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# STREAMLINE

News and Events at Louisville MSD

January 2021

## Need help paying your MSD bill?

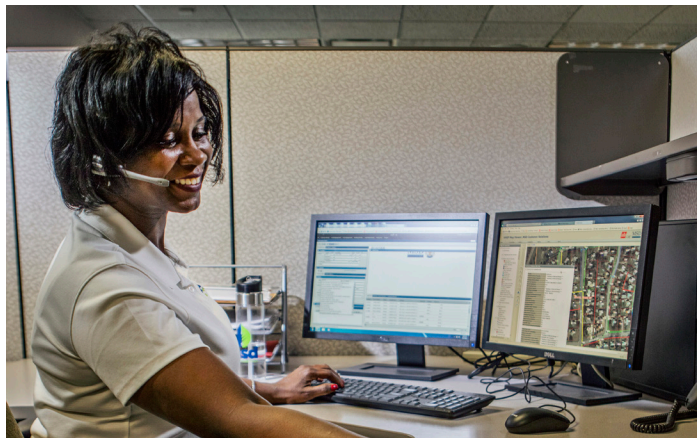
Help is available for MSD customers struggling to pay utility bills due to financial problems caused by the COVID-19 pandemic. The Louisville Metro Council approved a \$10 million Louisville Metro COVID-19 Relief Funds ordinance proposed by Mayor Greg Fischer on December 10, 2020.

The council earmarked \$4 million for help with MSD and Louisville Water Company bills. At the beginning of the pandemic last March, there were 1,900 customers behind on their MSD/Louisville Water bill. By December 1, 2020, the number rose to 17,700 residential customers in Jefferson County behind on MSD/Louisville Water bills, with an average outstanding balance of \$514.

**The relief fund will be available to Jefferson County residents beginning January 25, 2021.** Customers may access an online application portal on both MSD and Louisville Water Company websites on or after January 25.



Isabella Altier left, and Ryan Fisher place tile as part of MS4's algae tile program. Algae that grow on the tile are analyzed to determine stream health.



Call MSD Customer Relations at **502.540.6000** or visit **[LouisvilleMSD.org/paymybill](http://LouisvilleMSD.org/paymybill)** for financial assistance options with your payment.

## Algae tile program offers data for future stream restoration sites

When MSD employees in the Municipal Separate Storm Sewer System (MS4) program talk about putting down new tile, it's a little different than what you might expect for your kitchen or bathroom. The algae tile program is conducted every other year by placing ceramic tiles in stream bottoms throughout Jefferson County. Half a dozen 6- by 12-inch

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**“We are grateful for the actions of Mayor Fischer and our Metro Council for providing utility payment assistance for our Louisville customers facing economic hardship.”**

— MSD Executive Director Tony Parrott



### OUR VISION

The innovative regional utility  
for safe, clean waterways

### CUSTOMER RELATIONS

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## Algae tile program

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sheets of 1-inch tile squares are left in place for about 16 days in the fall, allowing algae to grow on the tiles. They are then collected for laboratory study of the algae.

“Algae are an interesting indicator of stream health,” said **Colette Easter**, an engineer with the MS4 program. “If there are no algae, there are no nutrients in the stream and no opportunity for life growth. Too many algae and it’s toxic, removing the nutrients from the water and eliminating the chance for life growth.”

These studies take place in each of our community’s 11 watersheds. The federally-required study allows for long-term modeling for possible future stream restoration projects. Tile placement, usually done by contractors, was performed this year by MSD employees. “By getting our staff involved, it exposed everyone to what our long-term network looked like, and it offered greater buy-in for new employees unfamiliar with the program,” Easter said. She added Engineering Co-Op **Isabella Altier** managed the effort. “She did an incredible job of organizing the project.”

Georgia State University biologists are analyzing the tiles and will provide their findings. MSD will include the data in the State of the Stream report, 2021.



Half a dozen 6- by 12-inch sheets of 1-inch tile squares are left in place in the waterway for about 16 days in the fall, allowing algae to grow on the tiles.

**For more information on the water quality of our local waterways, visit [LouisvilleMSD.org/WaterQuality](https://LouisvilleMSD.org/WaterQuality).**

## MSD Responds to COVID-19

When much of Louisville shut down during the rise of COVID-19 last spring, Louisville MSD continued to treat wastewater from homes and businesses along with protecting the city from inland and river flooding.

“We have a sacred moral and legal duty to show up every day to keep doing what we are called to do,” Executive Director **Tony Parrott** said in March 2020. “If we don’t, the entire community is at greater risk from the coronavirus and more.”

Critical personnel directly involved in operational tasks now wear masks whenever two or more people are together or they must enter a home or business. They keep logs listing everyone they come in contact with in order to assist contact tracers if someone gets infected with the virus.

Most MSD employees with office jobs, such as accounting, finance, planning and other administrative functions, have been working from home or other offsite locations since the middle of March to avoid the risk of exposure through in-person gatherings.



Wearing a mask while working is now customary for the MSD workforce.

Almost overnight, our Information Technology staff upgraded our computing network and deployed notebook computers to allow for the sudden switch to telework. MSD will continue to telework at least through the end of March 2021.

Some of our onsite workers, as essential personnel, are expected to begin receiving vaccinations around early March this year. We’re looking forward to progressing toward a return to normal.



# Sewer line inspections lead to proactive repairs

## East and West Broadway sewer repairs

Repair work on two large sewer lines beneath opposite ends of Broadway was triggered when planned periodic inspections discovered damage to both lines. MSD Chief Engineer **David Johnson** said the discoveries showed the benefit of proactive inspections. “When we found these issues, it gave us the chance to catch and correct them before they developed into larger problems,” Johnson said.

Several failure points were found along a four-block stretch of sewer pipe under East Broadway between South Brook and South Hancock streets. Workers removed rocks, dirt, sand, soil and fallen bricks before installing custom-made tunnel liner plates to repair and stabilize the line.



Workers stand inside a recently repaired section of the brick sewer pipe under East Broadway, which dates to 1866. An epoxy spray coating will add years to this sewer line's useful life.

Crews are now applying an epoxy coating that essentially forms a new pipe inside the old one. The epoxy sprays out at 175 degrees before quickly cooling and solidifying. It will extend the life of the 96-inch brick sewer—installed in 1866—while lessening future disruption to local businesses and the hospital district.

Work is complete on repairs to the sewer pipe under West Broadway's center lane between 36th and 37th streets.

## Cherokee Parkway sewer line repair

The section of Cherokee Parkway between Grinstead Drive and Willow Avenue closed to traffic beginning January 18, while MSD repairs a sewer line. The roadway will be closed for approximately four weeks. Detours are posted.

Damage to the 72-inch diameter brick sewer line installed under the parkway in 1900 was discovered during a recent inspection. Repair work will take place underground inside the pipe. The entry point for crews is near the intersection of Cherokee Parkway and Longest Avenue.

Sewer service will continue uninterrupted for the area. Sewer water will flow in a temporary pipe along the roadway's surface during the repair.



Fallen bricks and debris block the flow inside the sewer line under E Broadway.



Work continues to repair a sewer pipe under E Broadway.





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

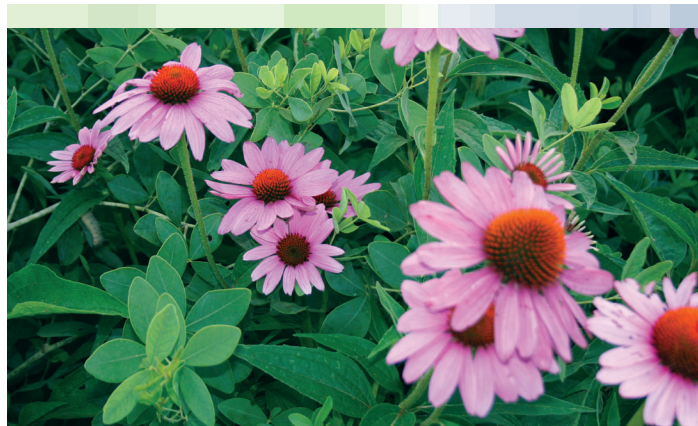
## Upcoming Events

**FEBRUARY 4**

**Joint Customer Service and Personnel Committee Meeting**  
4 PM, [YouTube.com/user/msdprojectwin/livestream](https://www.youtube.com/user/msdprojectwin/livestream)

**FEBRUARY 22**

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



## 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**, look online at **[LouisvilleMSD.org/Green](https://LouisvilleMSD.org/Green)** or contact MSD Customer Relations at **502.540.6000** or **[CustomerRelations@LouisvilleMSD.org](mailto:CustomerRelations@LouisvilleMSD.org)**.



Floyds Fork in eastern Jefferson County