

Report

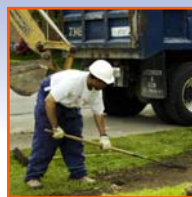


MSD

Louisville and Jefferson County
Metropolitan Sewer District

www.msdlouky.org

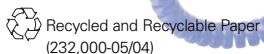
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When you have sewer problems, call MSD Customer Service before calling a plumber. MSD trouble-shooters can help determine the cause and solutions.

Please call us first!



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(232,000-05/04)

Connect with MSD

Telephone: 24-hour Customer Service & Information **587-0603**
 Speech- and Hearing-impaired (TTY) **540-6233**
Para el servicio de cliente en español, llame por favor 540-6423 entre 8 mañana y 5 p.m. lunes a viernes

Business Office and Information **540-6000**
 Monday—Friday
 8:15 a.m.—5 p.m. (except holidays)

Floodplain Information Hotline **540-6126**

Internet Home Page: <http://www.msdlouky.org>
 Customer Service: <http://www.msdlouky.org/customer>
 Floodplain Info: **Visit MSD's home page and click on Floodplain Information**

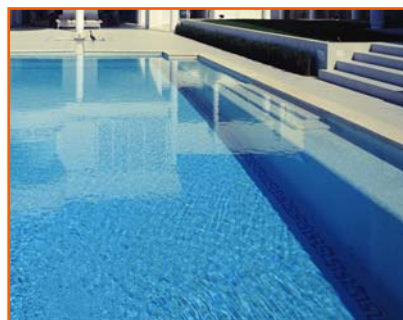
Safe pool management protects the environment

Making your swimming pool safe and inviting for family and friends means keeping the water clean and properly treated. But the same chemicals used to keep pool water safe for people are harmful to the environment.

Like household and commercial wastewater, pool water must be treated at a wastewater treatment plant before it can be safely discharged into the community's waterways. When pool water is drained into a storm drain or stream, the chemicals can pollute water and damage or kill plants and wildlife. Many storm drains empty directly into a waterway without wastewater treatment.

This summer, take care when draining pool water and cleaning filters:

- Always rinse cartridge filters over soil, covering any residue with dirt. Never clean a filter near a stream, creek or storm drain.
- Make sure backwash filters are directly connected to your property's sanitary sewer connection.
- To control algae use chlorine or algaecides that don't contain copper.
- Before draining your pool, allow at least 48 hours for chlorine to break down, and always drain pool water into a sanitary sewer cleanout.



A week before draining your pool, contact MSD Customer Service for help with your pool water discharge plans. Healthy waterways enrich Louisville Metro's environment and drain stormwater from neighborhoods during heavy rains. To learn more about how you can help by properly managing your swimming pool this summer, connect with MSD's 24/7 Customer Service Department (**phone: 587-0603; Internet: customer@msdlouky.org**).

Did You Know?

- During this mosquito season, some 26,000 MSD sewer and drainage catch basins and more than 150 miles of area streams will be treated to reduce the risk of West Nile Virus.
- Since Project DRI began in January 2003, 108 drainage projects have been completed, reducing mosquito-breeding areas throughout Louisville Metro.
- Dried biosolid pellets processed at the Morris Forman Wastewater Treatment Plant have been named Louisville Green, and MSD is testing various markets.



Maintenance work meets customer needs

When customers report drainage service problems to MSD, our Maintenance crews respond to ensure their safety and continued service. Customer needs are ranked by severity and resolved accordingly.

Priority A service requests are inspected and resolved within 24 hours. These requests include problems resulting from earlier MSD work and ways MSD can reduce damage from a heavy rain or flood. Cave-ins that need to be secured also are considered Priority A requests.

Priority B requests are inspected within 30 days and corrected in six to 12 months. These requests include an immediate threat to buildings from erosion, drainage problems that interfere with business operations or prohibit vehicle access, and secured cave-ins that need repair.

Priority C requests are inspected within 30 days. If possible, MSD will attempt to correct them in six to 24 months. If design and construction are required, it may take up to 10 years to plan and budget the work. These requests include erosion problems outside public easements that limit property use, standing water and drainage facilities that a customer is unable to maintain.

Priority D requests are inspected within 30 days and may be corrected in one to five years. If the solution is part of a major construction project, it may take up to 20 years to correct due to budget constraints and the volume of customer requests. These requests include water standing in driveways or erosion in easements, minor erosion outside easements that does not prohibit property use, and drainage problems on unimproved channels that MSD or another public agency did not build.

To track the status of a customer service request, call MSD's Customer Service Department or visit www.msdlouky.org/customer.



Clean Water

Beargrass Watershed is the heart of Louisville Metro and the fourth largest major watershed in Jefferson County. It encompasses nearly one-sixth of Jefferson County, supporting the community's central business, shopping and entertainment districts, along with nearly one-third of its residential population. Beargrass Watershed includes the three branches of Beargrass Creek: the Middle Fork, Muddy Fork and South Fork.

Beargrass Watershed is the most urbanized watershed in Louisville Metro and its streams are in critical condition. Stormwater runoff from pavement and roofs collects residue from lawn chemicals, pesticides, pet waste and other substances, carrying these harmful pollutants to creeks and streams.

Home downspouts, yard drains and sump pumps drain excess water to combined and sanitary sewers, sometimes causing them to overflow into creeks. Because of these overflows from excess stormwater, the South Fork is unsuitable for fishing or swimming, and fails to meet state water quality standards. Many stretches of the creek no longer support aquatic and plant life.



The good news is that a cross-section of citizens has formed the Beargrass Watershed Council. The group will learn more about conditions in the watershed and its creeks, what can be done to improve them and how recreational opportunities may be enhanced.

For details about how stormwater impacts the watershed and how you can help improve water quality, visit www.beargrasswatershed.org.

Growing Community

As Metro Louisville and surrounding neighborhoods expand, MSD is positioning to serve our customers as communities blend and boundaries blur.

Earlier in 2004, MSD began operating the drainage system within the City of Prospect, providing drainage maintenance services to keep streams, ditches and pipes flowing properly.

Prospect residents now benefit from MSD's Neighborhood Maintenance Program that corrects smaller drainage problems that don't require large budgets and extensive planning. Ongoing inspections of customer service requests help MSD plan future projects to improve Prospect's drainage system.

Also this year, a comprehensive project to extend sewer service to eastern Jefferson County was expanded to include acquisition of the Beckley Woods Sewer Treatment Plant and its 1,916 customers in the Lake Forest area.

Since 2002, MSD has been developing plans to serve much of the eastern sector of Jefferson County north of Shelbyville Road. The three-part Old Henry project includes a new wastewater pump station, gravity sewers and two force mains to connect the area to the Floyds Fork Wastewater Treatment Plant at I-64 and Floyds Fork creek.

When completed, the Old Henry projects will enable MSD to serve this rapidly growing area now and well into the future.

