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MEDIA RELEASE

March 23, 2020

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MSD board supports increasing customer assistance with water and wastewater bills during pandemic

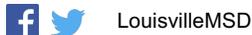
Louisville, KY — Louisville MSD and Louisville Water Company realize that many customers are facing stressful and challenging times right now. The utilities are working together to help customers manage their water and wastewater bills. Today the Louisville MSD board approved an additional \$100,000 donation to the Louisville Water Foundation for customer assistance. The Board of Water Works, the governing body for Louisville Water, will consider a similar donation request at its April meeting.

“As our community and the World faces the growing COVID-19 pandemic, it is more important than ever to help those who are struggling through no fault of their own. We fully support increasing MSD’s support of our customers through Drops of Kindness,” states MSD Board Chair Marita Willis.

The Louisville Water Foundation funds a customer assistance program, Drops of Kindness that helps the utilities retail customers in Jefferson, Oldham and Bullitt counties pay their water and wastewater bills. The Foundation works with a charitable organization in each county to administer the funds. In Jefferson County, Community Ministries operates the program helping nearly 1,000 families annually with their water and wastewater charges through an existing grant from the Foundation. Previously, MSD provided \$150,000 for its yearly support of the program. The new additional funding will allow the Ministries to extend its reach over the coming months.

Senior Citizen Discount

Additionally, MSD offers Senior citizens who are age 65 or older and have a gross annual household income of \$35,000 or less a 30 percent discount on wastewater charges and the EPA surcharge. To apply, please fill out and submit the [Senior Citizen Discount application](#). Call MSD Customer Relations at 502.540.6000 for assistance with the form.



About MSD

The Louisville/Jefferson County Metropolitan Sewer District (MSD) works to achieve and maintain clean, environmentally safe waterways for a healthy and vibrant community. The organization’s more than 650 employees provide wastewater management, drainage and flood protection services across the 376 square miles of Louisville Metro. In addition to operating and maintaining Louisville Metro’s sewer system, floodwall system, water quality treatment centers and flood pumping stations, MSD invests in hundreds of infrastructure improvement projects each year, plants more than 1,000 trees and other vegetation annually to enhance water filtration and reduce runoff, and provides numerous outreach programs to inform and educate the community about protecting our waterways.