

# STREAMLINE

News and Events at Louisville MSD

June 2017

## OUR VISION

Achieving Safe, Clean Waterways  
for a Healthy and Vibrant Community



MSD crews work to repair a sanitary sewer cave-in on 25th Street, near the intersection with Main Street.

## MSD crews repair sewer collapse

Many of the older sewers are vulnerable to collapse caused by erosion from groundwater with heavy rains. On May 10, a portion of 25th Street, near Main Street, experienced a cave-in. Ground around a service line eroded, and this erosion caused a void to form around the pipe, resulting in a street and sidewalk collapse. The main sewer line, which measures 62-inches in diameter, was built in 1909.

One lane of 25th and the sidewalk were closed while repairs were completed by MSD crews. After repairs, the site was backfilled with dirt, prepped for paving and plated for traffic. New paving was complete by May 16.

Cave-ins in the older portions of MSD's sewer system are not unusual. The Broadway Trunk Sewer experienced three collapses in the past three years. Erosion and the age of the sewer line have been factors in most of the collapses. Wenzel Street also experienced a sewer collapse in Summer 2016.



The following employees played a vital role in the quick repair of this site:

### Sanitary Construction Crew

**Gerald Dunlap**, Supervisor

**Brian Hess**, Crew Leader

**Theron Brown**

**Tony Crawford**

**Steve Hardin**

**Eric Sawyers**, Drainage  
Crew Leader

### Telespection Crew

**William Cunningham**,

Supervisor

**John Yarbrough**,

Field Specialist

**Robert Givens**

**Shari Payne**

**Nate Richardson**

**Jim Vaughn**

## We want to hear from you

Louisville is faced with aging infrastructure that must be maintained and refurbished in order to continue to serve a growing community. MSD has an extensive analysis of these systems and a Critical Repair & Reinvestment Plan to address the challenges posed by this aging infrastructure.

Go to any public library branch, or visit

[LouisvilleMSD.org/CriticalRepairPlan](http://LouisvilleMSD.org/CriticalRepairPlan)

to review the plan and submit your opinion.



## OUR MISSION

Providing Exceptional Wastewater, Drainage  
and Flood Protection Services for Our Community

24/7/365

502.587.0603 · [CustomerRelations@LouisvilleMSD.org](mailto:CustomerRelations@LouisvilleMSD.org)



LouisvilleMSD

# Message to the community concerning the proposed rate increase

June 2017

For the past decade, MSD has been focused on fulfilling the terms of our Consent Decree, while maintaining low rates. This has come at the cost of deferred maintenance for our infrastructure that is not directly related to renovating our sewer system.



Tony Parrott  
MSD Executive  
Director

It is our role to be guardians of the community’s stormwater and wastewater infrastructure to ensure our residents are protected from flooding, wastewater overflows and other hazards. MSD has outlined a long-term plan to modernize its facilities and our aging infrastructure. The Critical Repair & Reinvestment Plan calls for \$4.3 billion worth of improvements during the next 20 years as an investment in the future livability of our community.

On May 22, the MSD Board of Directors approved a preliminary rate increase of 20 percent to support this plan of improvements for community health and safety. This increase would add about \$10.49 a month to the average residential wastewater and stormwater/drainage bill, taking it from \$52.50 per month to \$62.99 per month, or an increase of 35 cents a day. Even with the increase, MSD rates remain competitive with other regional communities. This proposed increase will go before Louisville Metro Council in June. **Metro Council must approve any rate increase greater than 7 percent.** The MSD Board will take final action on the Fiscal Year 2018 Budget and new rates at the meeting on July 25.

We understand rate increases can be difficult for some of our customers, which is why our rate recommendation includes an assistance program. MSD will offer a Wastewater Rate Assistance Program\* (WRAP)—for MSD customers with a household income that falls within 130 percent of the Federal Poverty Guidelines.

I appreciate the role that each MSD employee plays in delivering the vital services that MSD provides to our community, every hour of every day. The success of our community depends on MSD’s delivery of wastewater treatment, stormwater management and flood protection. Together we can achieve safe, clean waterways for our community.

Sincerely, James A. Parrott  
MSD Executive Director

## Rate hike subject to Metro Council approval

The MSD Board approved a preliminary rate increase of 20 percent for MSD customers for wastewater—including the Environmental Protection Agency (EPA) surcharge—and stormwater/drainage fees on all bills to take effect **August 1, 2017**. The **average** monthly residential wastewater bill (based on 5,000 gallons per month) issued on or after August 1, 2017, will reflect an **increase of \$8.76—from \$43.84 to \$52.60**. Monthly stormwater drainage fees will **increase by \$1.73—from \$8.66 to \$10.39**.

Upon approval by Louisville Metro Council of the proposed rate increase, MSD will offer a Wastewater Rate Assistance Program (WRAP)—for MSD customers with a household income that falls within 130 percent of the Federal Poverty Guidelines. WRAP will be administered by the Department of Community Services (DCS) and will provide a 30 percent discount to approved residential customers. Customers must apply for WRAP with DCS. When approved for the Program, the discount will apply on the next billing date and stay in affect for 24 months. All Seniors who are currently enrolled in the current Senior Citizen Discount Program will transfer into WRAP on August 1, 2017, and will remain in the WRAP for 24 months.

## Wastewater (Monthly Residential)

5,000 gallons x \$4.51	= \$	22.55
<small>(Wastewater rate is \$4.51 per 1,000 gallons)</small>		
Monthly service charge	=	\$ 16.54
Monthly EPA Consent Decree Surcharge	=	\$ 13.51
<b>Total Wastewater as of August 1, 2017</b>	<b>\$</b>	<b>52.60</b>

## Stormwater/Drainage (Monthly Residential) \$ 10.39

<b>Total as of August 1, 2017</b>	<b>\$</b>	<b>62.99</b>
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## Senior citizens discount

MSD currently offers a senior citizen discount to those who are age 65 or older, have a gross annual household income of \$35,000 or less and are both Louisville Water Company and MSD customers. This program will end on August 1, 2017, pending approval of the rate increase by Louisville Metro Council. All Seniors who are currently enrolled in the program will transfer into WRAP on August 1, 2017, and will remain in the WRAP for 24 months. Request an application for a 30 percent discount on wastewater charges and the EPA surcharge through MSD’s website, [LouisvilleMSD.org/Rates](http://LouisvilleMSD.org/Rates), or by calling **Customer Relations at 502.587.0603**.

\* MSD will implement the Wastewater Rate Assistance Program (WRAP) upon approval of the proposed increase by Louisville Metro Council.

A notice of the proposed rate increase has been published in “The Courier-Journal.” The rate proposed increase is to become effective August 1, 2017, pending approval by Louisville Metro Council. Written comments may be addressed to:

**MSD Board Rate Increase**  
**PO Box 740011**  
**Louisville, KY 40201**

## One Water gains new leadership



Kimberly Reed  
One Water  
Project Liaison  
Director

Kimberly Reed is the new Project Liaison Director for the One Water effort with Louisville Water and MSD. Reed works with staff at Louisville Water and MSD to identify shared service opportunities, cost savings and new lines of revenue. She has been with Louisville Water for 13 years. Previously, she worked at LG&E and Lexmark International. Reed holds a Bachelor of Science in Chemical Engineering and a Master of Business Administration from the University of Louisville.

## MSD Milestones

### Welcome to MSD

**Matthew Burns**, Laborer  
**Lavon Cook**, Process Technician Trainee  
**Shane Gresham**, Maintenance Electrician I  
**Eric Hottel**, Maintenance Electrician I  
**Roy McCarty**, Laborer-Collections  
**Andrew Price**, Laborer-Operations  
**Douglas Wagoner**, Buyer I  
**Jakoby Warner**, Utility Trainee

### Congratulations on your promotion/reclassification

**Robert Bates**, Operations Special Projects Program Manager  
**Rhonda Boyle-Crotzer**, Performance Metrics Supervisor  
**Matthew Clark**, Utility Worker I  
**Brandon Corker**, Utility Worker II  
**Jason Dempster**, Engineer I  
**Lisa Hardley**, Engineer I  
**Brook Jenkins**, One Water Technical Operations Manager  
**John Kessel**, Operations Treatment Facilities Manager  
**Uriah Maudlin**, Construction Inspector I  
**Gary Phelps**, Operator  
**Derek Ramsey**, Utility Worker III  
**Ronnie Richards**, Construction Inspector I  
**Daymond Talley**, Assistant Director-Treatment Facilities  
**Karl Wagner**, One Water Applications Manager

### Happy service anniversary

**25 years** Vernon Johnson  
**20 years** Bob Stauble  
**5 years** Stacey Witten

### Congratulations on your retirement

Gary Kohler

**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.



Rain did not dampen the competition at the 2017 Roadeo.

## A different sort of Roadeo

Participants took their chances with tennis balls, basketballs and traffic cones in the Roadeo, sponsored by the American Public Works Association Kentucky Chapter's Central Branch on May 24. The event brings together local municipal and utility construction equipment professionals in the spirit of fun competition for promoting safety awareness and heavy-equipment skills. Competing for MSD were **Darryl King, Whitne McFadden, Bobby Oliver, Lashawn Roberts, Marc Thomas, Jason Walls** and **Rick Warman**. **Glenn Eilers** served as assistant coach. **Nelson Little** served as coach and a judge for the event.

## Customer Compliments

Thank you to **JP Carsone** for his excellent presentation and tour of MSD's Flood Protection System. The students learned much about urban flooding and the many challenges MSD and the Army Corps of Engineers face in American cities generally, and Louisville specifically. Your giving of time and knowledge made a huge difference in the students' learning of urban flood management and control.

— Craig Anthony (Tony) Arnold  
Boehl Chair in Property and Land Use; Professor of Law;  
Affiliated Professor of Urban Planning; Chair of the Center  
for Land Use & Environmental Responsibility  
University of Louisville

We experienced a home plumbing problem as a result of an obstruction somewhere in our sewer line. Our plumber was unable to determine where the obstruction was in the line. He contacted MSD for assistance. MSD personnel were able to quickly survey the situation and determine the issue was in the right-of-way. Therefore, it was MSD's responsibility to repair. They quickly solved the issue and installed a clean-out plug for use in the future. We were so impressed with the MSD crew of **Theron Brown, Stephon Gazaway** and **Ji Rawls**. Those guys really know what they are doing and kept us informed every step of the way.

— Joe and Georgianne Whitehouse



700 West Liberty Street  
Louisville, KY 40203-1911



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MSD Board information:  
You can find information about  
MSD Board actions on our website,  
[msdrecords.LouisvilleMSD.org](http://msdrecords.LouisvilleMSD.org)

The public is welcome to attend MSD Board meetings.  
Access [http://msdrecords.louisvillemsd.org/  
openmsd/board.aspx](http://msdrecords.louisvillemsd.org/openmsd/board.aspx) for the full schedule of  
both regular and Board committee meetings.

## Upcoming Events

**JUNE 17**  
**Ohio River Sweep**  
9 am to Noon, various locations along the Ohio River

**JUNE 26**  
**MSD Board Meeting**  
1 pm, Open Session, 700 West Liberty Street



## Volunteer and make a difference! Ohio River Sweep Saturday, June 17 · 9 AM to Noon



MSD proudly sponsors Ohio River Sweep with ORSANCO, LG&E and Louisville Water. MSD employees will equip volunteers with gloves and bags. For location information visit:

**[LouisvilleMSD.org/OhioRiverSweep2017](http://LouisvilleMSD.org/OhioRiverSweep2017)**