NACWA honors MSD for environmental compliance

The National Association of Clean Water Agencies (NACWA) has recognized the following MSD Water Quality Treatment Centers (WQTCs) with national Peak Performance Awards. The Platinum Award represents five or more consecutive years of 100 percent compliance with U.S. EPA regulations.

**Platinum 8:** No permit violations for eight consecutive years
- Cedar Creek Regional WQTC
- Starview Estates WQTC

**Gold:** No permit violations for the calendar year
- Floyds Fork WQTC
- McNeely Lake WQTC
- Hite Creek WQTC

**Silver:** No more than five permit violations per calendar year
- Derek R. Guthrie WQTC
- Jeffersontown WQTC

Spreading the tree canopy

Planting trees helps our community and MSD as we seek to provide safe, clean waterways.

MSD recently approved grants for planting 269 trees in the Beechmont neighborhood, and as part of the JD Nichols Plaza project on the University of Louisville Belknap campus.

MSD is committed to planting 1,000 trees annually—which will yield 14,000 trees by 2024—concentrated within Louisville’s combined sewer system boundaries. In a typical rainfall year, MSD’s annual tree planting will redirect 1.35 million gallons of stormwater from entering our sewer system, which helps decrease sewer overflows into our waterways.

For information about MSD’s Urban Reforestation Program, contact: Wesley Sydnor, PE—MS4 Program Manager at Wesley.Sydnor@LouisvilleMSD.org

MSD is on track to plant 1,971 trees in 2016!
Building the Utility of the Future

Mayor Greg Fischer met with MSD managers on August 17, to share his vision for One Water. He also met with Louisville Water Company managers the same week.

MSD Executive Director Tony Parrott kicked off the meeting explaining how MSD is at a crossroads. “We’re going from good to great,” he said “to build the utility of the future. One Water is how we get there. It’s a plan for maximizing new opportunities and integrating services.”

Making One Water Work Through Shared Services

The One Water Advisory Council has been working behind the scenes for four years to identify potential issues, view One Water from the customer perspective, and consider legal ramifications. All the planning will soon turn to action with the consolidation of Customer Service and IT teams into a shared services organization in January 2017. “Due to the city’s tax structure, we can’t make the two agencies one,” said the Mayor. “A shared services agreement, however, allows us to legally combine services so we can save money and continue to invest in the utility of the future, which includes exploring new revenue streams.” Communication and Human Resources teams from both agencies are scheduled to consolidate in 2017.

A Commitment to Communicate

Mayor Fischer implored managers of both organizations to step-up communications with employees, to be champions of the One Water initiative, and to meld the two cultures. “This is a good thing for us and for our city,” he told the managers. “We are called to this business, to serve the citizens of this city.” The Mayor went on to say that One Water represents new opportunities for Louisville Water and MSD as organizations, and new career opportunities for all who embrace change and take a futuristic view of the business. “What we can do together is limited only by our imaginations.”

Water is a System

In 2012, the Mayor formed the One Water Advisory Council to explore ways to better bring water to and from homes and businesses. “Water is a system,” the Mayor reminded MSD managers, giving a nod to the One Water approach that views all water—drinking water, wastewater and stormwater—as resources that must be managed holistically and sustainably. “Citizens take our water system for granted because we have the best service delivery in the country and we handle crises with calm and confidence.” He summarized “The idea of One Water is to build on these strengths, to think about a water-in water-out system, and to leverage our assets to take on larger projects for financial sustainability. We owe it to our sons, daughters, moms, dads and community to provide safe drinking water, to put clean water back into the environment, and to protect our loved ones from flooding. We want to be the best in the country at this.”

Resolving drainage issues for our community

Drainage initiatives have been approved for these areas:

- Ethel Avenue
- Glenafton Lane
- Michael Edward Drive
- Titan Drive

Project DRI (Drainage Response Initiative) is a partnership between Louisville Metro and MSD for investing in neighborhood drainage improvements throughout Louisville Metro. The dedicated capital funding and crew work conducted annually under this program have significantly enhanced Louisville Metro’s drainage system since 2003. One effect of Project DRI efforts is the decrease in localized flooding and standing water for our customers.
How to avoid a clogged pipe in your home and our system

**Can the grease!**

Never pour fats, oils and grease down a sink, drain or toilet. Pour used grease into an empty, heat-safe container, such as a soup can, and store it in the freezer. Once the grease has become solid, toss the can into the garbage.

Scrape your plate into the trash. Wipe all pots, pans, dishes and cooking utensils with a paper towel to soak up grease before washing them.

Catch the scraps in your sink with a basket or strainer, instead of using the garbage disposal, and throw them away in the trash can.

Recycle your deep-fryer oil by taking it to Louisville Metro’s grease drop-off location at 7501 Grade Lane.

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**Customer Compliments**

I cannot express enough gratitude towards Pat Beasley, Doc Burrus, Mitch Casper, Derrick Edidins, Daniel McGee, Ben Smith and Greg Thornton. I was impressed with their professionalism and courtesy, and the fact that they kept me informed about the resolution of my plumbing woes. I was also impressed with the fortitude they displayed towards the task, as it was not an easy one. My sewer line was located between a sixty year old maple tree and a utility pole just five feet away, which left no margin for error! I would also like to acknowledge Bob Pifine, whose excellent problem solving skills immediately diagnosed the issue and provided the necessary information in resolving my dilemma.

— Michael Brett Heuser

A big shout-out to Dwayne Edwards, Eric McKinney and Jonathan Trimble for the excellent job they did at my property. They were very efficient, easy to talk with, and answered all of our questions.

— Clarence Buechler

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**MSD Milestones**

**Welcome to MSD**

Francisco Borges, Seasonal Employee
Brandon Corker, Utility Trainee
Brent Corley, Infrastructure & Flood Protection Technician
Sherita Davis, Policy Coordinator
Andre Gardner, Seasonal Employee
Robert Givens IV, Utility Trainee
Nicholas Gravitt, Maintenance Mechanic
Megan McWilliams, Utility Trainee
Benjamin Merry, Control Systems Supervisor
David Miller Jr., Utility Trainee
Cemal Mitchell, Accountant I
Pasqual Reynolds, Seasonal Employee
Matthew Schaaf, Engineering Tech V
Chelsea Wissel, Lab Tech II

**Congratulations on your promotion/reclassification**

Morris Byrd, Control Systems Specialist
TaShonda Claycomb, Senior Customer Relations Agent
Larry Cummings, Utility Worker II
Calbert Kelsey, Utility Worker II
Adriane Ritman, Regulatory Administrator
Kevin Snodgrass, Utility Worker III

**Welcome to a new role**

Audrey Sedlock, Revenue Specialist I

**Happy service anniversary**

25 years Barbara Mendelsberg
20 years David Ciez, Stephon Mayes
15 years Ronnie Richards
10 years Clareta Hamilton, Debra Johnson
5 years Delores Berglund, Rhonda Green
Heather Dodds, Nicole Mardis

**Congratulations on your retirement**

Gary Trowel, Stephen Patterson

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**MSD is available 24/7 at 502.587.0603**

Report a sanitary sewer backup before contacting a plumber.
Determining if the problem is located on the public side of the system will help to avoid unnecessary plumber expense.
Properly drain your pool to protect our streams

- Wait for 10 days after chemical treatment before draining any water
- Test the pool water to ensure that it is safe prior to draining (about 0.1 parts per million total chlorine)
- Maintain a pH range of 6 to 8
- Discharge water slowly, no more than 30 gallons per minute
- Drain just one pool at a time
- Drain pools only to the sanitary sewer via a connection on the property—such as a toilet, bathtub or floor drain
- Do not discharge water to the stormwater system, like catch basins or the street, because this water will reach a natural body of water
- If you need to access an MSD manhole for discharge, call the MSD Industrial Waste Department, at 502.540.6917; allow two business days