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MSD operations update *Customer Response Crews return to full service*

LOUISVILLE, KY – Today, MSD customer response crews returned to full service following their early dismissal yesterday due to icy conditions.

Our Drainage Crews are focusing on keeping drainage systems clear of blockage and catch basins open so that snow and ice melt can safely drain. In addition, Sanitary Crews continue to provide customers service for any backups or service issues. However, ground restoration work is on hold due to saturated ground conditions and will resume when conditions improve.

Our vital wastewater treatment services continue uninterrupted at our Water Quality Treatment Centers. Additionally, extra staff are monitoring sanitary pump stations due to elevated water in the system because of rain and snow and some scattered power outages.

MSD maintains Louisville Metro's Ohio River Flood Protection System—keeping the river at bay and out of the city. Our Flood Protection staff monitors the rising river waters and a network of floodwalls, levees and underground gates. At this point, no flood pumping stations are in service.

As always, customers may contact our Customer Relations staff to report any issues.

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

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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.