — and your sewers
- Fifth graders learn what happens after we flush
- Protect your family and property when floods threaten

Connect with MSD

Telephone: Customer Service Department **587-0603**
(24-hour Service and Information)

MSD's Customer Service trouble-shooters can help you determine the cause and solutions to sewer problems. Call us first before calling your plumber.

Business Office and Information **540-6000**
Business Hours: Monday–Friday, 8:15 A.M.–5 P.M. (except holidays)

Basement Backup Prevention **540-6271**

Floodplain Information Hotline **540-6126**

Internet: <http://www.msdlouky.org>

Watch our Web site for new online Customer Service features. Look for MSD's Online Customer Request link coming this summer to our home page.

Recyclable Paper
(221,000-05/02)

Keeping Sewers Fat Free

Fat, oil and grease can clog your arteries — and your sewers, too.

Meat, lard, oil, shortening, butter, margarine, food scraps, baking goods, sauces and dairy products contain fatty byproducts that, when washed down a drain, build up inside sewer lines both on your property and in the streets. Running fat and grease through a food disposal or using a grease-cutting detergent doesn't help. Eventually kitchen grease can block sewer lines, preventing the flow of wastewater into the sewer system.

Blocked lines can cause sewage to back up into your home or your neighbor's home. Public health and the environment are threatened when sewers overflow into streets, yards and streams.

If sewer lines are clogged on your property, you're in for an expensive and unpleasant cleanup. Avoid the hassle — help keep sewer lines fat free by:

- Never pouring grease down sink drains or toilets
- Scraping grease and food scraps into the trash
- Using sink strainers to catch food scraps, disposing of them in the trash
- Telling neighbors and friends how to keep grease out of sewers

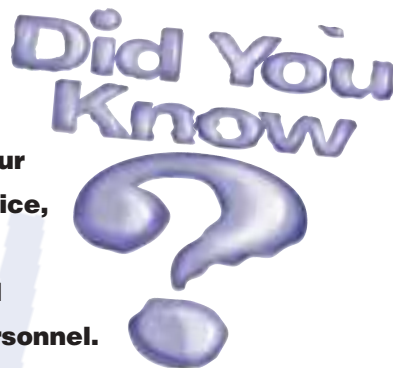
For a free brochure with tips to keep sewers fat free, call MSD Customer Service at 587-0603.

Restaurant and building owners also should regularly clean grease traps and interceptors, keeping them free of solids. MSD provides a videotape to help restaurants and food establishments keep sewers fat free. To request a copy or get help, call Pretreatment Inspector Kandyce Groves at 540-6476.

■ **MSD facilities operate around the clock. So do our customer service, maintenance, laboratory and operations personnel. Don't wait for "office hours" when sewer or drainage problems occur — call 587-0603 anytime.**

■ **MSD inspectors generally investigate sewer back-ups within four hours of receiving the customer's call.**

■ **Ultraviolet light replaces chlorine in treating wastewater at MSD's Floyds Fork, Cedar Creek, Hite Creek and Jeffersontown wastewater treatment plants, improving plant discharges into nearby streams.**



Clean Water

Fifth graders often ask simple questions that are difficult to answer, like, "What happens after we flush?"

To help Jefferson County teachers respond, MSD developed *After We Flush*. It's a daylong trip to MSD's Floyds Fork Wastewater Treatment Plant where fifth-graders view every step of the wastewater treatment, from its entry in the process to discharge into Floyds Fork creek.



Teachers learn how to keep lessons about water conservation and pollution alive during the plant visit and back in the classroom through professional development seminars offered by MSD at no charge. *After We Flush* meets Kentucky curriculum requirements for science, social studies, math, practical living skills, language arts and fine arts.

MSD's Floyds Fork plant was built to make wastewater treatment accessible to visitors. The plant includes an Ecology Learning Center in the administration building and an overlook at Floyds Fork creek, where visiting classes learn about everything from environmentally friendly wastewater treatment technologies to native tree species.

After We Flush has gotten the attention of the Water Environment Federation, which invited MSD to help develop a teachers' guide for one of the international trade association's educational programs.

For details visit <http://www.msdlouky.org/programs/education.htm> on the Internet.

Green Environment

The monthly fee that MSD residential customers pay for drainage and flood protection services is \$3.65. Businesses, industries, government agencies and apartment complexes pay \$3.65 per month for each 2,500 square feet of hard surfaces on their properties that won't absorb water.

Customer drainage fees:

- Maintain and operate Jefferson County's Ohio River flood protection system, shielding 110 square miles of the community from potential river flooding
- Fund neighborhood projects to improve localized drainage conditions
- Pay for ongoing maintenance to keep 130 miles of drainage channels and 40,000 catch basins clear

During the last fiscal year customer drainage fees funded \$16.4 million in capital drainage improvement projects that benefit large sectors of our community. Another \$6 million funded various drainage services. Other drainage improvements are included in sewer projects, maximizing use of funds and reducing construction-related inconvenience.

Customer drainage fees also help fund large projects, including a long-range plan to build 11 stormwater storage basins in the Beargrass Creek and Pond Creek areas. Stormwater basins collect water diverted from creeks and drainage channels, storing it until wet weather subsides to reduce flooding.

In the Pond Creek area, a 130-million gallon basin already is protecting neighborhoods that had routinely flooded during downpours by diverting stormwater from Fishpool Creek. Basins planned in the Beargrass Creek area should relieve flooding in Hikes Point, Buechel, Newburg and Camp Taylor, as well as communities downstream, saving an estimated \$2 million a year in flood damages.

To learn more about drainage projects planned or underway, visit MSD on the Internet or phone Customer Service anytime.



For Safety's Sake



Each year, flash flooding claims more lives and causes more property damage in the U.S. than all other natural disasters combined.

With 15 percent of Louisville and Jefferson County located in floodplains, our community is no exception. Since 1992, flash flooding has caused two fatalities and millions of dollars in property damage.

Building regulations now prohibit new construction below flooding elevations. But thousands of existing buildings, viaducts, creek crossings and structures are prone to flash flooding, posing risks to our community.

Protect yourself and your family. Follow these common sense steps when flooding occurs:

- Stay out of floodwaters. As little as six inches of moving water can throw an adult off balance; two feet can sweep away a vehicle or truck.

- Turn off gas and electricity if you can without wading into water.
- Move vehicles to higher ground.
- Do not walk into a flooded basement, due to the risk of electrocution.
- If you must evacuate, don't forget to take pets.

Remember, flash flooding is a temporary condition that comes and passes quickly. Taking unnecessary risks can result in loss of life or serious injury. When heavy rains fall, use common sense. Stay away from flooded areas — and stay alive.