

Update

September 2007



A ten percent drought credit will appear on residential customer bills for water used to irrigate lawns.

Ten percent drought credits to appear on fall bills

Record-high temperatures and record-low rainfall have challenged customers' lawns and plants this summer. As a result, additional watering and irrigation have increased customers' bills. For the third time in MSD history, a credit is being extended to customers due to summer drought conditions.

Customers are eligible if their total sewer volume charges for July and August 2007 are at least 20 percent higher than their charges for July and August 2006. Customers will not receive a credit on the fixed sewer service charge. The ten-percent credit of total sewer volume charges for July and August will automatically appear on eligible customers' bills in September.

MSD's residential customer rates are calculated by using 85 percent of the actual water used. This provides an automatic, year-long, 15-percent discount for lawn watering and other water uses which do not enter the sanitary sewer system. Because Louisville Metro's rainfall total is 7.2 inches below normal for the year, it is expected that increased water usage has been dedicated to maintaining lawns and cooling down from the heat.

The total amount of drought credit is estimated to range from \$191,000 to \$220,000.



Sewer separation project continues near Cherokee Park

Project WIN upgrades continue near Cherokee Park with a sewer separation project to reduce discharges at combined sewer overflow 206 (CSO 206).

The \$852,000 project will separate combined sewer manholes, disconnect the sanitary sewer from the storm sewer, re-route catch basins to the storm sewer, and replace damaged portions of the sewer line. About 390 homes are in the project area near Speed Avenue. Twenty-eight private property service connections will be re-routed and 47 manholes will be separated as part of the improvements.

CSO 206 is the most upstream combined sewer overflow, discharging into the Middle Fork of Beargrass Creek in Cherokee Park. As part of Project WIN improvements, the sewer separation will be completed by March 2009.



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

September 3

MSD Offices Closed

For emergency service anytime, phone MSD's Customer Relations Department at 587-0603 or submit a service request online at www.msdlouky.org.

September 6

DiverseWorks for You Certification Orientation

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

September 10

MSD Board Meeting

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

September 20

Wet Weather Team Stakeholder Group Meeting

4:15 p.m., 700 W. Liberty, first floor

September 24

MSD Board Meeting

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

MSD Milestones

Welcome to MSD:

Christopher Galloway,

Utility Trainee

Adrian Milan,

Process Technician Trainee

Terrance Qualls,

Utility Trainee

Congratulations on your promotion:

William Cunningham,

Utility Worker III

Corey Johnson,

Utility Worker II

Ron Richards,

Utility Worker III

Nate Richardson,

Utility Worker II

Angel Smith, Assistant

Telespection Supervisor

Changing the pace:

Vicki Coombs, from

Watershed Area Teams

Division to Regulatory

Management Services Division

Ken Jones, from Field and

Instrument Control Technician

to Operator-in-Training

John "Jay" Sutton, from

Senior Customer Relations

Agent to GIS Services and

Records Tech II

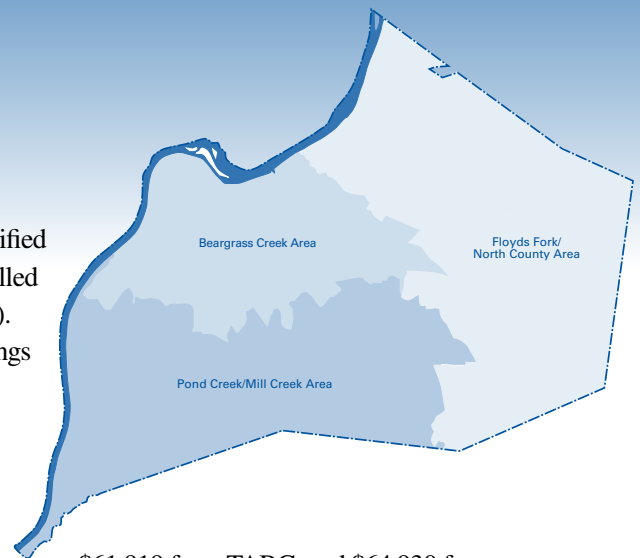
Area Team News

Beargrass Creek

As part of the Project WIN initiative, a modified dual hatch and access chamber will be installed at combined sewer overflow 125 (CSO 125).

The project will make inspections and cleanings safer and more efficient. A water service connection will also be installed at the site.

MSD has partnered with Louisville Metro Government and TARC to improve drainage, pedestrian and vehicular traffic, and TARC rider convenience along Eastern Parkway near Preston Highway and Shelby Street. Sidewalk, curb, gutter and bus shelter components will be installed, along with a pipe drain and drain inlets. The project will become a model for parkway improvements under development throughout Louisville Metro. The cost-share project will include an investment of \$30,000 from MSD,



\$61,919 from TARC, and \$64,930 from Louisville Metro Government.

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.

MSD welcomes Risk and Benefits Manager Al Gore



MSD focuses new efforts on employee safety with the addition of Risk and Benefits Manager Albert J. Gore Jr. The West Virginia native joined MSD in August and will oversee a four-person staff that administers employee benefit programs, assesses safety and other risks, controls costs, and promotes adherence to OSHA and other regulatory programs.

According to Gore, "It is our job to keep people and assets safe. And, when we have an occurrence, we need to have the finances and processes in place to recover as quickly as possible."

Gore was previously the Director of Risk Management for Hastings Entertainment, Inc. in Texas. In this role, Gore implemented programs for more than 6,500 employees in 21 states.

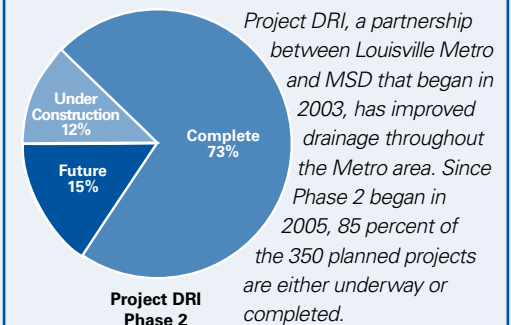
Project DRI Progress

Drainage Response Initiative projects

Project DRI is solving drainage problems throughout the community. This project is ready for construction:

• **Emerson Avenue**

Roadside pipes and a yard drain system will be installed, along with the replacement of driveway aprons and removal of two trees on Emerson Avenue. The \$52,871 project will resolve four service requests and benefit 25 properties by alleviating standing water that forms in driveways and along the roadside.



LOJIC recognized at top GIS technology conference



The Louisville/Jefferson County Information Consortium (LOJIC) and area educational programs were honored among worldwide Geographic Information System (GIS) programs at the Environmental Systems Research Institute (ESRI) User Conference in June.

A first-place award honored LOJIC's Street Centerline Editor in the category of Desktop GIS applications programming. The Street Centerline Editor is a suite of ArcGIS desktop tools used by Metro Public Works and MetroSafe staff to maintain our community's street centerline network and address ranges in our shared LOJIC system. Wade Drane is the principal programmer for the Street Centerline Editor and Julie Price is the applications team supervisor.

The 2007 Louisville Metro Street Atlas created by Jane Poole and Drane received a third-place award for Best Cartographic Design for a Map Series. The LOJIC Louisville Metro Street Atlas placed behind Sweden's National Road Atlas and the National Atlas of Qatar.

Doss High School student, Josh Pile, also received a second-place award in the category of Student Cartography for his Derby Marathon Course Map.

LOJIC represents a multi-agency effort to build and maintain a comprehensive GIS to serve all of Louisville Metro. Its partners include Louisville Metro Government, MSD, Property Valuation Administrator and Louisville Water Company. Learn more about LOJIC or purchase mapping products at www.lojic.org.

Customer First at Work

"MSD's crew — **Richard Gagle, Arnett Henderson and Eric Toller** — did a wonderful job. I appreciate their work."

— Christopher Lyninger, Iroquois Park

"Within an hour of our call, an inspector arrived, used telespection equipment to identify the problem and explained that work would be done to solve it."

— Wilma and Fred Marshall, Highview

"I couldn't ask for better service. **David Gittings** assessed the problem and sent a repair crew the next day. **Walter Jackson, Daren Thompson** and **Jerry Trammell** repaired my sewer line and were friendly and prompt."

— Dave Gerber, Iroquois Park



Tony Glore shows children how they can impact stream pollutants with Enviroscope.



MSD's Rhonda Boyle (right) helps students find scavenger hunt clues among MSD's exhibits at the Kentucky State Fair.

Kentucky State Fair exhibits promote MSD and unite employees

MSD sponsored three exhibits as part of the Kentucky State Fair to help promote MSD, its services and its programs.

MSD sponsored *The Mosaic of Life: Why Biodiversity is Key to Our Survival on Earth* exhibit. Daily presentations, offered by MSD's Phyllis Croce, discussed the benefits of native plants and how to capture rain for later use with a rain barrel. Visitors could also pick up a free copy of the recently published rain garden manual.

The Kids Biz Stage was also sponsored by MSD. Twice daily, MSD employees taught school-aged children about environmental issues using Enviroscope, an interactive learning toy that demonstrates how substances in a neighborhood become stream pollutants.

MSD also staffed a booth in the fair's Main Street Kentucky exhibit. At the booth, fairgoers could print a map of their residence and learn about other MSD programs.

"Not only did the staff get to interact with customers, they also got to interact with one another," said MSD Executive Director Bud Schardein, highlighting the benefits of participating in the exhibits. Croce and Diane Secor coordinated MSD volunteers — including administrative staff, union workers and field workers — to staff the booth.

Exceeding Expectations

The following MSD employees volunteered to search for a missing boy in June. Their efforts received recognition from the Louisville Metro Police Department.

Saeed Assef, Mark Browner, Darrell Coleman, Gary Dennison, Stephon Mayes, Greg Meriwether, Tom Middeler, Jack Miller, Derek Northington, Damon Rhodes, Tim Samuels, Rick Sils, Steve Snawder, Paul Vogt, Rick Watkins and **Michael Wilcox**.



MSD

Louisville and Jefferson County
Metropolitan Sewer District

700 West Liberty Street
Louisville, KY 40203-1911



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Beargrass Creek cleanup set for September 22

Volunteers are needed for the 18th annual Beargrass Creek Clean Sweep scheduled for Saturday, September 22. The event aims to collect trash and debris along Beargrass Creek, which stretches through Louisville Metro's most urban areas for 148 stream miles.

In addition to beautifying the shores and waterways of Beargrass Creek, volunteers may also learn how to create a rain garden or use rain barrels, the benefits of a riparian or no-mow zone, and details about the Water Watch monitoring program.

The sweep will begin at 9 a.m. and continue until noon. Volunteers should gather at MSD's Beargrass Creek flood pumping station on lower Brownsboro Road or at the Eva Bandman Park.

For details or to volunteer, contact Phyllis Croce at 540-6456 or croce@msdlouky.org.



Beverly A. Wheatley
Chair



Audwin A. Helton
Vice Chair

Wheatley, Helton lead MSD Board

Board members Beverly Wheatley and Audwin Helton have been elected Board president and vice-president, respectively, for a second term. Wheatley has been a member of the Board for nine years. Helton joined the Board in 2003.