



# MSD

Louisville and Jefferson County  
Metropolitan Sewer District

# report

## Winter 2003



### In this issue...

- Setting attracts rare bird to treatment plant
- Backup reduced in sewer backup repairs
- Forecasting improves emergency response

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



## Connect with MSD

- **Telephone:**
  - 24-hour Customer Service & Information . . . . . **587-0603**
  - 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.

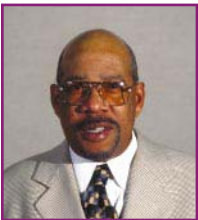
**MSD's Customer Service trouble-shooters can help you determine the cause and solutions to sewer problems. Please call us first *before* calling your plumber!**

- Business Office and Information . . . . . **540-6000**  
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/customer](http://www.msdlouky.org/customer)

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## Board members, director named



*Frank Foster, Jr.*

New Board members Frank Foster, Jr. and Martin D. Hoehler bring diverse perspectives to MSD.

Foster is best known as the owner of the Louisville landmark Jay's Cafeteria, a popular dining spot and caterer located on West Muhammad Ali Boulevard. He currently is president of Smoketown Friends, Inc.



*Martin D. Hoehler*

A real estate broker and developer, Hoehler is an active member of the Louisville Association of Realtors.

Both were appointed to three-year terms that expire in 2005.

Career MSD employee Bud Schardein, Jr. has been named executive director. The former director of community relations and emergency response has served as acting executive director since the retirement of Gordon R. Garner on June 1, 2002.



*Bud Schardein, Jr.*

A Louisville native, Schardein's career includes 19 years of service at MSD, where he began working as a maintenance mechanic. He holds a bachelor's

## Did you know?

- Since October 1972, the federal Clean Water Act's discharge standards have helped almost two-thirds of the nation's waterways become suitable for fishing and swimming.
- Easements allow MSD to access privately owned properties where sewer and drainage facilities are located. Property owners retain ownership of easement areas and are responsible for upkeep.
- You can safely dispose of antifreeze at any of the six Jefferson County Recycling Centers. Hours are 10 a.m. to 5 p.m. Tuesdays through Saturdays.

degree in communications from Spalding University and teaches annual workshops on public involvement for other stormwater utilities.

Schardein serves on the City of Louisville Plumbing Control Board and is a former chairman of the Kentucky chapter of the American Public Works Association.

# Backup relieved in sewer line services

When sewers become blocked and back up, it's a stressful situation. To help reduce the hassle, MSD is investing in additional tools to locate blockages before excavating. That reduces costs to investigate sewer backups and cuts the amount of time needed to repair the problem and restore property.

When main sewer lines are blocked, MSD clears the line to ensure uninterrupted service. If sewer lines on a customer's property are blocked and MSD can access the line, MSD marks where the clog is located and the customer is responsible for clearing the line.

In addition to the new telespection equipment, MSD's repair teams work flexible hours, extending the workday beyond normal business hours. As a result we've increased the number of sewer backup repair excavations that include same-day ground restoration.

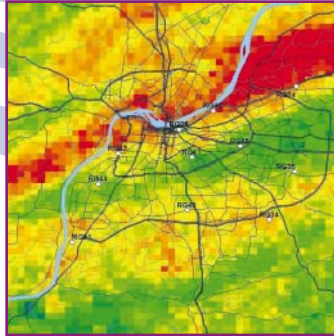
Reducing the stress of a sewer backup isn't easy. Reducing the time it takes to fix it is a start.

## Clean Water

A new rainfall radar system will help MSD pinpoint neighborhoods where heavy rains are likely as storms approach Jefferson County.

In service in spring 2003, the new system combines National Weather Service data with readings from MSD's county-wide network of rain gauges, providing predictive rainfall patterns as much as two hours before storms strike Jefferson County. The system details where heavy rain is expected and when storms will arrive in the area, improving emergency preparedness and planning.

Accurate forecasts enable MSD to direct sewer and stormwater flows from neighborhoods where heaviest rainfall is expected to portions of the sewer and drainage system that may not receive as much



rain. That reduces basement backups in homes, helps MSD pumping and treatment facilities operate efficiently, minimizes wet-weather overflows that pollute streams, and increases

notification of potential flooding.

Data created by the system also will guide MSD in planning drainage facilities and flood prevention strategies for neighborhoods that are vulnerable to flash flooding during storms.

The system won't keep storms away but will improve MSD's ability to protect the community from flash flooding and ensure uninterrupted sewer service.

## Green Environment

The tiny Bewick's Wren all but disappeared from the eastern United States, driven west as woodlands were cleared and marshes drained, virtually eliminating this once-common bird's favored habitat.



At least one Bewick's Wren chose a spot in Jefferson County for a few days' rest on its winter migration journey: the low-brush natural landscape surrounding the Floyds Fork

Wastewater Treatment Plant. It is the first Bewick's Wren seen in the area for at least 20 years.

Louisville birdwatcher Barbara Woerner wasn't surprised to spot the rare Wren near the Floyds Fork plant. She's identified more than 100 species of birds there, as well as other wildlife.

The area surrounding the Floyds Fork plant functions as an independent ecosystem, offering the undisturbed landscape to provide shelter, food and water for birds, insects and animals. After plant construction was finished, MSD helped restore the area to its natural state with native plants.

Not only does land restoration require less maintenance than more common landscaping methods, it also attracts birds and wildlife to the area. As Barbara Woerner says, "Even a slow day birding there can be very enriching."

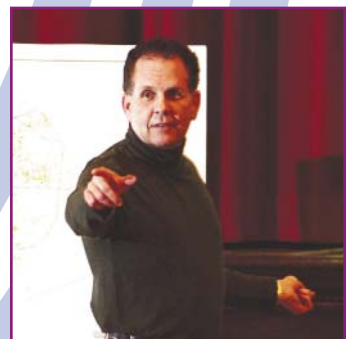
## Growing Community

2002 closed with MSD completing a series of public meetings in neighborhoods across Jefferson County. The sessions are planned every five years to learn what customers believe MSD can do to better serve their neighborhoods.

Customers identified several long-term objectives including:

- Focusing on new surface drainage projects in areas with the highest rate of problems
- Constructing new flood storage facilities to protect flood-prone neighborhoods
- Extending sanitary sewer service to surrounding Metro area counties to keep sewer charges lower and eliminate water pollution sources for everyone
- Continue to relieve combined and sanitary sewer overflows using a real time rain prediction system, flow control and other technologies

MSD staff and customers essentially seek the same results: improved water quality and better drainage management. MSD thanks our customers who participated in the neighborhood meetings.



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