

“It is a time for employees to get together and relax, away from our work environment, so we can learn about each other and their families.”

Bud Schardein  
MSD Executive Director

## MSD employees explore the world at Extravaganza



Talented employees from all over MSD form the Harmonizers and share musical entertainment during the annual event.



Loyiso Melisizwe and Tony Morrison served food and visited with employees at the holiday party.

### Annual holiday event offers diverse activities

In its 11<sup>th</sup> year, the Diversity Extravaganza, MSD's annual holiday party, offered employees and their families festive entertainment, fellowship and a chance to tour the world.

“This year the division directors rose to the challenge and decorated their booths with the themes of different countries,” said event coordinator Tony Glore. Each booth offered catered food and a chance to sign up for a door prize. “We wanted to encourage employees to visit each booth and meet up with other staff that they might not get to see very often,” he said.

The Diversity Extravaganza, which reinforces MSD's diversity mission, was built on MSD's regular holiday party. “It is a time for employees to get together and relax, away from our work environment, so we can learn about each other and their families,” said MSD Executive Director Bud Schardein. “The team that plans the event works very hard to offer fun entertainment, great food and memorable comradery,” he said.

A raffle drawing raised money for the Angel Tree program. This year's raffle raised \$766, exceeding the money raised in previous years.

Decorated booths were judged by Janet Muller of the Louisville Water Company and Rita Mallory of Indiana Wesleyan University. The Human Resources Division's booth, decorated in a Hong Kong theme won the 2006 Gilded Toilet Seat, given each year to the best booth display.

The 2006 event also offered the Holiday Café, a separate room where employees could find a selection of desserts and coffee while doing some holiday shopping for crafts made by MSD employees and their families. “The separate room gives visitors a place that is a little quieter than the main room, so they can really relax and talk,” said Glore.

Planning the event requires a team of people from a variety of MSD departments. Tori Coward, Sheila Irvin, Raymond Jeffries, John Shelden, Rosa Taylor and Glore planned this year's event.



Dana Scott and Tom Harlow decorated a booth to display information about Eritrea, an African country.



MSD

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

● [www.msdlouky.org](http://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

**January 4**

**DiverseWorks for You  
Certification Orientation**

9 a.m., 700 W. Liberty, first floor

**January 8**

**MSD Board Meeting**

10 a.m., 700 W. Liberty, first floor

**January 11**

**Wet Weather Team  
Stakeholder Meeting**

4:15 p.m., location to be determined

**January 22**

**MSD Board Meeting**

10 a.m., 700 W. Liberty, first floor

**December 25, 26**

**and January 1**

**MSD offices closed**

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

## MSD Milestones

**Congratulations on your promotion:**

**David Ciez**, Floodwall Maintenance Mechanic

**Larry Hicks**, Process Supervisor-Operations

**Kim Hill**, Utility Leader

**Phillip Bradley**, Utility Worker III

**Dan Bailey**, Utility Worker III

**Leslie Graham**, Utility Worker II

**Scott Reed**, Process Supervisor-Operations

**Changing the Pace:**

**John Kessel**, Process Supervisor-Operations from MFWTP to WCWTP

**We will miss:**

The following employees will retire in December.

**Gary Blasher**

**Virginia Green**

**Mike Hagan**

**Donald Riddle**

**Sharon Winburn**

**MSD has received special recognition**

from Louisville Metro Mayor Jerry Abramson and Dr. Stephen Daeschner, Superintendent of Jefferson County Public Schools, for its participation in **Every1Reads**.

The program trains and partners local business people with local schools to aid in improving literacy.

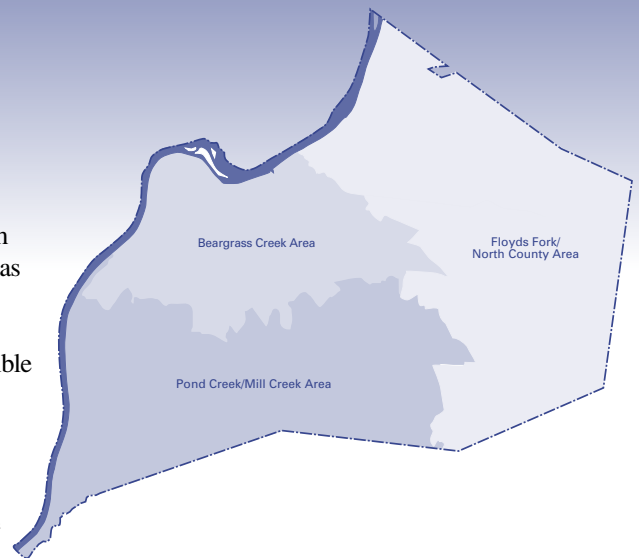
## Area Team News

### Operations:

Morgan Electric Motor Company will perform specialized motor and pump repairs for MSD as part of the \$150,000 annual contract. Morgan Electric Motor Company will maintain, repair and troubleshoot electric motors and submersible pumps.

### Pond Creek/Mill Creek Area Team:

A project, in partnership with the Louisville Water Company, to improve drainage near the Forest Hills subdivision will be expanded to include additional flood protection facilities near the Southwest YMCA building. The improvements cost \$59,232.



## Project DRI Progress

### Drainage Response Initiative projects

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

#### ■ Durst Drive

Silted roadside swales and inadequate driveway culverts along Durst and Uranus drives will be corrected with roadside and rear-yard drainage improvements. Five service requests will be addressed and 36 properties will benefit from the \$67,671 project.

#### ■ South First Street

The 4300 block of South First Street will be the location of a \$59,940 project to install drainage pipes and yard inlets and construct driveway aprons. Two service requests will be addressed and 24 additional properties will benefit from the project to eliminate standing water along the street.

#### ■ Mark Drive

A \$57,860 drainage improvement project will address seven service requests and benefit 26 properties in the 5500 and 5600 blocks of Mark Drive.

#### ■ Millers Lane

A \$122,084 project along Millers Lane will address two service requests and serve an additional three properties. A pipe and inlet system will be installed along the south side of the street to alleviate standing water.

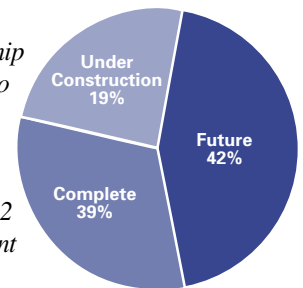
#### ■ Riata Drive/Revere Drive

Approximately 800 feet of rear-yard drainage improvements will be installed between Riata and Revere drives to correct a poorly defined drainage system. The \$88,381 project will address seven service requests and benefit 32 properties.

#### ■ Vinedale Avenue

Three service requests will be addressed and 29 additional properties will benefit when drainage pipes and yard inlets are installed along Vinedale Avenue from Northwood Drive to Lynnbrook Drive. The project costs \$66,048.

*Project DRI, a partnership between Louisville Metro and MSD that began in 2003, has improved drainage throughout the Metro area. Since Phase 2 began in 2005, 58 percent of 351 planned projects are either underway or completed.*



**Project DRI Phase 2**

# Deadline to receive flood relief nears

MSD customers approved to receive flood relief must soon complete the claims process to receive their reimbursement for damages and clean-up costs. Customers that have received Release Forms have until January 1 to sign and return the form in order for their check to be issued.

On September 22-23, the Louisville Metro area experienced its worst flooding since 1997. That month became the second wettest month on record. Immediately following the weekend's flood, MSD offered financial assistance up to \$500 to help with the cost of service fees, cleaning and replacement costs.

"More than 5,500 reimbursement forms were mailed to customers and approximately 66 percent of those forms were returned," said MSD Customer Relations Manager Pat Kirk. "After an extensive review process we found that about 72 percent of customers who requested reimbursement qualified for the flood relief," she said.

Once those customers return a waiver and complete the claims process, a reimbursement check will be issued to them. Reasons for denial included invalid receipts and photos, water damage unrelated to surface flooding or sewer backups and documentation received after the October 31, 2006 deadline for submission.

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## MSD employees explore the world at Extravaganza



*Above: Kemy Kingbury's classic 1930 Ford was one of four treasures in this year's car show, a feature of the Diversity Extravaganza.*

*Right: More than 500 employees and their families attended the Diversity Extravaganza. Marian Gee, wife of MSD's Marion Gee, and their daughter sampled foods.*

*Far right: Steve Emly, often mistaken for MSD's Executive Director, teased Bud Schardein.*



*Deby Mettling and Lina Buckingham of Pacific Contracting Company revealed their portraits done by a caricature artist. Lina, who is from Hong Kong, participated as a cultural expert at the Human Resources booth.*



## Flood relief adds up

Although the opportunity to request flood relief and reimbursement for cost and damages from the September 2006 flood has passed, reimbursements are still being processed. Here is how the claims add up.

Customers who **requested reimbursement forms:** 5588

Reimbursement **requests returned to MSD:** 3696

66% of reimbursement **forms were returned**

**Denied** reimbursements: 985  
**Qualified, approved** reimbursements: 2652

72% of reimbursement **claims were approved**

**Average** customer reimbursement: \$404

**Total** reimbursements paid to date of publication: \$872,514

MSD's **total expected** reimbursements: \$1,047,802

## Customer First at Work

"**Claretta Hasberry** provided superb service. She helped me with every question I had."

— Charles Young,  
Spirit of New Church

"Thank you, **Tony Glore**, for your wonderful presentation on self-assessment and career choices. We are indeed grateful to MSD for its sponsorship of Adelante and for providing such gracious presenters!"

— Mara Maldonado,  
Adelante Hispanic Achievers

"**Marcus McCampbell** is a polite and patient person who took the time to explain the situation with a cave-in near my home. He did a fantastic job."

— Greg Petto, Highlands



# MSD

Louisville and Jefferson County  
Metropolitan Sewer District

700 West Liberty Street  
Louisville, KY 40203-1911



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## Keep storm drains clear of clippings and leaves

Blowing leaves into or allowing leaves to collect in storm drains can create blockages that result in street flooding and overflows.

Often, flood conditions can be resolved by removing debris and routinely maintaining storm drains and catch basins with common lawn care equipment. Generally, MSD relies on individual property owners to:

- Remove leaves from the drainage ditches and catch basins, and properly dispose of them
- Keep limbs and other yard debris from obstructing driveway and street culvert pipes
- Pick up litter that may catch on drainage facilities and obstruct the flow of water
- Compost or properly dispose of grass clippings and leaves

Don't dispose of yard waste in storm drains and catch basins. Keeping these areas clear for proper drainage may help prevent flooding and make your neighborhood more beautiful.



*Drains that become blocked by yard debris can cause flooding problems in streets and homes.*



*Maintaining storm drains and catch basins near your property will help prevent flooding.*