

# Temporary Service User Guide



**Temporary Service Water Meters should not be used in place of installing a permanent water meter and can only be used on Louisville Water Company-owned fire hydrants.**

**Report Bi-Monthly Meter Readings** - Louisville Water Company requires Temporary Service Meter customers to provide bi-monthly meter readings to ensure timely and accurate billings for usage and water consumption. Instructions are provided below.

Between the **1st and 7th** day of each **even** month (Feb, Apr, Jun, Aug, Oct, Dec), provide the requested information for every temporary service meter you have to Louisville Water by email **or** phone:

- Email to [ts@louisvillewater.com](mailto:ts@louisvillewater.com).
- Phone to **502.569.3600 ext. 7668**.

**NOTE:** If we do not receive this information, your bill will be estimated.

Requested Information:

- **Customer Account Name** – Provided to Louisville Water at time of Meter Lease.
- **Customer Account Number** - Provided to customer at time of Meter Lease.
- **Updated Contact Information** - E-mail, phone number, or contact changes.
- **Meter Number**
  - **¾" Meter** - Meter Number can be located in 2 places on the meter. This meter will generally have a black plastic meter dial lid. *See Pics 1A & 1B.*
  - **1 ½" or 3" Meter** - Meter Number can be located in 2 places on the meter. This meter will generally have a brass meter dial lid. *See Pics 2A & 2B.*
- **Meter Reading (If reporting by email, you can send a photo of the dial or provide a numeric reading.)**
  - **¾" Meter** - Provide the first 4 digits on the Dial. *See Pic 3.*
  - **1 ½" or 3" Meter** - Provide the first 5 digits on the Dial. *See Pic 4.*
  - **NOTE:** If you are not sure what size meter you have, provide the black numbers with the white background from left to right (INCLUDING ZERO'S).

<p><b>Pic 1A – ¾" Meter Number</b> <i>Located on Dial Lid</i></p>	<p><b>Pic 1B – ¾" Meter Number</b> <i>Located on the Brass</i></p>	<p><b>Pic 3 – ¾" Meter Dial</b> <i>Read the 4 Black Numbers in the White Background ONLY</i></p>
		
<p><b>Pic 2A – 1 ½" or 3" Meter Number</b> <i>Located on Dial Lid</i></p>	<p><b>Pic 2B – 1 ½" or 3" Meter Number</b> <i>Located on the Brass</i></p>	<p><b>Pic 4 – 1 ½" or 3" Meter Dial</b> <i>Read the 5 Black Numbers in the White Background ONLY</i></p>
		

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**Annual Meter Return** – Louisville Water requires that you return your temporary service meter after one year of use. Your meter return date will be posted on your Temporary Service Application, a copy of which is provided to you at meter pick-up. Louisville Water will refund your original account after the returned meter is examined and the meter is final-billed.

If you still need a temporary service meter after one year, you must complete a new Temporary Service Application and provide a new deposit. Temporary Service Applications are available online at [www.LouisvilleWater.com](http://www.LouisvilleWater.com), click on Products & Services or search with the key words “temporary service.”

**Meter Pick-up, Damages or Returns** – All temporary service meters can be picked up, returned or brought in for repairs at our Meter Shop Building. Location and hours are below.

**LOCATION:** Louisville Water Company  
Meter Shop Building (Last building on left; enter thru back of building via glass door.)  
4801 Allmond Ave.  
Louisville, KY 40214

**HOURS:** Monday – Friday, 9am – Noon  
We are closed on the following holidays:

- New Year’s Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Eve
- Christmas Day

For more information, visit [www.LouisvilleWater.com](http://www.LouisvilleWater.com)  
or call our Customer Care Center at **502.583.6610** or **1.888.535.6262**

