

Louisville Water Company is replacing your lead or galvanized steel water service line for free.

Here's what you need to know:



Work Authorization	Scheduling	Utility Marking	Home Presence	Water Shutoff
Louisville Water Company has confirmed that your water service line is made of lead or galvanized steel, and you have authorized its free replacement.	A Louisville Water representative will contact you to schedule the replacement. We appreciate your patience. Wait times for replacements may vary.	A day or two before crews install the new service line, spray paint and small flags will mark the utility lines on your property.	You must be home during the replacement work as the contractor or plumber will need to enter your home to confirm the location of the main water shutoff valve.	We will turn off your water for several hours during the replacement. We'll let you know before we do this.



Flushing the Line	Bill Credit	Yard Restoration	Inspection	Sampling
After the replacement, our crew will flush the new water line for 60 minutes. While we do this, do not use the water for drinking or cooking.	You will receive a credit on your Louisville Water bill for the water used to flush the new line.	Louisville Water contractors will restore the site, including the yard, sidewalk, and street. If you use a private plumber, you are responsible for the restoration.	After the replacement, you will see white tubes sticking out above the ground. A Metro plumbing inspector will view the work through the tube. After approval, we remove the tubes.	After three months, you will receive a postcard with instructions on how to request a free lead sampling kit to ensure your water is safe.



After My Replacement, Can I Drink My Water?

After the replacement, you will receive a water pitcher filter and two replacement filters to use for six months. Use the pitcher for drinking, cooking, and making baby formula for six months.

STAY CONNECTED

- ✓ Contact us at (502) 569-0837 if you have any questions or send an email to Inventory@LouisvilleWater.com.
- ✓ Go to LouisvilleWater.com/replacement or scan the QR code for more information.

