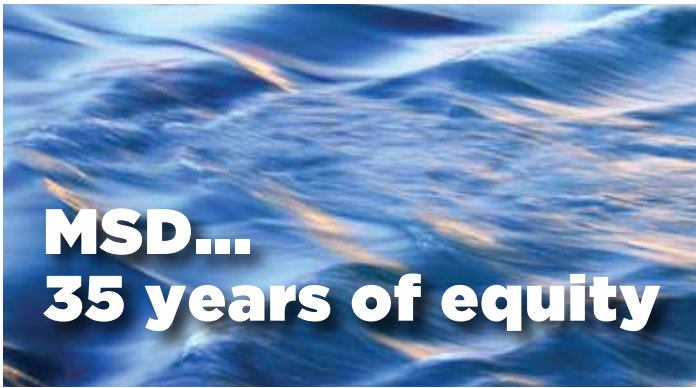


# STREAMLINE

News and Events at Louisville MSD

February 2021



## MSD... 35 years of equity

Merriam Webster describes “equity” as “freedom from bias or favoritism.” MSD is celebrating 35 years of working toward economic equity through our Supplier Diversity Program along with fair hiring and promotion practices.



**Tony Parrott**  
MSD  
Executive Director

Minorities and women contribute at every level of our organization. MSD spent more than \$157 million with minority and women contractors and subcontractors in the past five years. We require that at least 18 percent of money spent on our projects valued at \$150,000 or more goes to qualified African-American vendors.

We call upon the rest of our community to embrace just and fair economic practices.

**For more information visit:**  
[Louisvillemsd.org/SupplierDiversity](http://Louisvillemsd.org/SupplierDiversity)

## Need help paying your MSD bill?

Help is available for MSD customers struggling to pay utility bills due to financial problems caused by the COVID-19 pandemic. Louisville Metro Council approved \$4 million for help with MSD and Louisville Water Company bills.

### To qualify for a credit, customers must:

- Live in Jefferson County and have a Louisville Water/MSD residential account
- Have an outstanding balance on their water/wastewater bill that occurred between March 16 and December 31, 2020
- Identify a COVID-19 based financial hardship that resulted in the past-due balance

Customers can apply for the credit at  
[LouisvilleWater.com/MetroReliefPortal](http://LouisvilleWater.com/MetroReliefPortal) or  
call 502.583.6610 or 502.540.6000.



A stream and wetland restoration project near S. Peterson Avenue and Grinstead Drive will improve water quality of a tributary to Middle Fork Beargrass Creek.

## Improving water quality along a busy urban corridor

Healthy waterways, wetlands, and riparian areas improve the community’s quality of life and provide environmental benefits that we all can enjoy. Louisville MSD and the Louisville-Jefferson County Environmental Trust (LJCET) partnered to restore a stream and wetland corridor that drains into the Middle Fork of Beargrass Creek near S. Peterson Avenue and Grinstead Drive.

“The area is protected by a conservation easement, which preserves the land’s wildlife, ecological, and scenic properties. The restorations are improving water quality in Beargrass Creek supporting native plant and animal species in the

—Continued on page 2



### OUR VISION

The innovative regional utility  
for safe, clean waterways

### CUSTOMER RELATIONS

502.540.6000 · [CustomerRelations@LouisvilleMSD.org](mailto:CustomerRelations@LouisvilleMSD.org)

LouisvilleMSD

## Did you know homeowner's insurance does not cover flood damage?

Anyone in Louisville Metro can purchase flood insurance. Residents of Jefferson County receive up to a 35 percent discount on their flood insurance premiums because MSD participates in the Community Rating System.

Lenders require flood insurance for those inside the mapped floodplain. Those who live outside of these areas can still be at risk for flooding. Just a few inches of water from a flood can cause tens of thousands of dollars in damage. Protect yourself and your home by calling your insurance agent to learn more about flood insurance or by going to [www.floodsmart.gov](http://www.floodsmart.gov).

**To see if your property is in the mapped floodplain visit:**  
[apps.lojic.org/msdflooddetermination](https://apps.lojic.org/msdflooddetermination)



—Continued from page 1

### Improving water quality...

area," states MSD Environmental Partnerships Liaison and LJCEB Board member Erin Wagoner.

The project includes invasive species removal and treatment and stream and wetland corridor restoration. The removal of invasive woody shrubs and vines allows native plants to thrive and supports healthy riparian habitat. The improvements also restore proper hydrologic function to the stream and wetlands, creating a stable stream channel for aquatic, terrestrial, and avian wildlife.

"I am hopeful that regenerative projects such as this one will encourage property owners in the watershed to make land-use changes that have a positive impact on habitat and water quality," says Kurt Mason, LJCEB Board Chair.

**For more information visit:** [LouisvilleMSD.org/WaterQuality](http://LouisvilleMSD.org/WaterQuality)



Middle Fork Beargrass Creek, photo courtesy of John Nation



### Plan your rain garden now

Rain gardens help infiltrate rainwater before it reaches the drainage system, and reduce the amount of stormwater and pollutants running into storm drains, combined sewers or streams.

For your **FREE Rain Garden Guide**, contact MSD Customer Relations at **502.540.6000**, or online at [CustomerRelations@LouisvilleMSD.org](mailto:CustomerRelations@LouisvilleMSD.org).

**MSD is available 24/7  
at 502.540.6000**

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.

# AVOID MAKING A SERIOUS POTTY FOUL

## KNOW WHAT'S OK TO FLUSH DOWN THE TOILET

**A FRIENDLY MESSAGE FROM  
MSD BOWL PATROL**

**YEP!**

**NOPE!**

**(ANYTHING ELSE)**

**BABY WIPES**

**BANDAGES**

**COTTON BALLS/SWABS**

**CLEANING WIPES**

**DENTAL FLOSS**

**DIAPERS**

**FEMININE HYGIENE PRODUCTS**

**HAIR**

**PLASTIC AND RUBBER ITEMS**

**ZIPPY THE GOLDFISH**

### Know the 3 P's of Potty Safety

MSD's "Bowl Patrol" features a friendly cast of characters that are spreading the message to only flush "the three Ps—pee, poo and toilet paper. The characters use humor to convey how to avoid a serious potty foul, which can result in unnecessary expense for home and business owners, as well as MSD.

MSD Collections Supervisor Claude Rottet said the problem of people sending the wrong items down the toilet causes massive issues for MSD equipment and personnel, and the biggest culprit is so-called "flushable" wipes. "Advertisers might call them 'flushable,' but only because they will typically make it past your toilet," he said. "They don't break down and, once they are in the system, it doesn't take much for them to cause damage."

While the tone of the "Bowl Patrol" might be light, it is intended to combat a severe problem. Rottet said he hopes people understand the consequences of flushing things that, frankly, shouldn't be flushed. "What you flush, does not just disappear," he said. "The only things that should go down a toilet are pee, poo and paper."



MSD workers must routinely remove clogs caused by "flushable" wipes from the collections and treatment systems.

Look for more information at [LouisvilleMSD.org/Programs/Education/BowlPatrol](https://LouisvilleMSD.org/Programs/Education/BowlPatrol)

[f](#) [t](#) @LouisvilleMSD



700 West Liberty Street  
Louisville, KY 40203-1911



Streamline is a publication of Louisville MSD.  
© COPYRIGHT 2021  
LOJIC map data copyrighted by the Louisville  
and Jefferson County Metropolitan Sewer District,  
Louisville Water Company, Louisville Metro  
Government and Jefferson County Property  
Valuation Administrator. All rights reserved.

**Editor:**  
Sheryl Lauder  
Communications Program Manager  
Sheryl.Lauder@LouisvilleMSD.org

**Contributors:**  
Harold Adams  
Communications and Marketing Supervisor

Chad Williamson  
Communications Specialist

The public is welcome to attend MSD Board meetings.  
For MSD Board information and meeting schedule visit:  
LouisvilleMSD.org/About-Us/MSD-Board

## Upcoming Events

**FEBRUARY 22**  
**MSD Board Meeting**  
1 PM, Open Session  
[YouTube.com/user/msdprojectwin/livestream](https://www.youtube.com/user/msdprojectwin/livestream)

**MARCH 22**  
**MSD Board Meeting**  
1 PM, Open Session  
[YouTube.com/user/msdprojectwin/livestream](https://www.youtube.com/user/msdprojectwin/livestream)



Middle Fork Beargrass Creek, courtesy John Nation



## Working together, we can achieve safe, clean waterways

Make sure that you safely and properly dispose of expired prescription drugs and other medications. It is never safe to flush pharmaceutical products down the toilet or drain. They can kill bacteria or produce drug-resistant bacteria in sewage treatment plants and septic systems.

**For a safe disposal site near you visit:**  
<https://bit.ly/3tJp3dK>