



700 West Liberty Street
Louisville, KY 40203-1911

502.587.0603

CustomerRelations@LouisvilleMSD.org

About MSD

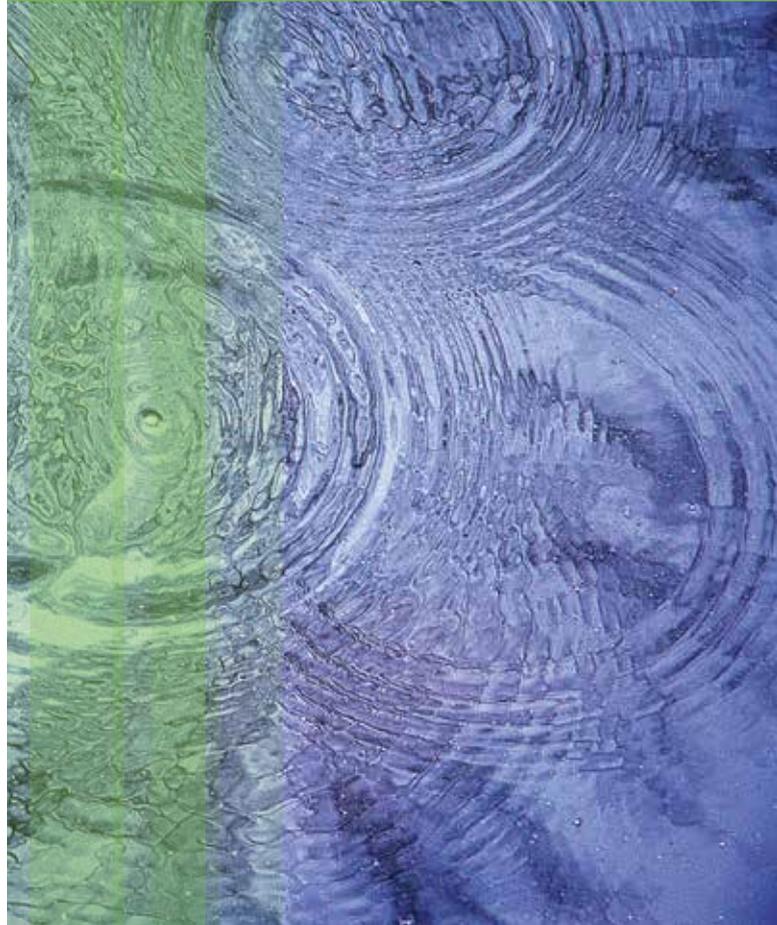
Learn more about these programs
and other ways MSD is helping
protect our community's waterways.

MSDStormwaterQuality.org



**HOW TO PROTECT
YOUR HOME FROM
FLOODING AND BACKUPS**

PLUMBING MODIFICATION PROGRAM





Plumbing Modification Program

Water from falling rain and melting snow usually absorbs into the ground or flows into nearby creeks and streams through natural drainage paths and specialized stormwater systems. However, serious problems can occur when stormwater drains directly into the system intended for wastewater from dishwashers, sinks, showers, toilets and tubs.

How MSD Can Help

This program is available to MSD customers who have experienced a rain-related sewer backup through a basement plumbing fixture—floor drain, sink, toilet, shower—or who live in an area of documented wet-weather backups. Through this program, MSD pays a licensed plumbing contractor to install the appropriate backflow prevention devices based upon your plumbing layout. This may involve the installation of valves in your basement floor or outside the foundation of your home, the installation of a sump pump and the disconnection of your floor drain from the sewer, or a combination of both.

Here's How it Works

1. Contact MSD Customer Relations at **502.587.0603** to request a **Plumbing Modification** packet.
2. Sign the enclosed Release and obtain bids from two licensed plumbers.
3. Mail the Release and the two bids to MSD.
Plumbing Modification Program
Louisville MSD
PO Box 740011
Louisville, KY 40201-7411
4. If approved for the program, you will receive a letter from MSD approving the lowest bid.
5. If it is determined that your property is not eligible for the program, you will receive a letter from MSD stating the reasons for denial.
6. If approved, contact your plumbing contractor to schedule the installation of the devices.
7. An MSD representative will contact you to schedule an inspection of the installation upon receipt of the final invoice from your plumber.
8. Plumbing Modification Program installations require inspections by the state for plumbing—and electrical if sump pump is installed. Additionally, MSD must perform a final inspection for payment approval.
9. MSD issues payment to the plumber after final inspection.

For information about how you can benefit from the MSD Plumbing Modification Program, please contact MSD Customer Relations Department.

Phone: 502.587.0603

Email: CustomerRelations@LouisvilleMSD.org