

## CONNECTING THE COMMUNITY THROUGH WATER

### DISCOVER HOW WATER WORKS

The WaterWorks Museum at Louisville Water Tower Park provides visitors with an opportunity to learn how Louisville Water turns Ohio River water into clean drinking water.



The museum hosts student field trips utilizing curricula aligned to Kentucky Common Core Standards. Tours focus on the science of drinking water, as well as the importance of the architecture and engineering innovation involved in supplying safe, high-quality water to the community.



The museum is housed in the west wing of a National Historic Landmark, Pumping Station No. 1, which includes the iconic Louisville Water Tower. Located at 3005 River Road in Louisville, Louisville Water Tower Park is open to the public and is available for rental. Learn more at [LouisvilleWaterTower.com](http://LouisvilleWaterTower.com) or call 502.897.1481.

### LOUISVILLE PURE TAP® TO GO

It's easy to get "back to the tap." Just fill and refill a reusable container at a faucet or fountain near you! Don't have a bottle? We'll send you one for free, while supplies last. Request yours by calling 502.569.3600 x2128 or sending an email to [puretapbottles@lwcky.com](mailto:puretapbottles@lwcky.com).



Louisville Water provides a variety of ways to serve water at venues throughout the service area. From coolers



and cups to mobile stations that connect to the water main, Louisville Water works with you to accommodate large groups of

people. Visit [Louisvillepuretap.com](http://Louisvillepuretap.com) to learn more about the Louisville pure tap® to GO program.

### PURELY LOCAL BUSINESS INITIATIVE

Louisville Water launched a new campaign that calls attention to water's role in making the community work. The "purely local" initiative is a partnership with Louisville Water and local businesses to promote the health benefits and economic value of tap water and the value of local businesses.



Louisville Water knows that our product is a lifeline to the community. Through the partnership, local businesses can receive branded signage and easy to use containers, such as reusable pitchers, compostable cups and refillable bottles that make it easy to serve Louisville pure tap®.

All participating businesses are listed on the Louisville pure tap® website at [Louisvillepuretap.com](http://Louisvillepuretap.com). The site also includes a complete listing of available materials and signage, including window clings, water cooler or fountain wraps, soda dispenser labels and pet bowls. Are you interested in becoming a "purely local" business partner? Email us today at [publicinfo@lwcky.com](mailto:publicinfo@lwcky.com).

### LOUISVILLE PURE TAP® 5K

The Louisville pure tap® 5K debuted in 2011 as part of the Louisville Sports Commission's race series. In 2013, the pure tap 5K moved to a new location—one that allows participants to "run the route their water takes."



This family-friendly 3.1 mile race starts and finishes at the historic Louisville Water



Tower on River Road and runs along Zorn Avenue. It is the first of three races in the Fall Runathon that provide unique courses and quality experiences for runners and walkers, while promoting healthy lifestyles for people of all ages and fitness levels.

Join us on September 12, 2015 at Louisville Water Tower Park for the Louisville pure tap® 5K. Learn more and register online at [Fallrunathon.com](http://Fallrunathon.com). [W](http://www.louisvillewater.com)

### QUESTIONS ABOUT THIS REPORT?

Contact Kelley Dearing Smith, Public Information Officer, by phone at 502.569.3695 or send an email to [ksmith@lwcky.com](mailto:ksmith@lwcky.com).

### CUSTOMER INPUT

Louisville Water's Customer Advisory Council meets bi-monthly. The Board of Water Works meets the third Tuesday of each month at 12:30pm at 550 South Third Street in Louisville.

### PUBLIC INFORMATION

Louisville Water provides tours, education programs and guest speakers. For more information, email [publicinfo@lwcky.com](mailto:publicinfo@lwcky.com) or call 502.569.3600.

### ACCOUNT SERVICES

Access your account online at [LouisvilleWater.com](http://LouisvilleWater.com), by phone at 502.583.6610 or toll free at 888.535.6262. To speak with a Customer Care Representative, please call during business hours, Monday-Friday, 8am – 7pm. Be sure to have your new, 10-digit account number.

Enroll your account in LINK—our new customer care portal. Select to receive your bill electronically, sign up for AutoPay, update your account information, view water usage and more! Learn more and find step-by-step enrollment instructions at [LouisvilleWater.com](http://LouisvilleWater.com).

### WALK-IN CUSTOMER SERVICE

Monday - Friday 8am - 5pm Corporate Headquarters 550 South Third Street Louisville, KY 40202	Monday - Friday 8am - 1pm & 1:30pm - 4pm Shepherdsville Govt. Center 634 Conestoga Parkway Shepherdsville, KY 40165
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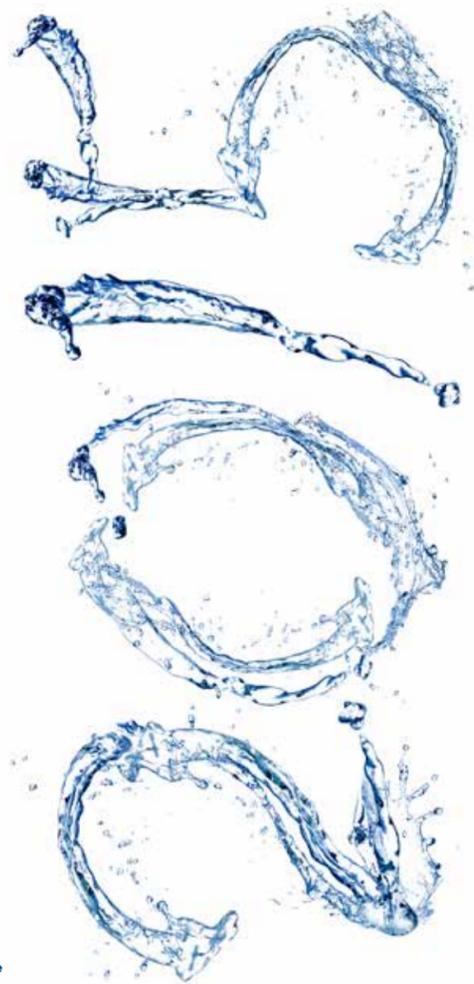
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Follow us on Twitter at [Louisville Water](http://LouisvilleWater.com).



## LOUISVILLE WATER COMPANY ANNUAL WATER QUALITY REPORT



PWSID: KY0560258  
[LouisvilleWater.com](http://LouisvilleWater.com)

### ABOUT YOUR DRINKING WATER

Louisville Water Company's Annual Water Quality Report informs you about your drinking water—Louisville pure tap®. Louisville Water prepares this report to meet Environmental Protection Agency (EPA) requirements under the Safe Drinking Water Act Amendment. Scientists in our EPA-certified laboratory conduct over 200 tests a day to ensure Louisville pure tap® is safe and high quality. It's important for you to know that your drinking water meets and exceeds the EPA's strict health standards.



### RIVER TO FAUCET

Louisville Water provides Louisville pure tap® to over 850,000 people in Louisville Metro and parts of Bullitt, Nelson, Oldham, Shelby and Spencer counties every day.

Louisville Water has two treatment plants using the Ohio River as a source. The B.E. Payne Water Treatment Plant, the first plant to have a combined tunnel and collector-well system, pulls up to 60 million gallons of water through the aquifer with riverbank filtration. The Crescent Hill Filtration Plant can supply up to 180 million gallons of drinking



water daily. Our drinking water travels through a network of underground pipeline to your tap. We're committed to providing drinking water that exceeds EPA standards at a good value.

### A NEW AGE OF CUSTOMER CARE

Louisville Water Company has launched a new Customer Care and Online Payment System. The system includes a new customer care portal called LINK, which provides customers with online access to more information about their water usage as well as increased customer support.



As part of the system, all customers receive a new, 10-digit account number. LINK allows customers to manage their Louisville Water accounts with new features. Most notably, is the ability for customers to choose to receive an eBill instead of a traditional paper statement. All of Louisville



Water's existing payment options remain but LINK also allows customers to view their billing history, water usage and other account information, choose alternate payment methods and manage multiple accounts. Customers desiring to use the new LINK system must register their accounts online with the new account number. This new, 10-digit account number appears on bills mailed after March 23, 2015.

Customers who pay their bill with online banking will need to contact their bank and provide the new, 10-digit number.

To help customers transition to the new LINK system, Louisville Water has added several resources on its website such as videos, a quick and easy how-to guide, and an extensive list of Frequently Asked Questions. Visit [LouisvilleWater.com](http://LouisvilleWater.com) and enroll your account today! [W](http://www.louisvillewater.com)

## LOUISVILLE WATER COMPANY 2014 WATER QUALITY DATA

Data is from testing done in 2014, unless otherwise noted, in accordance with 401 KAR Chapter 8. All results exceed EPA guidelines.

*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)	MCL	MCLG	Crescent Hill Filter Plant (CHFP)			B. E. Payne Water Treatment Plant (BEP)			Compliance Achieved	Typical Source of Contamination (for more details, visit <a href="http://www.epa.gov/safewater/hfacts.html">www.epa.gov/safewater/hfacts.html</a> )
			CHFP Average	Highest Level Detected	Range of Detections	BEP Average	Highest Level Detected	Range of Detections		
<b>INORGANIC</b>										
Fluoride (ppm)	4	4	1.0	1.0	one measure	1.0	1.0	one measure	YES	Additive that promotes strong teeth. Fertilizer & aluminum factories. Erosion of natural deposits.
Nitrate (ppm)	10	10	1.3	1.6	1.1 - 1.6	0.2	0.4	0.1 - 0.4	YES	Runoff from fertilizer & leaching from septic tanks. Erosion of natural deposits.
Turbidity (NTU)	TT 100% ≤ 1.0 and 95% ≤ 0.3	n/a	0.04	0.07 (100% ≤ 0.3)	BDL - 0.07	0.04	0.10 (100% ≤ 0.3)	BDL - 0.10	YES	Soil runoff.
<b>ORGANIC</b>										
Total Organic Carbon (Removal Ratio)	TT (≥ 1.00)	n/a	1.41	Lowest RAA Removal Ratio 1.41	0.78 - 1.99	1.00	Lowest RAA Removal Ratio 1.00	1.00 - 1.00	YES	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 2014, Louisville Water met the TOC treatment technique requirement.										
<b>RADIONUCLIDES</b>										
Combined Radium (pCi/L) (measured as Radium-226 & -228)	5	0	BDL	BDL	one measure	1.7	1.7	one measure	YES	Erosion of natural deposits.

### REGULATED SUBSTANCES - DISTRIBUTION SYSTEM

Substance (units)	MCL	MCLG	Annual Average	Highest Level Detected	Range of Detections	Compliance Achieved	Typical Source of Contamination (for more details, visit <a href="http://www.epa.gov/safewater/hfacts.html">www.epa.gov/safewater/hfacts.html</a> )
Total Coliform Bacteria (% positive)	≤ 5% positive samples/month	0	0.22%	2.36%	0.00 - 2.36%	YES	Naturally present in the environment
<b>Substance (units)</b>							
	MCL	MCLG	Highest Level Detected	Range of Detections	Compliance Achieved	Typical Source of Contamination (for more details, visit <a href="http://www.epa.gov/safewater/hfacts.html">www.epa.gov/safewater/hfacts.html</a> )	
Total Trihalomethanes (ppb) (Stage 2 DBPR)	80	n/a	28.6 (LRAA)	10.2 - 44.3	YES	Byproduct of drinking water disinfection.	
Haloacetic Acids (ppb) (Stage 2 DBPR)	60	n/a	22.5 (LRAA)	5.2 - 32.5	YES	Byproduct of drinking water disinfection.	
Chloramines (ppm)	MRDL = 4	MRDLG = 4	2.8 (RAA)	1.5 - 3.9	YES	Water additive used to control microbes.	

### 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/hfacts.html">www.epa.gov/safewater/hfacts.html</a> )
Copper (ppm)	AL 90% ≤ 1.3	1.3	0.13	0	0.06	BDL - 0.13	YES	Corrosion of household plumbing systems. Erosion of natural deposits.
Lead (ppb)	AL 90% ≤ 15	0	13.5	0	6.2	BDL - 13.5	YES	Corrosion of household plumbing systems. Erosion of natural deposits.

Lead and copper results are from 2014 and the most recent required testing done in accordance with the regulation. All samples were taken at customer's 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) exceeded the Action Level for copper.

### CRYPTOSPORIDIUM:

*Louisville Water monitors the Ohio River for Cryptosporidium, a tiny intestinal parasite often found in surface waters. Cryptosporidium can cause flu-like symptoms if ingested. In 2014, Louisville Water analyzed 19 Ohio River samples. We detected low levels of Cryptosporidium in 3 samples with levels ranging from 0 oocysts/L to 0.1 oocysts/L. These detections were within ranges typically measured in the Ohio River. Louisville Water optimizes its treatment processes to help ensure removal.*

## MESSAGE FROM THE EPA

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) 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 indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800.426.4791.

The sources of drinking water (both tap water and bottled water) include 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, and may pick up substances resulting from the presence of animals or from human activity. 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 be naturally occurring or 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; and
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

*Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants,*

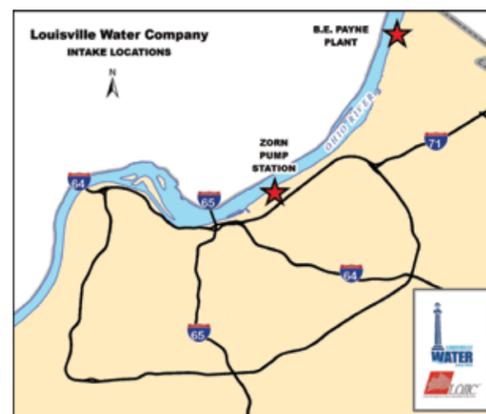
*people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA and Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 800.426.4791.*

### INFORMATION ABOUT LEAD

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Your local public water system is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 800.426.4791 or at <http://www.epa.gov/safewater/lead>. [W](#)

### THE SOURCE

Louisville Water Company is the public water supplier of Louisville Metro and parts of Bullitt and Oldham Counties. The Ohio River is the source for your drinking water. Louisville Water operates two surface water treatment plants with intakes on the Ohio River. In October 2003, the Kentucky Division of Water approved a Source Water Assessment and Protection Plan for Jefferson County. The plan looks at Louisville Water's susceptibility to potential sources of contamination. The plan identified spills of hazardous materials on the Ohio River and permitted discharges of sanitary sewers as the highest contamination risks. In Jefferson County, land use in the protection area is primarily zoned for residential and commercial use, with only a few industrial sites. In Oldham and Trimble Counties (areas bordering the Ohio River to the north of our intakes) land use is primarily zoned for residential and agricultural use. Therefore, source water contamination risks are relatively low. Louisville Water maintains an



Emergency Preparedness and Disaster Services Plan to address potential contamination risks. Contact Keith Coombs at 502.569.3682 to view the Source Water Assessment and Protection Plan.

Louisville Water also draws water through the aquifer with riverbank filtration wells at the B.E. Payne Water Treatment Plant. The Kentucky Division of Water approved Louisville Water's Wellhead Protection Plan (WHPP) in 2014. The goal is to safeguard groundwater feeding into the wells from contamination within the Wellhead Protection Area (WHPA) in Prospect. Louisville Water continually updates the plan. New residents and businesses in the WHPA receive information about the WHPP and educational materials. Contact Kay Ball at 502.569.3688 to view the plan. [W](#)

### ADDITIONAL WATER QUALITY DATA

Alkalinity (as CaCO<sub>3</sub>) - 60 mg/L  
pH - 8.7 (SU)  
Calcium (as Ca) - 30 mg/L  
Magnesium (as Mg) - 14 mg/L  
Sodium (as Na) - 26 mg/L  
Sulfate - 48 mg/L  
Bicarbonate (as CaCO<sub>3</sub>) - 57 mg/L  
Chloride - 40 mg/L  
Hardness (as CaCO<sub>3</sub>) - 125 mg/L (7.3 grains/gallon)

Data is an average of Crescent Hill Filter Plant and B.E. Payne Water Treatment Plant.

## \*TABLE DEFINITIONS

**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.

**DBPR:** Disinfection By-Products Rule.

**L:** Liter.

**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.

**mg/L:** Milligrams per liter or parts per million, ppm.

**MRDL:** Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that 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. Does not apply.

**NTU:** Nephelometric Turbidity Unit. A measure of the clearness or clarity of water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system.

**pCi/L:** Picocuries per liter. A measure of the radioactivity in water.

**ppb:** Parts per billion or micrograms per liter, µg/L.

**ppm:** Parts per million or milligrams per liter, mg/L.

**RAA:** Running Annual Average.

**SU:** Standard Units.

**TOC:** Total Organic Carbon.

**TT:** Treatment Technique. A required process intended to reduce the level of a contaminant in drinking water.

*Spanish (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.)*

**View this report online at [LouisvilleWater.com](http://LouisvilleWater.com).**