

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@lwcky.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>Pic 1A – ¾" Meter Number <i>Located on Dial Lid</i></p>	<p>Pic 1B – ¾" Meter Number <i>Located on the Brass</i></p>	<p>Pic 3 – ¾" Meter Dial <i>Read the 4 Black Numbers in the White Background ONLY</i></p>
		
<p>Pic 2A – 1 ½" or 3" Meter Number <i>Located on Dial Lid</i></p>	<p>Pic 2B – 1 ½" or 3" Meter Number <i>Located on the Brass</i></p>	<p>Pic 4 – 1 ½" or 3" Meter Dial <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, 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
or call our Customer Care Center at **502.583.6610** or **1.888.535.6262**

