



# MSD

Louisville and Jefferson County  
Metropolitan Sewer District

# report

## Fall 2002



## In this issue . . .

- Partnerships connect students, environment
- Don't trash yard waste — make it mulch
- Resolving property damage claims just got easier

[www.msdlouky.org](http://www.msdlouky.org)



## Connect with MSD

- **Telephone:** ■ Customer Service Department . . . . . **587-0603**  
(24-hour Service and Information)
- Speech- and Hearing-impaired (TTY) . . . . . **540-6233**
- Para el servicio de cliente en español . . . . . **540-6423**  
Llame por favor entre 8 mañana y 5 p.m. lunes a viernes.

**MSD's Customer Service trouble-shooters can help you determine the cause and solutions to sewer problems. Please call us first *before* calling your plumber!**

- Business Office and Information . . . . . **540-6000**  
Business Hours: Monday–Friday, 8:15 a.m.–5 p.m. (except holidays)
- Basement Backup Prevention . . . . . **540-6271**
- Floodplain Information Hotline . . . . . **540-6126**

- **Internet:** ■ [www.msdlouky.org](http://www.msdlouky.org)

Recyclable Paper  
(221,000-09/02)

## It's not graffiti — it's ecology



Young people learn best when they can connect classroom concepts with real life. This year nearly 200 students learned about their environment through MSD's partnerships with Jefferson County schools.

From class field trips to treatment plants and the *After We Flush* classes for fifth graders to summer internships with MSD's professional staff, students learn first-hand about protecting and conserving natural resources.

During the summer of 2002, Jefferson County high school students and teachers applied stencils on pavement next to storm drains throughout the city (see illustration above). The stencils are a reminder that many storm drains flow directly into the river without being treated at a wastewater plant.

Storm drain stencils have proven to be effective in helping people in more than 40 states understand the direct connection between storm drains and surface water. The intent is to prevent dumping of chemicals, anti-freeze and other pollutants in storm drains to protect the Ohio River from materials that can harm fish and plants that live there.

So, the next time you see a fish on the pavement, remember it's not graffiti. It's ecology!

## Did you know?

- A leaky toilet can waste up to 200 gallons of water a day. Find out if your toilet leaks by adding a few drops of food coloring to the tank. If colored water appears in the bowl, the toilet tank leaks.
- Because residential wastewater bills are based on water use, MSD discounts residential wastewater rates by 15 percent throughout the year. This helps to offset the cost of water used outdoors and not sent down a drain for wastewater treatment.
- MSD's Online Customer Service Center is available, making it easier to request service and track its progress. Click the link to Online Customer Service at [www.msdlouky.org](http://www.msdlouky.org) and connect with MSD — from anywhere, anytime.

# Customer satisfaction is policy's goal

When a customer's property is damaged during MSD maintenance or construction work, the customer wants quick action to resolve it. When damage reports are investigated quickly, MSD saves time and money.

These are among the findings of an employee team's review of MSD's property damage claims process. Through focus groups, research of other

utility procedures and listening to customers, the team recommended a new policy to improve customer satisfaction.

In June, MSD's Board adopted a new property damage claims policy that:

- Allows front-line staff to make determinations about claims in the field, and trains them in liability and valuation determination.
- Informs customers about types of claims that normally are paid and how to avoid damages.
- Streamlines the process, reduces paperwork and time involved, saves money and increases customer satisfaction.

## Clean water

You can help improve the quality of Jefferson County streams. Here's how:

- Start by not mowing stream and creek banks to the water's edge, allowing plant growth to prevent erosion and increase oxygen levels in water.
- Use environmentally friendly lawn chemicals, and use herbicides, pesticides and fertilizers sparingly. Don't apply them before or during rain when they're likely to be washed into streams.
- Take used oil or antifreeze to a recycling center — never pour it into storm drains.
- Don't dump yard waste into waterways. It destroys aquatic life by reducing stream oxygen.
- Collect and dispose of pet waste. Bacteria and organic pollutants from animal waste are carried to streams in stormwater runoff.
- Participate in a stream cleanup in your neighborhood. MSD provides bags and gloves for cleanups, and hauls off the trash. To organize a stream cleanup or learn more, contact MSD's Sarah Lynn Cunningham (phone, 540-6118; e-mail, [cunningh@msdlouky.org](mailto:cunningh@msdlouky.org)).

## Green environment

Leaves and other yard waste make marvelous mulch for flowerbeds and gardens. As yard wastes decay, their nutrients become a natural fertilizer.

But sometimes leaves and yard wastes are dumped into catch basins and drainage channels, blocking the flow of wastewater and stormwater. This can cause property damage from clogged sewers and flash flooding from blocked drainage channels.

Proper disposal of leaves and yard wastes is easy in Jefferson County.

The City of Louisville will pick up unlimited bags or cans of leaves and yard waste, weighing less than 60 pounds each, on regular garbage collection days. For City of Louisville pickup information, phone CityCALL at 574-3333.



Many smaller cities also provide yard waste pickup. Check with the administrative office of the city where you live for details.

Jefferson County's five recycling centers accept

leaves (no grass clippings) from 8 a.m. to 5 p.m. Monday through Saturday beginning October 14 through December 12. Plastic bags must be emptied and taken away, but paper lawn bags are accepted at these centers:

- 595 Hubbards Lane
- 3528 Newburg Road
- 7219 Dixie Highway
- 617 Outer Loop
- Parks maintenance yard at Vaughn Mill Road near Outer Loop

## Growing community

The largest sewer project in MSD history — extending sewer service throughout the Mill Creek watershed — has entered its final phase as plans are underway to serve 18 remaining neighborhoods.

Since it began in 1988, the Mill Creek expansion has constructed 200 miles of sewers to serve more than 15,000 properties along both sides of Dixie Highway throughout Shively, Pleasure Ridge Park and Valley Station.

When completed, 10 neighborhood wastewater treatment plants, four pump stations and thousands of septic tanks — primary sources of stream pollution in one of Jefferson County's most densely populated areas — will be out of service. Many of the sewer projects include drainage improvements, reducing standing water and resolving long-standing customer requests.

Extending sewer service along the Dixie Highway corridor also has spurred commercial development and attracted new residents to the area, helping our growing community continue to grow responsibly.

(502)587-0603 [www.msdlouky.org](http://www.msdlouky.org)