Louisville Water

Temporary Water Meter Guide

Everything You Need to Know About Your Temporary Water Service

Thank you for choosing Louisville Water. This guide explains how to use your temporary water meter, report readings, understand your bill, and return your equipment when your project is complete.

What Is a Temporary Water Meter?

A temporary water meter allows you to access water from an approved Louisville Water-owned fire hydrant for short-term needs such as:

- Construction projects
- Landscaping
- Road work
- Special events
- Other temporary water uses

Temporary meters are intended for short-term use only and may not be used in place of a permanent water service connection.







Getting Started

What equipment do I need?

Before using your temporary meter, make sure you have:

- Your Louisville Water temporary meter assembly
- A Louisville Water-owned fire hydrant close enough to your site
- A hydrant wrench
- Proper hoses and fittings for your project
- Any required backflow prevention equipment

If you are unsure what equipment is needed, contact Louisville Water before connecting the meter.

How do I connect my temporary meter?

1. Verify that you are using an approved Louisville Water-owned fire hydrant.
2. Inspect the hydrant, meter, hoses, and fittings for damage.
3. Securely connect the temporary meter to the hydrant outlet.
4. Connect your hose or equipment to the meter.
5. Open the hydrant slowly.
6. Check all connections for leaks before use.

Important: Improper installation may damage the meter or hydrant and could result in additional charges.

Reading and Reporting Your Meter

How do I find my meter number?

It's located on the meter lid and/or brass area.

¾-inch Meter





1½-inch Meter



Need Help?
Louisville Water
Customer Service
(502) 583-6610

How do I read my meter?

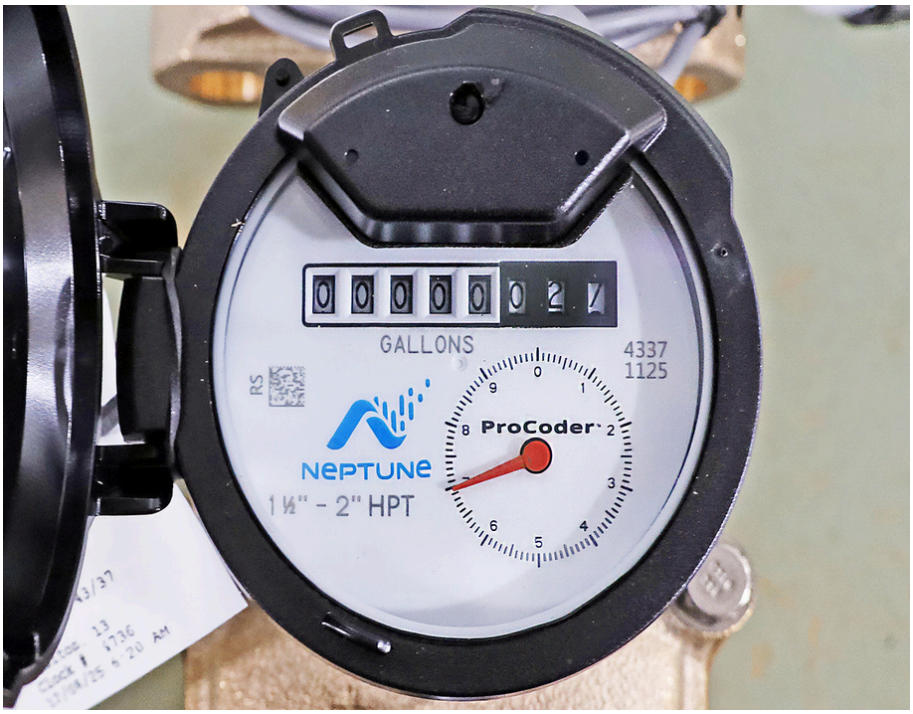
¾-inch Meter

Record the first four digits shown on the meter register.



1½-inch Meter

Record the first five digits shown on the meter register.



If you're unsure which meter size you have, simply provide all black numbers on the white background from left to right, including any zeros.

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How do I report my meter readings?

Upon filling out your application, you must provide a valid cell phone number and email address, which will prompt you to submit a photo reading every two months Submit readings between the 1st and 7th day of each even-numbered month:

- February
- April
- June
- August
- October
- December

Billing and Payments

How am I billed for water usage?

Your water bill is based on the amount of water recorded by your temporary meter. Reporting readings on time helps ensure accurate billing.

If a reading is not received during the reporting window, Louisville Water may estimate your usage until an updated reading is provided.

Returning Your Meter

When do I return my temporary meter?

Temporary meters must be returned after one year of use. Your return date is listed on your Temporary Service Application.

After the meter is returned, Louisville Water will inspect the equipment. **Please note:** It is the sole responsibility of the customer to make sure the meter is returned in good operating condition or additional charges will be applied to the final bill, including loss of the remaining deposit balance and damage fees.

After inspection, final billing will be completed. Any applicable deposit refund will be processed.

If you still need temporary service after one year, a new application and deposit are required. **Please note:** The current meter must be returned for inspection and a new application must be submitted before you can receive a new temporary meter.

What if my meter was stolen?

If a meter is stolen, it is the customer's responsibility to provide a police report before Louisville Water can close out the account. Please note: The customer will still be charged daily for rental until the police report is submitted.

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Where do I return my meter?

Louisville Water Company
Meter Shop
(Last building on left; enter through back of building under the blue awning.)
4801 Allmond Avenue
Louisville, KY 40214

Hours: 8 a.m. to noon, Monday through Friday, excluding major holidays

The Meter Shop can assist with:

- Meter pickup
- Meter returns
- Meter repairs
- Damaged equipment assessments

For questions surrounding temporary meter pick-up, contact (502) 901-8086. For general account information, contact Customer Service at (502) 583-6610.

Frequently Asked Questions

What happens if my meter is damaged?

Bring the meter to the Louisville Water Meter Shop for inspection and assistance.

Can I use the meter on any hydrant?

No. Temporary meters may only be used on Louisville Water-owned fire hydrants.

What happens if I forget to submit a reading?

Louisville Water may estimate your water usage until a current reading is received.

Can I keep the meter longer than one year?

No. You must return the current meter and submit a new application and deposit.

Other questions? Contact Louisville Water customer service at (502) 583-6610

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