



700 West Liberty Street | Louisville, KY 40203-1911  
502.540.6000 | [louisvillemsd.org](http://louisvillemsd.org)

May 2020

Dear Louisville Metro Resident:

As Louisville navigates the COVID-19 pandemic, MSD's job to manage wastewater, stormwater and provide flood protection services continues. We operate 24 hours a day, seven days a week, no matter what. Our employees manage the vital infrastructure to keep sewer, drainage and flood protection systems in working order. Their work is essential, and I salute our team as they remain steadfast in their commitment to safe, clean waterways.

We are making progress on infrastructure that is making a difference in the quality of our waterways. However, there are still hundreds of points where a combination of wastewater and rainwater may discharge onto streets and into local waterways when it rains. These sewer overflow locations act as a relief valve when the sanitary sewer system becomes overwhelmed with rainwater. They were designed nearly a century ago to discharge into our waterways instead of our homes and businesses.

You have received this letter because you live near Beargrass Creek, the Ohio River, or one of their tributaries. Because of this, you are more likely to come in contact with polluted water from one of these overflows. As MSD continues its work to reduce sewer overflows, we must caution you to stay out of these waterways during—and for 48-hours after—a rain event.

MSD's Project WIN (Waterway Improvements Now) defines a plan to rehabilitate our aging sewer system and reduce the volume of overflows into our waterways. We already see a difference with the addition of the following combined sewer overflow projects: Clifton Heights, Logan Street, Shawnee Park, and Portland basins. Collectively, they provide 51 million gallons of temporary storage. Additionally, the Portland Green Infrastructure Project infiltrates another 35 million gallons of rainwater deep into the ground, keeping that rainwater out of our sewer system. We look forward to our Waterway Protection Tunnel providing even more protection for our community with 55 million gallons of capacity.

These and other MSD projects significantly reduce the incidence of sewer overflows, but you should still guard against polluted waters. It is essential to keep children and pets out of waterways during and following a rain event and to wash with warm soapy water if you do come in contact with sewage-polluted water.

MSD seeks to be a good steward of our ratepayers' dollars, and we are committed to providing safe, clean waterways for our community. We continually collect water-quality data and seek ways to improve our creeks, streams and the Ohio River for recreational use, as well as fish and wildlife habitats. Go to [LouisvilleMSD.org/WaterQuality](http://LouisvilleMSD.org/WaterQuality) to view the data.

For more information about MSD efforts to improve our waterways, visit [LouisvilleMSD.org/consent-decree](http://LouisvilleMSD.org/consent-decree) or call 502.540.6000.

Together we can achieve safe, clean waterways for a healthy and vibrant community.

Sincerely,

James A. Parrott  
Executive Director





# What you don't see could harm you!

**Sewers can overflow into waterways during rainstorms.**



## Those waters could contain harmful bacteria, which can make you sick.

Rainwater can overwhelm the sanitary sewer system and cause overflows into local waterways. You should **minimize contact with waterways to be safe during storms and even for 48 hours after the rain has ended. During these times, avoid swimming, fishing, wading and splashing in the water.**

MSD has made significant progress in decreasing sewer overflows into our waterways, but there is more work to be done. Please follow the instructions that are posted on our overflow advisory signs. Wash with warm, soapy water if you come into contact with water that may have been contaminated by a sewage overflow.



24/7/365 | 502.540.6000  
CustomerRelations@LouisvilleMSD.org



MSDProjectWIN.org



# You can make a difference in the health of our streams.

## Drains Are Only For Water

Don't pour fats, oils, grease, paint, petroleum products or medications into a catch basin, storm drain or a drain in your house. These can make fish sick and cause clogs in the pipes.



## Soak Up Extra Rainwater

Plant a tree, construct a rain garden, or replace your downspout with a rain barrel garden to help absorb stormwater.



## Clean Up After Your Pet

Dispose of pet waste in the trash so that it isn't washed down storm drains. Dogs in Jefferson County produce **four dump-truck loads** of waste every day.



## Reduce Yard Runoff

Compost grass clippings, and decrease use of fertilizer and pesticides. When it rains, these chemicals make their way to our streams.



# AVOID MAKING A SERIOUS POTTY FOUL

KNOW WHAT'S OK TO FLUSH DOWN THE TOILET

**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



Wipes do not break down, even if their labels read "flushable." They can lead to sewage backups in your home or work place.

**Avoid the mess, toss your wipes into the trash!**



502.540.6000  
CustomerRelations@LouisvilleMSD.org

