



FRESH FROM THE FAUCET



# 2024 WATER QUALITY REPORT



## FRESH FROM THE FAUCET.

Louisville Water delivers an average of 131 million gallons of high-quality Louisville Pure Tap® to nearly one million people every day. We operate two award-winning treatment plants: the Crescent Hill Water Treatment Plant and the B.E. Payne Water Treatment Plant in eastern Jefferson County.

Public health is at the core of what we do, and we know our community trusts us to produce and deliver high-quality drinking water every day.

Louisville Water consistently ranks among the nation's top water utilities. In fact, we are one of only three systems in North America to have the highest honor for maintaining quality as the water travels through pipes to homes and businesses. These distinctions for both treatment and distribution optimization come from the Partnership for Safe Water, a collaboration with the American Water Works Association, the Environmental Protection Agency (EPA), and other water organizations. We take great pride in the fact that Louisville Water is considered a leader in the sector, which reflects the high standards we uphold.

Louisville's drinking water is safe and high-quality and I'm proud that for the 18th year in a row, we had zero violations. We also met all state and federal requirements.

Read this report to learn about the work we do and reach out if you have a question.



Customer Satisfaction Survey (2024)

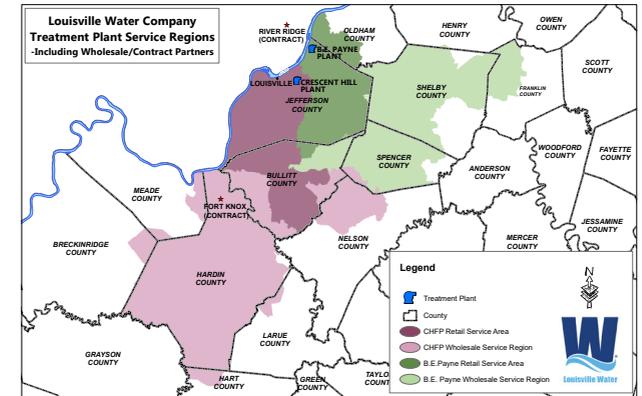
Sincerely,  
*Spencer Bruce*

Spencer W. Bruce, PE  
President & CEO



## Where does my drinking water come from?

The Ohio River is an invaluable resource. Its abundant supply allows Louisville Water to provide reliable drinking water to its customers in Louisville Metro and parts of Bullitt, Hardin, Nelson, Oldham, and Shelby counties. Most of our drinking water comes from the Crescent Hill Water Treatment Plant (CHFP), a surface water plant, treating water pumped directly from the Ohio River. The B.E. Payne Water Treatment Plant in eastern Jefferson County treats groundwater collected from the surrounding aquifer through a process called riverbank filtration.



## Understanding this report.

As you read through the Annual Water Quality Report, think of it as our report card. Louisville Water prepares this report to meet EPA requirements under the Safe Drinking Water Act which celebrated 50 years in 2024.

The data tables show results of EPA-required tests. The definition key explains the terms listed in the tables. As you will see, Louisville Water achieved compliance with all state and federal requirements.

## Have questions after reading it?

Contact Kelley Dearing Smith, VP of Communications and Marketing, at (502) 569-3695 or email [ksmith@LouisvilleWater.com](mailto:ksmith@LouisvilleWater.com).

Visit [LouisvilleWater.com/RequestWQReport](https://LouisvilleWater.com/RequestWQReport) or call (502) 583-6610 to request a copy. View this report online at [LouisvilleWater.com/WaterQualityReport](https://LouisvilleWater.com/WaterQualityReport).

## ¿Habla Español?

Este informe contiene información muy importante sobre la calidad de su agua beber. Tradúzcalo o hable con alguien que lo entienda bien. (This pamphlet contains important information about your drinking water. Please have this information translated.)

## Share the message.

Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method.



## Protecting our source.

Louisville Water maintains a Source Water Assessment and Protection Plan which outlines the steps to address potential sources of contamination along the Ohio River, such as hazardous materials spills. We also maintain a Wellhead Protection Plan that outlines contamination risks to our wellhead protection area. For questions about source water protection efforts, email us at [waterquality@LouisvilleWater.com](mailto:waterquality@LouisvilleWater.com).

## Louisville Pure Tap® fresh from the faucet.

Our team of scientists perform more than 200 tests daily inside an EPA-certified laboratory to ensure the water from your faucet is the high quality our customers expect and rely on. We test the water at the treatment plants, throughout the distribution system, and at many customer taps.

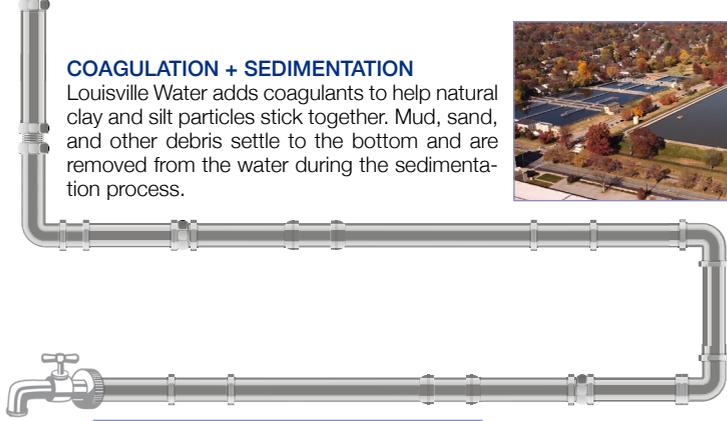


### OHIO RIVER

Our treatment plants are supplied by water directly from the Ohio River or from groundwater that is naturally filtered through the riverbank.

### COAGULATION + SEDIMENTATION

Louisville Water adds coagulants to help natural clay and silt particles stick together. Mud, sand, and other debris settle to the bottom and are removed from the water during the sedimentation process.



### DISINFECTION + FILTRATION

Chlorine is added to eliminate risk from pathogens. Ammonia stabilizes the disinfectant and keeps the water safe to drink. Water then flows through filters made of anthracite coal and sand to remove any remaining particles.



We deliver an average of 131 million gallons of Louisville Pure Tap® every day fresh from the faucet.

## A message from the EPA.

To protect public health, the Environmental Protection Agency prescribes regulations which limit the amount of certain contaminants in tap water provided by public water systems. The Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.



Drinking water (including bottled water) may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the Environmental Protection Agency by calling the Safe Drinking Water Hotline (800-426-4791) or visiting the website [epa.gov/safewater](http://epa.gov/safewater).

Both tap water and bottled water come from rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, and in some cases, radioactive material. The water can also pick up and transport substances resulting from the presence of animals or from human activity. These substances are also called contaminants.

Contaminants are any physical, chemical, biological, or radiological substance or matter in water. Contaminants that may be present in source water include:

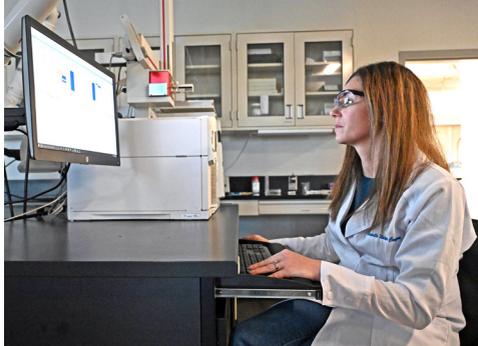
- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can occur naturally in the soil or groundwater or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can occur naturally or be the result of oil and gas production and mining activities.



## High-quality Expectations



B.E. Payne Water Treatment Plant



Scientist Nicole Tremblay analyzing data



Distribution Water Quality Specialist Christina Ferguson collects water sample for a community event



Serving Louisville Pure Tap® to the community



A team performs testing at Crescent Hill Reservoir



Scientist Andrew Ely examines sample in water quality lab

## Water quality data definition key

- AL:** *Action Level. The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.*
- BDL:** *Below Detection Levels. Laboratory analysis indicates that the contaminant is not present.*
- Contaminant:** *Any physical, chemical, biological, or radiological substance or matter in water.*
- Herbicide:** *Any chemical(s) used to control undesirable vegetation.*
- LRAA:** *Locational Running Annual Average.*
- MCL:** *Maximum Contaminant Level. The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.*
- MCLG:** *Maximum Contaminant Level Goal. The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.*
- MRDL:** *Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence the addition of a disinfectant is necessary for control of microbial contaminants.*
- MRDLG:** *Maximum Residual Disinfectant Level Goal. The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.*
- n/a:** *Not Applicable.*
- NTU:** *Nephelometric Turbidity Unit. A measure of the clarity of water.*
- Pesticide:** *Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.*
- ppm:** *Parts per million or milligrams per liter, mg/L.*
- ppb:** *Parts per billion or micrograms per liter, µg/L.*
- ppt:** *Parts per trillion or nanograms per liter, ng/L.*
- RAA:** *Running Annual Average.*
- SU:** *Standard Units.*
- TT:** *Treatment Technique. A required process intended to reduce the level of a contaminant in drinking water.*

## Louisville Water Company water quality data Jan. 1 - Dec. 31, 2024.

The data presented in this report are from the most recent testing done in accordance with administrative regulations in 401 KAR Chapter 8. As authorized and approved by EPA, the State has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data in this table, though representative, may be more than one year old.

*Regulated Contaminants - Substances subjected to a Maximum Contaminant Level (MCL), Action Level (AL) or Treatment Technique (TT). \* These standards protect drinking water by limiting the amount of certain substances that can adversely affect public health.*

### REGULATED SUBSTANCES - TREATMENT PLANTS

Substance (units)			CRESCENT HILL WATER TREATMENT PLANT (CH)			B. E. PAYNE WATER TREATMENT PLANT (BEP)			Compliance Achieved	Typical Source of Contamination (for more details, visit <a href="http://www.epa.gov/safewater">www.epa.gov/safewater</a> )
	MCL	MCLG	CH Average	Highest Level Detected	Range of Detections	BEP Average	Highest Level Detected	Range of Detections		
<b>INORGANIC</b>										
Barium (ppm)	2	2	0.024	0.024	one measure	0.011	0.011	one measure	✓	Discharge of drilling wastes. Discharge from metal refineries. Erosion of natural deposits.
Chlorine Dioxide (ppb)	MRDL= 800	MRDLG = 800	n/a	n/a	n/a	BDL	30	BDL - 30	✓	Water additive used to control microbes
Chromium, Total (ppb)	100	100	BDL	BDL	BDL	1.1	1.1	one measure	✓	Discharge from steel and pulp mills. Erosion of natural deposits.
Fluoride (ppm)	4	4	0.66	0.66	one measure	0.71	0.71	one measure	✓	Water additive that promotes strong teeth. Discharged from fertilizer & aluminum factories . Erosion of natural deposits.
Nickel (ppm)	n/a	n/a	0.0013	0.0013	one measure	BDL	BDL	BDL	✓	Erosion of natural deposits.
Nitrate (ppm)	10	10	0.84	1.00	0.67 - 1.00	0.22	0.50	BDL - 0.50	✓	Runoff from fertilizer & leaching from septic tanks. Erosion of natural deposits.
Nitrite (ppm)	1	1	BDL	0.010	BDL - 0.010	BDL	BDL	BDL	✓	Runoff from fertilizer & leaching from septic tanks. Erosion of natural deposits.
Turbidity (NTU)	TT 100% ≤ 1.0 and 95% ≤ 0.3	n/a	0.06	0.09 (100% ≤ 0.3)	0.04 - 0.09	0.04	0.07 (100% ≤ 0.3)	0.03 - 0.07	✓	Soil runoff.

*Turbidity has no health effects. However, turbidity can provide a medium for microbial growth. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system.*

### ORGANIC

2,4-D (ppb)	70	70	BDL	0.29	BDL - 0.29	BDL	BDL	BDL	✓	Runoff from herbicide used on crops.
Total Organic Carbon (Removal Ratio)	TT (≥ 1.00)	n/a	1.56	Lowest RAA Removal Ratio 1.44	0.90 - 1.91	n/a	n/a	n/a	✓	Naturally present in the environment.

*Total Organic Carbon (TOC) occurs in source waters from natural substances such as decayed leaves and animal wastes. It can combine with chlorine used in disinfection to form disinfection byproducts. TOC is measured in parts per million (ppm) but compliance with the treatment technique (TT) is based on a running annual average (RAA) of the monthly ratios of the percent TOC treatment removal compared to the required removal. A minimum annual average ratio of 1.00 is required. In 2024, Louisville Water met the TOC treatment technique requirement.*

### REGULATED SUBSTANCES - DISTRIBUTION SYSTEM

Substance (units)	MCL	MCLG	Average	Range of Detections	Compliance Achieved	Typical Source of Contamination (for more details, visit <a href="http://www.epa.gov/safewater">www.epa.gov/safewater</a> )
Chlorite (ppm)	1	0.8	0.23	0.05 - 0.32	✓	By-product of drinking water disinfection.
Chlorine Residual (Chloramines) (ppm)	MRDL = 4	MRDLG = 4	2.71 (RAA)	1.70 - 3.18	✓	Water additive used to control microbes.
Haloacetic Acids (ppb)	60	n/a	23.5 (Maximum LRAA)	4.1 - 32.3	✓	By-product of drinking water disinfection.
Total Trihalomethanes (ppb)	80	n/a	32.1 (Maximum LRAA)	13.9 - 39.7	✓	By-product of drinking water disinfection.

### REGULATED SUBSTANCES - AT CUSTOMER'S TAP

Substance (units)	AL	MCLG	Highest Single Result	# Results Exceeding AL	90th Percentile	Range of Detections	Compliance Achieved	Typical Source of Contamination (for more details, visit <a href="http://www.epa.gov/safewater">www.epa.gov/safewater</a> )
Copper (ppm)	AL 90% ≤ 1.3	1.3	0.081	0	0.041	0.0041 - 0.081	✓	Corrosion of household plumbing systems. Erosion of natural deposits.
Lead (ppb)	AL 90% ≤ 15	0	4.2	0	1.1	BDL - 4.2	✓	Corrosion of household plumbing systems. Erosion of natural deposits.

*Lead and copper results are from 2023 and the most recent required testing done in accordance with the regulation. All samples were taken at customers' taps meeting lead and copper plumbing and water holding time criteria. Fifty (50) sites were tested, zero (0) samples exceeded the Action Level for lead; zero (0) samples exceeded the Action Level for copper.*

## Additional water quality data - 2024\*.

pH (SU)	8.7
Alkalinity (as CaCO <sub>3</sub> ) (ppm)	63
Hardness (as CaCO <sub>3</sub> ) (ppm)	115 (6.7 grains per gallon)
Calcium (as Ca) (ppm)	28
Magnesium (as Mg) (ppm)	12
Sodium (as Na) (ppm)	26
Chloride (ppm)	34
Sulfate (ppm)	60
Total Dissolved Solids (ppm)	213

\*These are an average of the concentrations in Crescent Hill and B.E. Payne finished water.

## Focus on lead.

There's a national focus to minimize the risk of lead getting into the drinking water. **Why?** Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Louisville Water's work to eliminate all known lead service lines began decades ago. We began a targeted approach during the 1990s to go street by street to identify lines containing lead. Since then, Louisville Water has replaced more than 74,000 service lines.

The EPA has revised the Lead and Copper Rule that public drinking water providers must follow. Louisville Water meets those regulations.

Louisville's drinking water does not contain lead when it leaves our treatment plants. We balance the water chemistry to protect the water as it travels through pipes to homes, businesses, and schools. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time.



## Lead and Copper Monitoring Results

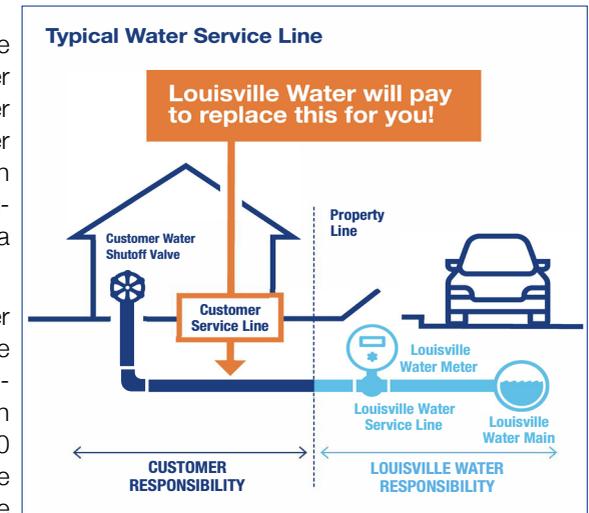
Substance (units)	MCLG	Highest Single Result	90th Percentile	Range of Detections	Compliance Achieved
Copper (ppm)	1.3	0.081	0.041	0.0041 - 0.081	✓
Lead (ppb)	0	4.2	1.1	BDL - 4.2	✓

## Sharing the responsibility.

An internal team of employees collaborated on Louisville Water's response to the EPA's Lead and Copper Rule Revisions. A large component of the work was publishing an inventory of all service line materials in fall 2024. That included both the utility's side as well as the service line located on the customer's property.

**What is the service line?** It's the pipe that brings drinking water from the water main into your home. Louisville Water installs a service line from the water main and the customer installs one on their property. Older homes (those typically built before 1950) may still have a lead or galvanized service line.

As of October 2024, Louisville Water determined roughly 265,000 service lines do not contain lead. Our team identified fewer than 500 service lines known to be made of lead and just over 2,000 galvanized lines. Additionally, Louisville Water is actively trying to identify the service line material for nearly 50,000 additional lines. This is where we need your help.



Scan the QR code or go to [LouisvilleWater.com/inventory](https://LouisvilleWater.com/inventory) to check our records for the material of your private water service line. If the record says "unknown", there are steps to help figure out the service line material and update our records.



**1950 is an important date.** Louisville Water has not seen a lead service line on a structure built after 1950. It's still a good idea to check our database, but our real work is in neighborhoods with structures built before 1950.

Over the next few years, Louisville Water is visiting neighborhoods where those "unknown" private service lines are located to help identify the pipe material. The good news is if your line is found to be lead or galvanized, Louisville Water will pay to replace it. That's right, it's free! Many customers took advantage of this program in 2024.

Have questions? Call (502) 569-0898 or email [leadproject@LouisvilleWater.com](mailto:leadproject@LouisvilleWater.com).

## Ways to help reduce lead risks in your home.

Louisville Water is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.

- Use only cold water for drinking, cooking, and making baby formula.
- Boiling water does not remove lead from water.
- Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry, or a load of dishes.
- If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period.

Additionally, the EPA says using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [EPA.gov/safewater/lead](https://www.epa.gov/safewater/lead).



**Did you know Louisville Water will test your water for free?**

If you are concerned about lead in your water and wish to have your water tested, contact Louisville Water to order a water quality lead test kit. Call (502) 569-0898 or visit [LouisvilleWater.com/Water-Quality-Lead-Test-Kit](https://LouisvilleWater.com/Water-Quality-Lead-Test-Kit).

**What if I'm immunocompromised?**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their healthcare providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or on EPA's website [epa.gov/safewater](https://epa.gov/safewater).

**Louisville Water meets new EPA standards.**

In 2024, the EPA finalized new drinking water standards for six PFAS compounds. PFAS are man-made chemicals that have been used in industry and consumer products since the 1940s. The EPA is regulating the maximum contaminant level (MCL) of PFOA and PFOS each at 4.0 parts per trillion (ppt), and PFHxS, PFNA and HFPO-DA (GenX) each at 10 ppt based on a running annual average. The EPA is also applying a unitless Hazard Index of 1 as the MCL for PFBS, PFHxS, PFNA, and HFPO-DA (GenX). The index is a tool to evaluate health risks from mixtures of compounds with similar health impacts.

Louisville Water has actively tested for PFAS for more than a decade. While Louisville Water is not the source of PFAS pollution, we must continue to invest in monitoring and treatment technologies to protect our water from PFAS. Louisville Water relies on powdered activated carbon (PAC) to remove PFAS and other organic matter from the water. Through years of research, we have identified PAC as the best, most-practical technology to remove PFAS in Louisville's water. In 2025, we will begin construction of a new PAC storage and delivery system to ensure the reliability and effectiveness of PFAS treatment and removal year-round.

In addition to our treatment research, Louisville Water has taken additional steps to protect public health and guard against PFAS pollution:

- Installed new lab instrumentation to enhance PFAS monitoring and support research needs

- Increased monitoring for PFAS at both treatment plants to better understand seasonal variation and optimize treatment
- Tracking known sources of PFAS pollution in the Ohio River and working with other river stakeholders to characterize water quality impacts of PFAS pollution

Monitoring and research are critical for guiding our PAC treatment strategy and ensuring effective PFAS removal. Our top priority is protecting public health and providing the community with exceptional drinking water quality.

Below, you'll see the most recent PFAS results for Louisville Water's treatment plants.



**PFAS Monitoring Results\***

PFAS Chemicals to be Regulated	Crescent Hill Water Treatment Plant	B.E. Payne Water Treatment Plant	EPA Maximum Allowable Limit	Achieved
PFOS	0 ppt	0 ppt	4.0 ppt	✓
PFOA	1.9 ppt	0 ppt	4.0 ppt	✓
PFHxS	0 ppt	0 ppt	10 ppt	✓
PFNA	0 ppt	0 ppt	10 ppt	✓
HFPO-DA (GenX)	0 ppt	0 ppt	10 ppt	✓
PFBS, PFHxS, PFNA and HFPO-DA (GenX)	0 (Hazard Index)	0 (Hazard Index)	1 (Hazard Index)	✓

*\*Data presented in the table above are annual averages based on the most recent compliance monitoring results.*

**Meeting excellence.**

Louisville Water's Crescent Hill Water Treatment Plant was recognized by the Partnership for Safe Water (PSW) for maintaining the Excellence in Water Treatment Award for 10 consecutive years. The award honors plants with outstanding performance and a long-term commitment to going above and beyond to protect public health. Award-winning plants must meet water quality standards that are more stringent than EPA standards and demonstrate operational excellence by undergoing a rigorous evaluation by a panel of industry peers. Only 19 plants have achieved this award. The PSW is an alliance of six national drinking water organizations, including the EPA and the Water Research Foundation.



## Maintaining and investing in infrastructure.

Did you know Louisville Water's network of pipes includes more than 4,300 miles to carry high-quality drinking water to homes and businesses? Water is a vital resource and an anchor in our region that fuels economic growth. Every year, Louisville Water allocates more than half of its capital budget to investing in our infrastructure.

In summer 2024, Louisville Water launched a multi-year project to replace a 130-year-old water main along Oak Street. That's right, the pipe has delivered water since the 1800s! This investment will keep Louisville Pure Tap® flowing into the next century for residents in Old Louisville and beyond.



*Louisville Water pipe in Old Louisville during the 1890s*



*Crews work to replace 130-year-old water main; July 2024*



Just as that project got underway, another monstrous one crossed the finish line. Crews replaced two 60-inch valves and one 30-inch valve near Iroquois Park in Louisville. The 60-inch main provides service to our Cardinal Hill Reservoir which pumps out millions of gallons of water to customers living in southwest Jefferson County, including the Dixie Highway corridor. This was not a small feat. A large crane hoisted the old pipes out of the ground. **Fun fact: the 60-inch valves weighed more than 18 tons apiece.**

Louisville Water's Main Replacement & Rehabilitation Program identifies and prioritizes water mains that are more susceptible to breaks. Continued investments in our infrastructure like these allow us to keep delivering outstanding water quality to our customers.

We are also responsible for maintaining more than 25,000 fire hydrants in our area. Providing water for fire protection was actually one of the main reasons Louisville Water was founded in 1860. Our longstanding relationship with the fire departments remains strong today. Louisville Water has a team dedicated to maintaining, servicing, and repairing the hydrants in addition to training local firefighters how to properly handle them.



*\*To report a leaking or broken hydrant, call (502) 583-6610.*

## Fill up fresh from the faucet.

No matter where you are, if you're drinking Louisville Pure Tap, then you should expect to enjoy great-tasting water fresh from the faucet. It only makes *cents* to drink the very best. Literally.

One gallon of Pure Tap® **costs** less than a penny.

## Protecting our planet.

Filling up at the faucet is also cheaper than buying bottled water. We recommend a reusable bottle for your Pure Tap on-the-go.

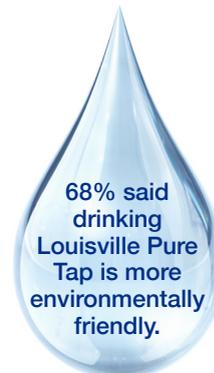


Through Louisville Water's partnerships with businesses across the city, you'll find more than 120 branded bottlefilling stations where you can hydrate for free.

## Customer satisfaction survey.

In a 2024 customer satisfaction survey, more than half of the group said they felt good about drinking tap water over bottled water in terms of sustainability. Nearly 70% of those surveyed believe choosing tap water over bottled, boxed, or canned water is more environmentally friendly because it reduces plastic waste.

And they're right. **We did the math, and the community's efforts at our refillable bottle stations alone, have saved more than 6,200,000 bottles from going to the landfill!**



*Customer Satisfaction Survey (2024)*

## Sharing the story of Louisville Pure Tap®

Still curious about why Louisville Pure Tap tastes so great? We'd love to tell you about the history, science, and innovation behind our award-winning water. Join us at Louisville Water Tower for a tour and learn the story of your drinking water. You'll never look at a glass of Pure Tap the same!

To schedule a speaker for your school or organization, or to find out about our community education program, email [educationprograms@LouisvilleWater.com](mailto:educationprograms@LouisvilleWater.com).



## Overseeing Louisville Water

The Board of Water Works normally meets the third Tuesday of each month. Learn more about the BOWW at [LouisvilleWater.com/about-us/board-of-water-works](https://LouisvilleWater.com/about-us/board-of-water-works).

## Manage your account with Pure Connect<sup>SM</sup>

Tracking your water usage and paying your Louisville Water bill has never been easier than Pure Connect. Sign up today for an easy, convenient way to view and pay your bill. Now featuring more options to pay! Learn more at [LouisvilleWater.com/PureConnect](https://LouisvilleWater.com/PureConnect).

You can also access your account by phone at (502) 583-6610 or toll free at (888) 535-6262. Customer service agents are available Monday – Friday from 8 a.m. - 6 p.m. Please have your account number ready.

## Walk-in customer service

Monday - Friday  
8 a.m. - 4:30 p.m.  
John L. Huber Building  
550 South Third Street  
Louisville, KY 40202

Monday - Friday  
8 a.m. - 1 p.m. & 1:30 - 4 p.m.  
Shepherdsville Govt. Center  
634 Conestoga Parkway  
Shepherdsville, KY 40165

