

Updated maps may reduce insurance rates

MSD customers that are located in floodplain areas may find their flood insurance rates have been reduced once updated floodplain maps go into effect December 5.

Updating the maps and converting them to digital format required two years, three public meetings and studies of more than 400 miles of waterways. Modernized flood insurance rate maps will assess development changes and flood protection improvements, thereby reducing flood insurance rates for thousands of Louisville Metro properties.

Map modernization has helped MSD gauge how new flood-reduction basins have reduced flooding risk and helped determine how similar facilities could improve flood protection in other areas, said MSD Development Team Leader Randy Stambaugh. As MSD improves flood protection, property owners will enjoy reduced flood insurance rates, according to Stambaugh.

The map modernization project was funded in part by the Federal Emergency Management Agency. The new digital format maps replace 12-year-old paper maps and allow for more timely revisions as new developments and flood-protection facilities are built.

In August 2005, MSD sent letters to thousands of Louisville Metro homeowners regarding changes in their floodplain status. Beginning December 5, insurance agents and mortgage companies can begin using the updated maps to assess flood risk and determine insurance rates. The new maps must be approved by the Louisville Metro Council.

Flood protection status has not changed for property owners who did not receive a letter. Customers may visit www.msdlouky.org for more information on a property's flood protection status.

Community leaders guide Project WIN approach



MSD has assembled a Wet Weather Team to assist with Project WIN development. The Wet Weather Team consists of community representatives, civic leaders, elected officials and MSD personnel who will advise MSD on its project investment, policy and performance choices. The community representatives will help ensure that these choices are made wisely to best meet the needs of the local community.

The Wet Weather Team will help MSD effectively communicate Project WIN progress and respond to public concerns.

Construction will involve a significant investment of customer dollars, and will be very noticeable. We will alert customers to any water quality concerns until corrections are made, according to Regulatory Management Services Director Brian Bingham.

MSD also has contracted with Ross and Associates Environmental Consulting to serve as a third-party facilitator of the group. Ross and Associates will ensure that Wet Weather Team members' perspectives are gathered throughout the planning process and made available to the MSD Board to facilitate a balanced, well-informed final decision process.



Beginning December 5, updated floodplain maps will establish new flood insurance rates for many properties in Louisville Metro.

Members of the diverse group represent environmental, business, local and state government interests and include a city deputy mayor, two Metro Council members, land developers and civic leaders.



MSD

● CONNECT WITH US
24/7 Customer Relations:
502-587-0603
TDD/TTY: 502-540-6233

● www.msdlouky.org
En español: 502-540-6423
(De 8 de la mañana a 5 de la tarde,
de Lunes a Viernes)

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Upcoming Events

November 2

DiverseWorks for You Certification Orientation
9 a.m., 700 W. Liberty, first floor

November 13

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

November 23-24

MSD offices will be closed.
For emergency service anytime, phone MSD's Customer Relations Department at 587-0603.

November 27

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

December 7

MSD Retiree's Club holiday luncheon
Masterson's Nicholas Room

Retiree News

Willie Neal was elected president of the Retiree's Club, **Buddy Kaiser** was elected vice president and **Carole Frakes** will serve as treasurer for 2007.

Club member **Jim Dollar** passed away in September.

MSD Milestones

Welcome to MSD:

Michael Bennett,
Maintenance Mechanic
Edward Mattingly,
Utility Trainee

Nathaniel Richardson,
Utility Trainee

Darren Thompson,
Sewer Maintenance Supervisor

Congratulations on your promotion:

Jeff Fields,
Sampling Technician I

Noble Marks,
Maintenance Planner

Certified Success

DiverseWorks for this recently certified business:

Finish It! Grading and Seeding, LLC (WBE)
Clearing and grading services, landscape installation and restoration. Contact: BJ Hammond, 812/284-2855

Area Team News

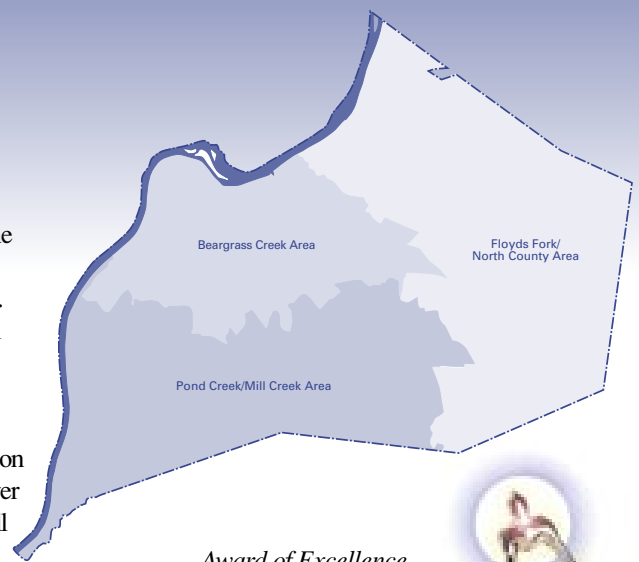
Operations Team:

In addition to odor control improvements at the Chenoweth Run Wastewater Treatment Plant, \$69,793 in safety improvements will be made. New cross bracings to the treatment tanks will replace the deteriorated walkways.



Project WIN:

MSD will purchase three 3,500-gallon tanker trucks which will help reduce sanitary sewer overflows. During rain events, the tanker trucks will be used to collect and haul wastewater from problem areas to other areas in the system capable of processing the wastewater. Each truck will cost \$90,493.



Award of Excellence winners receive an Iris, a statuette depicting the messenger of the gods.



MSD honored by communications professionals



MSD Executive Director Bud Schardein was inducted into the Communicator Hall of Fame in October. He has been a member of PRSA since 1991.

MSD Executive Director Bud Schardein was inducted to the Communicator Hall of Fame in October. The honor is presented by the Public Relations Society of America, Bluegrass Chapter and the International Association of Business Communicators, Kentucky Chapter, at the annual Landmarks of Excellence Awards event.

The Communicator Hall of Fame is designed to honor professionals in the industry who have made a positive and lasting difference in the fields of public relations and communications. "Bud was selected by the nomination committee because he has exhibited superior communication and public

relations skills throughout his career," said Stephanie French, co-chair for the 2006 Landmarks of Excellence. "His achievements are not only unique but also demonstrate the influence a public relations and communications professional can have on every aspect of a company and the community," said French.



Annual report recognized for excellence

MSD also was presented a PRSA Landmarks of Excellence Award for the MSD 2005 Annual Report in the Writing: Annual Reports Brochures & Special Publications category. The awards recognize outstanding achievement for excellence in planning, creativity and execution of communications programs and individual projects.

Bud Schardein commended the 2005 Annual Report Committee (**Becky Bennett, Linda Bronner, Julie Buckler, Kevin Kaufman, Loren Levitz, Pat Kirk, Loyiso Melisizwe, Paul Meyer, Dana Price and Diane Secor**) for production of the report. Recognition was also given to Sheryl Lauder of Lauder Creative Services for the layout and graphic design of the report.

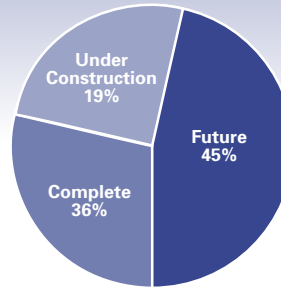
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Community leaders guide Project WIN approach

The 25-member team has committed to attending regular meetings over a two-year period to help guide MSD and provide a better understanding of community concerns regarding Project WIN progress. They also will tour MSD facilities directly affected by Project WIN improvements. Members of the diverse group represent environmental, business, local and state government interests and include a deputy mayor, two Louisville Metro Council members, land developers and civic leaders.

Project WIN will make a great impact on the community and having feedback from these community leaders will be vital to its success, said Bingham.

Project DRI Progress



Project DRI Phase 2

Project DRI, a partnership between Louisville Metro and MSD that began in 2003, has improved drainage throughout the Metro area with 381 projects completed during Phase 1. Since Phase 2 began in 2005, 55 percent of 349 planned projects are either underway or completed.

Drainage Response Initiative projects

Project DRI is solving drainage problems throughout the community. These projects are ready for construction:

■ Donald Drive

A pipe and yard drain system will be installed along Donald Drive for \$52,207 to correct standing water concerns. The project will resolve nine service requests and benefit an additional 15 properties.

■ Rangeland Road, Phase 3

Approximately 6,500 feet of roadside drainage improvements will be made along Rangeland Road from Shepherdsville Road to Ridgcrest Way. The \$183,250 project will resolve numerous service requests due to a poorly defined drainage system.

■ Robinhood Lane

A poorly defined drainage system will be corrected when \$85,458 of drainage improvements are constructed along Robinhood Lane from Templewood Road to Friar Tuck Court. The project will address five service requests and benefit 42 properties.

■ Rookwood Avenue

Nine service requests will be addressed and 42 properties will benefit from the installation of roadside drainage improvements along Rookwood Avenue from Red Leaf Road to Regent Way. The project costs \$108,800.

■ Spalago Court

A \$70,000 drainage improvement project will address five service requests and benefit three additional properties when restorations, swale regrading and construction of new berms are completed. The project will eliminate structural flooding and property loss along Gonewind Drive and Spalago Court.

■ Wadsworth Avenue

A \$61,540 project along Wadsworth Avenue will address three service requests and serve an additional 40 properties. Drainage pipe and yard inlets will be installed and driveway aprons will be built as part of the project.

Customer First at Work

“Thank you for clearing a blocked catch basin. **Virginia Green** did a wonderful job.”

—Keith Morgan

“My newly-mowed drainage ditch looks great. Thank you, **Nicholas Age, Kenny Morton, William Phillips, Stephen Prestigiacomio, Daman Pulliam, Larry Stewart** and **Cesar Williams!**”

—Bonnie Jones, Buechel

“My thanks to **Tammy Moore** for helping to resolve a grass cutting concern at my mother’s home. We got an offer on the house the following week.”

—Pam Burks, Valley Station

“It’s a wonderful thing that **MSD** is giving support to those who lost so much during the rain event.”

—John Wilson, Worthington Hills

“**Angel Smith** and **Tony Kimbrough** were very polite, professional and a tremendous help. Thank you for sending them to resolve my backup.”

—Betty Mays, Highlands

“Within 24 hours of reporting a flood at our campus, **Tom Wise** arrived and arranged for the pressure washing of our entire parking lot. This was especially important to ensure the safety of the parents and children who enter and leave our facility each day.”

—Julie Mulhall, KinderCare Learning Center

“Thank you, **Bolden Rose**, for your faithfulness to public service at an unusually difficult time. Your follow up with a constituent impacted by the rain event is appreciated.”

—Councilman Tom Owen, District 8



MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911



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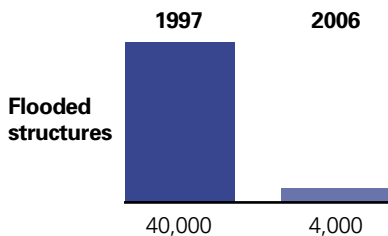
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Flood event compares to record event of 1997

*Since the historic flood of 1997,
several flood storage basins have
been constructed to contain excess
stormwater and help prevent damage
and flooding to properties.*

*The following figures show how the
September 2006 event compared with
the record flooding of 1997.*

	1997	2006
Rainfall	7-12" in 30 hrs.	3.5-10" in 25 hrs



Flood Relief helps impacted customers

During the weekend of September 22-23, the Louisville Metro area experienced its worst flooding since 1997 and September became the second wettest month on record. As a result, homes and other properties experienced flooding and backups.

In an effort to assist customers in the aftermath of this event, MSD offered financial assistance up to \$500 to help with the cost of service fees, cleaning and replacement costs.

Through October 31, MSD customers were asked to call into the Customer Relations Department to request reimbursement documentation. Those customers were mailed a letter outlining the criteria for reimbursement and an information form to complete documenting their damage.

At the time of publication, MSD had received approximately 5,000 requests for flood relief information and had processed nearly 1,300 claims. On average, each approved claim resulted in \$387 towards customers' clean up costs and damages.

Storage basins protect community from flood

Flood storage basins in the Pond Creek area, constructed after 1997, stored 713 million gallons of stormwater during the September 2006 event.

Flood storage basins in both the Middle and South Fork Watersheds of Beargrass Creek, constructed after 1997, stored 279.6 million gallons of stormwater during the September 2006 event.