



MSD

Louisville and Jefferson County
Metropolitan Sewer District

Update

News about activities and developments at MSD

July 10, 2002

Louisville team travels to Ukraine *Technical mission offers help for water, wastewater*

MSD's Director of Operations Mike Sweeney's two-week mission to the Ukrainian city of Rubizhne is a trip he won't soon forget.

Organized by the Louisville International Cultural Center in cooperation with the U.S. Ukraine Community Partnership Project, Sweeney traveled with Steve Hubbs of the Louisville Water Co. and HMB

Consultants' Tim Ball. Their purpose was to help a city of 70,000 manage water supplies and wastewater treatment.

The schedule was rigorous and communication difficult as most eastern Ukrainians have not seen Americans and are not flu-

ent in English or other European languages. Aided by two translators, Sweeney, Hubbs and Ball toured facilities, met with local officials and the media, and interacted with the public.

Among the greatest concerns the Americans noted is that water is available only in the mornings and evenings to save on electricity costs — about 40 percent of



Sweeney (center) tours a wastewater treatment plant. With a translator, Sweeney was able to converse with plant personnel.

the water utility's budget. The centralized hot water system hasn't operated for some time. "Contamination is likely occurring," Sweeney said. "This combined with only 30 percent of people paying their water bills and limited knowledge of water conservation are evidence of major problems."

(continued on page 3)



One wastewater treatment plant, operated by a chemical manufacturer, serves most of Rubizhne's 70,000 citizens.

MSD staff relieves backup in sewer line services

Keeping its customers first has led MSD to revamp how it responds to customer reports of sewer line backups. Beginning mid-July, the sequence of referrals, city and county inspections and plumbing repairs that result when excavating a customer's property to locate a sewer line blockage will be reduced with a streamlined process.

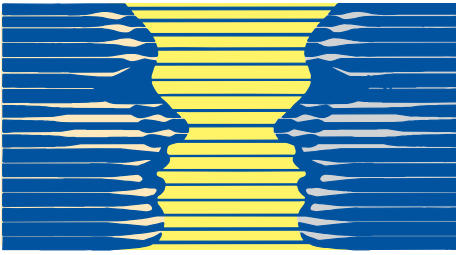
The new process, developed by a team of seven MSD employees, is

designed to improve the customers experience when a sewer line backup occurs. "The team focused on ways to expedite information gathering and problem evaluation, MSD's response to repairs, customer and plumber interaction, and ground restoration following excavation," said MSD's Maintenance Director Dave Johnson who sponsored the team.

To locate underground block-

ages in sewer lines, MSD plans to spend \$260,000 to purchase more telespection tools. These include cameras that snake through sewer lines and send images to an above-ground monitor, enabling MSD to pinpoint blockages without excavation. With more equipment, MSD expects to use telespection to diagnose 70 percent of sewer backups

(continued on back page)



Customer First at Work

Editor's note: Following are excerpts of customer comments.

“Jeff Vessels and Christina Thomas were very courteous and thoughtful in assisting me. They did excellent work and should be commended for being such good employees.”

—Martha Schneider Buechel, 40218

“Ezell Smith, Dan Bailey, Sean Brown and Bill Caswell arrived at my home and by the next day we had regained use of our facilities. My family and I appreciate such wonderful individuals coming to our home on a weekend to help. We could not have asked for better service.”

—Marcy Shelby Shively, 40216

MSD Milestones

Congratulations on new positions:

- **Larry Knoop**, Master Maintenance Electrician transferred from West to East Region, 6/29
- **Waldemar Mendelsberg**, Master Maintenance Electrician transferred from West to East Region, 6/29
- **David Seng**, Master Maintenance Electrician transferred from East to Central Region, 6/29

Thanks for years of service:

- **Lillian Shacklette**, retiring 8/31

Area Team News

Mill Creek

Sewer project OK'ed

By next summer, more than 170 properties in the Cane Run Road area will be connected to sanitary sewer service.

Nearly two miles of sewer pipe and about a mile of property service connections will provide sewer service to properties that have been using septic systems for wastewater treatment.

The project is expected to take at least nine months to complete and cost around \$1 million.

Drainage added to sewer projects

As sewer construction continues in two Pleasure Ridge Park neighborhoods, MSD is adding drainage work.

“Both neighborhoods suffer from standing water and erosion problems,” said Mill Creek Area Team Leader Tom Williams. “While work crews are in the areas and residents already inconvenienced, it’s a logical time to improve drainage.”

The added work pushes the Black Pond project completion date to November 1. Williams said work on the Valley Trunk Collection project is on schedule.

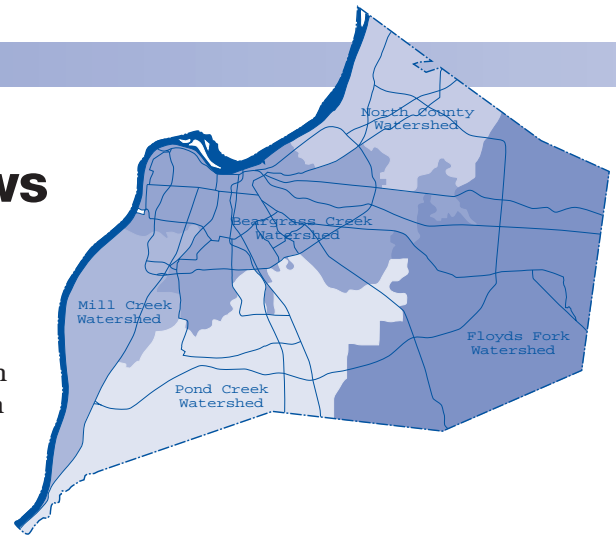
Pond Creek

South end plant demolished

Confederate Acres neighbors have said goodbye to a wastewater treatment plant that was both a landmark and an eyesore. Demolition of the Confederate Acres Wastewater Treatment Plant off New Cut Road was completed July 1.

“The plant was constructed in the mid-1960s as rapid growth took place south of Louisville,” according to Steve Emly of the Pond Creek Area Team. Sewer interceptors to eventually divert wastewater from the Confederate Acres treatment plant have been in place since mid-1980. Emly said wastewater previously treated at Confederate Acres is now treated at the West County Wastewater Treatment Plant.

The project is part of a comprehensive MSD effort to take small neighborhood treatment plants out of service, flowing wastewater to its six regional wastewater treatment facilities.



Wastewater once treated at the Confederate Acres plant has been diverted to a plant with greater capacity, saving cost and reducing the risk of pollution.

Louisville team travels to Ukraine

(continued from front page)

The trio provided Rubizhne officials 37 recommendations, including a plan to get a one-kilometer water main back in service. Even before departing the Ukraine, response to the visit was positive. City officials held a first-ever public hearing on water supply and wastewater issues. "Recognizing the prob-

lems and being willing to make improvements are important first steps," Sweeney said. Rubizhne's First Deputy Mayor already has suggested a follow-up visit within a year to track the city's progress.

The trip gave Ball, Hubbs and Sweeney lessons about a culture and environment that are half a globe away from their own. Tap water was undrinkable. Roads outside the city of Kiev were rough and hazardous. Only one working traffic light served Rubizhne's 70,000 citizens. Buildings are constructed of chalky white brick, corrugated metal and thatched roofs.



Because investments aren't keeping pace with infrastructure needs, most facilities show signs of significant deterioration.



This Russian-made Volga, like most utility vehicles in the Ukraine, are 25+ years old and still run despite rough road conditions.

In eastern Ukraine, three television stations broadcast only in Ukrainian or Russian. While e-mail, Internet and telephones were scarce, cell phones were fairly common.

Sweeney described the efforts as a beginning. "We appreciate the opportunity to be of assistance at this important initial phase and look forward to continuing to provide assistance as needed."

Rates to rise August 1

MSD's Board has approved an increase in sewer and drainage service charges for all customer classes. The new rates will be effective August 1.

Under the new rate schedule, the average residential wastewater bill will increase by \$1.01 to a total of \$16.41 per month. Drainage service charges for residential customers also would increase by 24 cents to a total of \$3.89 a month. The total monthly increase for average residential sewer and drainage service will be \$1.25.

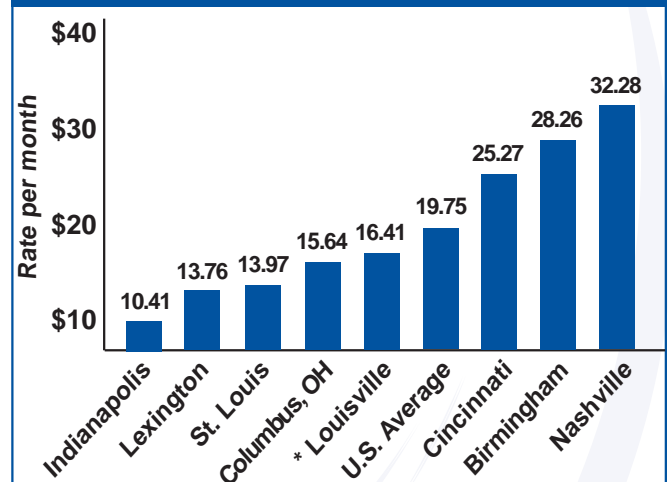
The Finance Department regularly surveys other wastewater utility rates to set comparison benchmarks. Nationally, monthly sewer charges average \$19.75 based on 2001 rates. "Even with this increase in July 2002, MSD's sewer

rates rank among the lowest 40 percent compared with other utilities nationwide," said Finance Director Marion Gee.

Gee said the new rate schedule reclassifies condominium associations as residential customers instead of as commercial customers. The change will reduce condo bills by about 25 cents per 1,000 gallons of water used. Gee said condominium associations will receive details about the classification change with future bills.

MSD solicited customer comments on the proposed increase and received one letter opposing a rate

MSD RATES COMPARE FAVORABLY



SOURCE: 2001 AMSA Index and MSD Finance Department

MSD's rates remain among the lowest in the region.

increase. Four customers attended a June 10 public hearing about the proposed rates, and three of them spoke in favor of the increase.



MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911
502-540-6000
www.msdlouky.org

Numbers to know:

24-hour Customer Service: **587-0603**

Speech- and hearing-impaired customers call: **540-6233**

Inside Update

- MSD staff relieves backup in sewer line services
- Louisville technical team returns from Ukraine trip
- New rates approved, effective August 1
- Confederate Acres plant retired from service

Backup in sewer line services

(continued from front page)

and cut excavation costs in half, saving about \$227,000 per year.

The ability to immediately locate the blockage and determine if it is located in the public sewer lines or on the customer's property. "Customers will know right away where the blockage is and if they are responsible for repairing it," Johnson said.

Also, MSD's work teams will adopt a flexible work schedule, extending the workday beyond eight hours a few days each week so excavation and ground restoration projects can be completed in one day. "Reducing project time to one day cuts costs associated with travel, site cleanup and security — and that also reduces cost and hassle for customers," according to Johnson. He said the team's goal is that 85 percent of all backup repair excavations will include same-day ground restoration.

The Sewer Backup Repair team included Maintenance Division staff **Kevin Bright, Trish Reynolds, Jeff Vessels** and **Brad Walker, Bill Chamberlain** from the Beargrass Creek Area Team, **Bonnie Ramsey** of Customer Service and Public Affairs, and **Mitch Witten** from Information and Technology.

Upcoming Events

July 22

MSD Board meeting, 10 a.m.,
700 W. Liberty, first floor

Public meeting, Venango Drive
Sewer Project, 7 p.m.,
Southwest Government Center,
7219 Dixie Hwy

July 23

Pubic meeting, Kramers and
Crums lanes (KC-2C) Sewer
Project, 7 p.m., Southwest
Government Center,
7219 Dixie Hwy

© COPYRIGHT 2002

Louisville and Jefferson County Metropolitan Sewer District

LOJIC map data copyrighted by the Louisville and Jefferson County Metropolitan Sewer District and the Louisville Water Company
All Rights Reserved