



700 West Liberty Street | Louisville, KY 40203-1911
Phone: 502.540.6000 | LouisvilleMSD.org

MEDIA RELEASE

February 3, 2022

CONTACT:

Sheryl Lauder
Sheryl.Lauder@LouisvilleMSD.org
502.919.0325

MSD customer service crews dismissed early due to icy conditions

LOUISVILLE – Due to icy road conditions, MSD is sending its customer response crews home for the safety of our workforce. Therefore, we will respond to all service requests beginning tomorrow morning or as soon as it is safe to do so.

Our vital services of wastewater treatment and flood protection will continue uninterrupted.

If you have a service issue, don't hesitate to contact our Customer Relations staff.

- 502.540.6000
- CustomerRelations@LouisvilleMSD.org
- LouisvilleMSD.org/Contact-Us

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LouisvilleMSD

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 670 employees provide wastewater management, drainage and flood protection services across the 376 square miles of Louisville Metro, and wastewater service in portions of Bullitt and Oldham counties. 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.