

Update

October 2007

Last year, Customer Relations departmental staff answered more than 105,000 calls and assisted countless customers at the Service Center and the Metro Development Building.

— Pat Kirk
Customer Relations Manager



As part of the 24/7 Call Center, Sherri Sutton works through the midnight hours to handle incoming public requests for any of the numerous services that MSD and MetroCall provide.

National Customer Service Week at MSD

During the week beginning October 1, MSD will celebrate one of its many hardworking departments as part of National Customer Service Week.

The 20 employees making up MSD's Customer Relations Department work varied shifts to provide customer assistance any time, any day. In addition to regular shifts, the entire staff is on-call 24 hours per day to respond to a major rain or flooding event.

Information on services provided by Customer Relations staff

Cassandra Taylor greets visitors and directs them to the appropriate person or department at the Main Office Reception Desk Monday through Friday.

Leisa Calloway oversees the Service Center and Reception Desk. Service Center staff members **Kathy Myers, Eldra McWhorter, Barbara Roberson** and **Yozette Smith** review minor plats, examine new development construction plans and research the availability of sewers or existing property service connection locations. They also coordinate plumbing permit approval with the Louisville Metro Department of Health and Wellness and the Kentucky Plumbing Inspector's Office. These staff members research drainage concerns, process service requests, provide easement information, review plumber bill reimbursements and process waiver agreements. They provide support staffing of the Metro Development Office and also collect all monies received at the Main Office.

The Customer Relations Call Center is staffed with three shifts of agents working seven days a week to answer calls, provide assistance to external and internal customers and also response to service requests submitted online. The Call Center staff includes **Julie Blanford, Kim Brooks, Tracey Crawley, Leila Cunningham, Helen Givens, Lanita Grimes, Claretta Hasberry, Sheila Irvin, Bonnie Lavender, Tammy Moore, Patricia Page, Bolden Rose** and **Sherri Sutton**. During second- and third-shift, staff not only answers MSD calls and perform dispatch responsibilities, they also provide coverage for MetroCall by answering community 311 calls during Louisville Metro's non-business hours.

All Customer Relations staff must be well versed in the many different services that MSD provides. Calls or visits may relate to sanitary sewer and stormwater drainage services, flood protection, back-ups, environmental issues and billing questions. Many customers request information on plumbing modification, downspout disconnection, rain barrel/garden, senior citizen discount and issues related to the Consent Decree.



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)

Upcoming Events

October 4
DiverseWorks for You
Certification Orientation
 9 a.m., 700 W. Liberty, first floor

October 8
MSD Board Meeting
 10 a.m., 700 W. Liberty, first floor

October 18
Wet Weather Team
Stakeholder Meeting
 4:15 p.m., 700 W. Liberty, first floor

October 22
MSD Board Meeting
 10 a.m., 700 W. Liberty, first floor

MSD Milestones

Welcome to MSD:

Erick Bean, Maintenance Mechanic
Michael Brazel, Maintenance Electrician
Bridgett Brooks, Customer Relations Agent
Ralph Burba, Utility Trainee
Anthony Johnson, Process Technician Trainee
Mark Moats, Auto and Heavy Equipment Technician
Morris Tolbert, Utility Trainee
Keith Washington, Utility Trainee

Promotion — Congratulations:

Stefan Brown, Utility Worker III
Darryl Coleman, Utility Worker III
Dwayne Edwards, Utility Leader
Ibn Green, Area Team Coordinator
Nelson Little, Utility Worker III
Sam Marino, Assistant Telespection Supervisor
Edward Mattingly, Utility Worker II
Charles Powers, Utility Worker III
Dana Scott, Senior Customer Service Rep
Don Strabel, Floodwall Maintenance Mechanic
Mike Young, Utility Leader

Changing the pace:

Roy Flynn to Regulatory Management Services
Jason Watson to RMS Technician

We will miss:

Deborah Heady, retiring October 1
Russell "Bruce" Harrison, retired September 1
Marian Vasser, retiring October 1
Caesar Williams, retired September 1

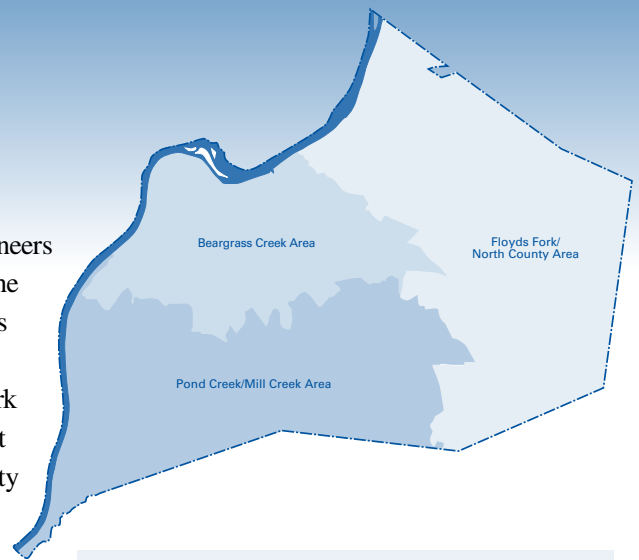
Area Team News

Floyds Fork/North County

MSD has contracted with HDR/Quest Engineers to perform a series of projects. As part of the \$575,000 agreement, HDR/Quest Engineers will perform preliminary design work to a capacity expansion project at the Floyds Fork Wastewater Treatment Plant, design influent pump and clarifier repairs at the West County Wastewater Treatment Plant and perform a comprehensive review of MSD's Design and Construction Standards Manual.

The Acushnet Road Pumping Station will soon be removed from service. The pumping station located near Westport Road in the City of Plantation shows signs of deterioration and is performing at reduced capacity — resulting in sanitary sewer overflows.

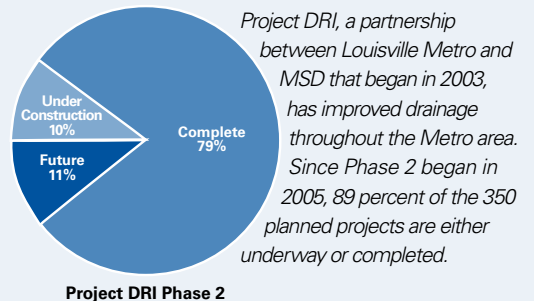
The Project WIN initiative will benefit by eliminating the aged infrastructure and the sanitary sewer overflow. The installation of a valley gutter, pipes, yard drain and catch basins will improve drainage along Riverview Avenue. The project also includes the replacement of driveway aprons and sidewalks. Street paving will be completed by Louisville Metro Public Works.



Project DRI Progress

Partner selected for Phase 3 planning

MSD will partner with Heritage Engineering, LLC to plan and design future Project DRI projects. As part of the \$90,000 contract, Heritage will perform field review of proposed solutions, surveying, hydraulic analysis of existing and proposed conditions, engineering services, cost estimates and easement preparation and acquisition.



Contract helps MSD respond to high voltage electrical repairs



To properly maintain safe operation of the high voltage electrical equipment located throughout MSD's flood protection and wastewater pumping stations and treatment facilities, MSD has contracted with Eaton Electrical, Inc. to ensure that repairs are made in a timely manner, or when repairs require a more specialized skill set than is available within MSD's workforce.

Left: Many repairs to the high voltage equipment found throughout MSD flood protection facilities require specialized skills.

Proper pool drainage protects the environment

For the estimated 14,000 pool owners in Louisville, the end of summer signals a time to prepare swimming pools for the winter months. That process means draining all or part of the water before winterizing begins without harming the environment.

Most pool chemicals include chlorine and some may contain copper to kill bacteria and algae in swimming pools. When pool water or chemicals are released into a stream or drainage channel, the plants, fish and other water creatures may die.

Before discharging water from your swimming pool, allow the chlorine to evaporate by letting pool water stand without adding chemicals for at least 48 hours. Pool owners who use chemicals containing copper or substances other than chlorine should not discharge pool water into a stream or drainage ditch.

Additionally, pool water may impact the sewer system's capacity. Like household and commercial wastewater, chemically-treated pool water must be processed at a wastewater treatment plant before it can be safely discharged into the community's waterways. Even a small



About 14,000 pool owners in Metro Louisville will drain and prepare their pool for winter.

swimming pool contains as much water as an average household uses in a month. Draining it too quickly into the sewer system can cause backups, overflows and basement flooding.

Customers can receive assistance with pool water discharge plans by contacting MSD's Customer Relations Department at (502) 587-0603 or by e-mail at customerservice@msdlouky.org. Additional information about environmentally friendly swimming pool draining and management can be found on MSD's Web site at www.msdlouky.org/insidemsd/pools.htm.

Customer First at Work

"Clyde Morrison and William Cunningham were pleasant and did a wonderful job."
— Glover Claycomb, Fern Creek

"Thank you, Justin Bast, William Gibson, Corey Johnson, John Matthews, Terrance Qualls, Joseph Sowards and René Speight, for the work they did at my ditch line and driveway apron. My wife and I are pleased to not wade through ankle-deep water to get the mail."
— Jerry Gilreath, Okolona

"My family and I are grateful for the help of Butch Attebury, Austin Duvall, Derrick Eddins, Steve Jones and Paul Rock. Our sewer backup problem has been fixed."
— Belinda Johnson, Algonquin

"My thanks to MSD's crew — Greg McCraney, Bobby Neal, Butch O'Bannon, William Phillips and Mike Young — for a job well done."
— Gene Roberts, Fern Creek

"Nicholas Age, Nate Elliott, James Vaughan and Jim Wilson provided excellent customer service while constructing an erosion repair project near our home. Jim helped direct my wife out of the driveway and around equipment parked along the street so that she could take the kids to school."
— Brian and Monika Siegel, Fern Creek

Free health screenings sponsored by MSD



Neighbors in the Northwest and Southwest portions of Louisville Metro may receive a series of free health assessments and screenings as part of a program sponsored by the Louisville and Jefferson County Metropolitan Sewer District. The health screenings are available at different locations for neighbors in the Chickasaw, Park Hill, Park DuValle, Parkland, Lake Dreamland, St. Denis, California, Riverside Gardens, Hallmark, Algonquin, Cane Run and surrounding areas.

Through Project WIN's community outreach efforts and the guidelines of the Supplemental Environmental Project, MSD's sponsorship allows the Louisville Metro Department of Public Health and Wellness to provide health screenings for up to 30,000 residents at no cost.

Medical staff will screen for high blood pressure, cholesterol levels, diabetes, low iron levels, lead in children under the age of six, respiratory tests for health problems such as asthma and screenings for colon, breast, cervical, bladder and prostate cancers. All tests will be performed by licensed, professional medical staff and are confidential.

Certifiable Success

The following businesses have received certification from MSD's DiverseWorks program:

American Material Services, DBA American Ready Mix (MBE)
Concrete construction, supplier of Ready Mix
Contact: Joseph Phillips, (502) 447-5720

Nic Creative (WBE)
Public relations services, writing, editing, graphic design services, strategic planning
Contact: Nicole Candler, (502) 550-0252

Community Health Screening Locations

- **October 1 – 12 for Chickasaw neighbors**
Chickasaw Park, 1200 Southwestern Parkway
- **October 15 – 26 for Park DuValle and Algonquin neighbors**
Chickasaw Park, 1200 Southwestern Parkway
- **October 29 – November 9 for California, Parkland, and Park Hill neighbors**
St. Stephen's Church, 1018 South 15th Street

Hours

Monday and Wednesday from 9 a.m. to 9 p.m.
Tuesday, Thursday and Friday from 9 a.m. to 3 p.m.
Saturday, October 6, October 20 and November 3 from 9 a.m. to noon.

Appointments

Appointments are encouraged and can be made by calling (502) 574-5643.



MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911



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Volunteers sweep trash from Beargrass Creek

Volunteers cleared Beargrass Creek of trash and debris at the 18th Annual Beargrass Creek Clean Sweep on September 22. The event — sponsored by Natural Resources Conservation Service, MSD and Jefferson County Public Schools — included educational areas where volunteers learned how to create a rain garden, were educated on the benefits of riparian and no-mow zones and participated in the Water Watch monitoring program.

Mary and Theo Lineberry (left to right) helped clean the shorelines of Beargrass Creek, Louisville Metro’s most urban waterway which stretches for 148 stream miles.