

Protecting Public Health

Louisville Water's Lead Program



TODAY'S AGENDA

- Customer program for replacing private lead service lines
- Water quality strategy
- Ongoing efforts to minimize risk

Water Quality & Public Health

- Louisville's drinking water is some of the highest quality in the United States, exceeding national standards
- Louisville's drinking water does not contain lead when it leaves the treatment plant
- Lead can become a potential risk for drinking water when the water comes into contact with lead pipes and plumbing

Water Quality & Public Health

Four-pronged approach for managing potential risk with lead:

- Water chemistry/treatment and research
- Replacing lead service lines
- Customer education
- Water quality monitoring at the treatment plant and distribution system



Water Treatment & Research

- Free analysis for customer requests and through a partnership with Louisville Metro Health Department
- 2020 data:
 - 64 samples through July
 - Majority (54 samples) with no detection
 - When there is a detection, we work with the property owner to identify potential source. If they have a private lead service line, we offer to help pay for the removal



A Milestone in Public Health

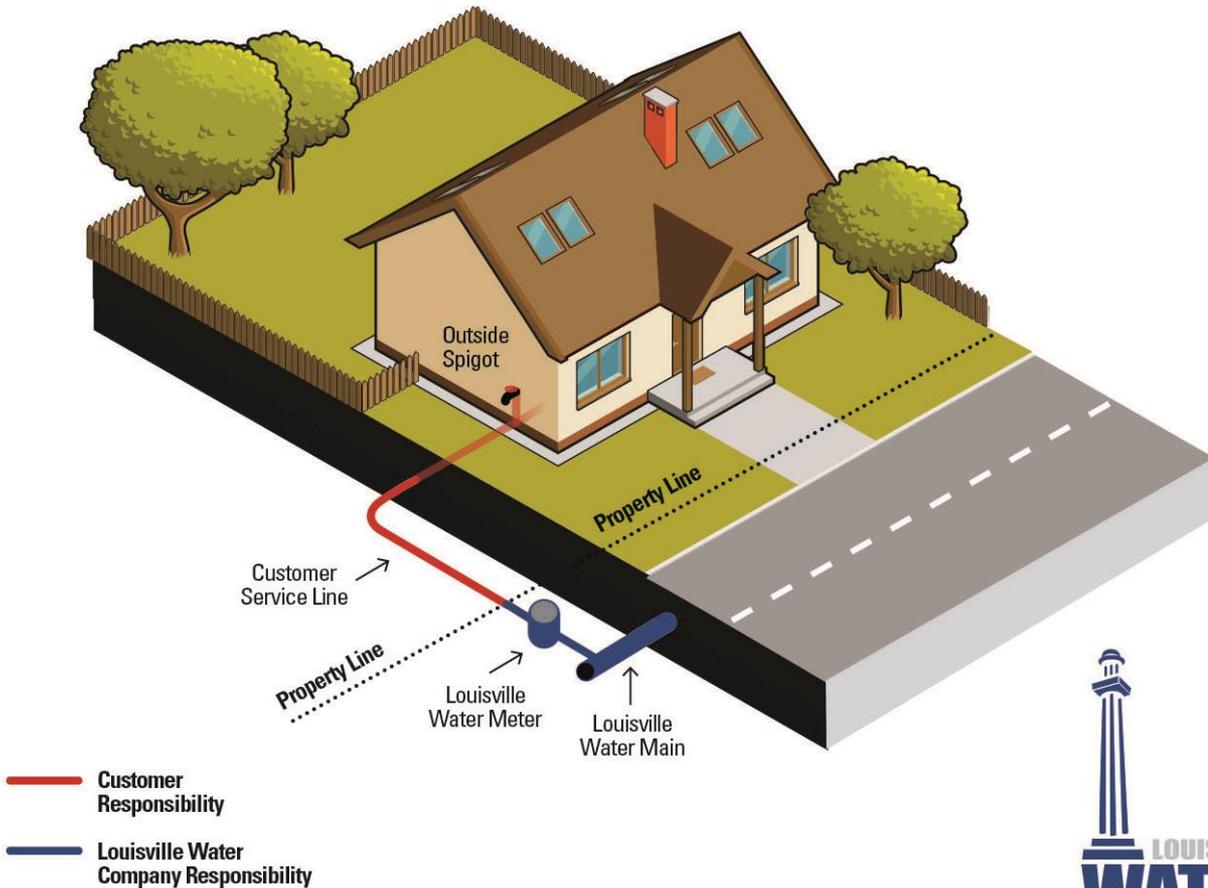
- Louisville Water installed an estimated 74,000 lead service lines between 1860 and 1936.
- In the 1990s, Louisville Water began an aggressive strategy to find and replace its lead service lines with over \$50 million invested in the program.
- In March of 2020, Louisville Water removed all known lead service lines. When dealing with a 160-year-old utility, we are confident we will find some lines that are undocumented.

Private Lead Service Line Replacement Program

- Verify the private service line material at each service address:
- For customers with a private lead service line:
 - Offer to pay 50% of the cost, up to \$1,500 for replacement of the private line
 - If customers need additional financial assistance, Louisville Water Foundation may be a resource

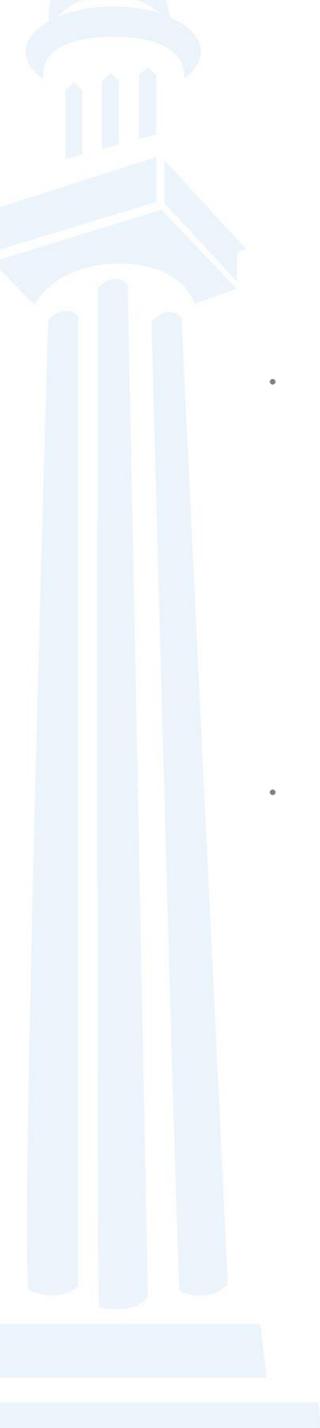
Replacing a Lead Service Line

Typical Water Service Line



Louisville Water Company 4/2013

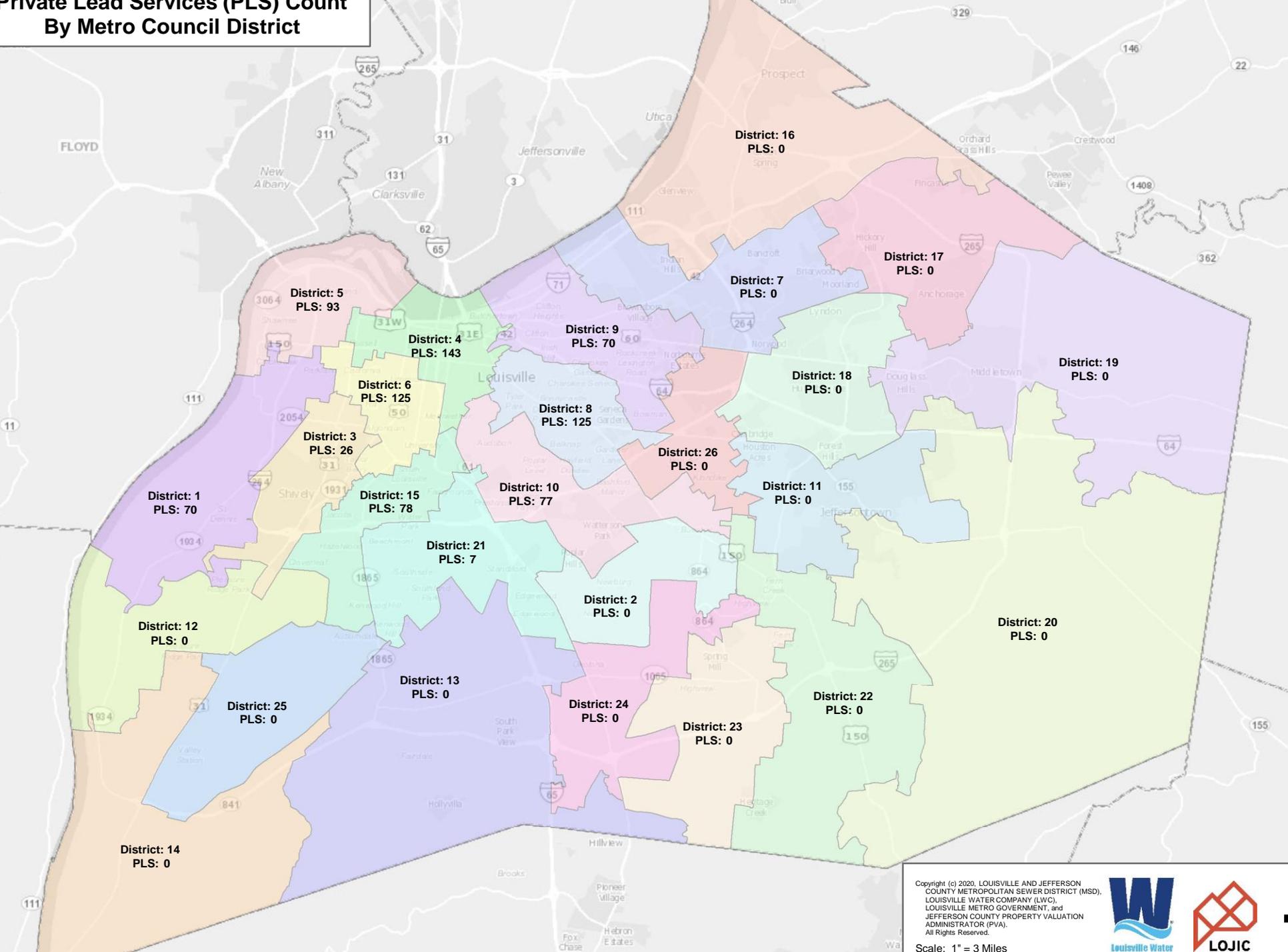




KNOWN PRIVATE LEAD SERVICE LINES

- Louisville Water is aware of 814 properties that have a private lead service line. The map on the next slide shows these service lines are scattered across the older parts of Louisville
- Because we don't have records for all properties its important for customers to take steps to inspect their lines if:
 - Louisville Water had a public side lead line
 - The home was built prior to 1950
 - Customers have lead or galvanized plumbing inside their home

Private Lead Services (PLS) Count By Metro Council District



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Scale: 1" = 3 Miles



PUBLIC EDUCATION & COMMUNICATION

Date

Customer Address



Dear Louisville Water Customer,

There is a lot of attention on lead in drinking water.

Protecting public health is at the core of what we do at Louisville Water. Your drinking water does not contain lead when it leaves our treatment plant, but the water can pick up lead particles in your pipes and plumbing materials if they are made of lead. We balance the water's chemistry to minimize the risk, but it's just as important to replace a water line that's made of lead.



Over the past few decades, Louisville Water replaced all its known lead service lines that connect to private service lines at the property line connection. As part of this effort, we inspected the service line at the property line connection.

Our inspection found the private service line at this property address is made of lead:

Property Address



We'd like to help you cover the costs of replacing your private lead service line.

Your private lead service line, which begins at the property line and runs to the water shut-off valve in your home is on your property and owned by you; the responsibility for the replacement is yours. We realize this is an expense you weren't expecting and because it's important to replace lead service lines, we

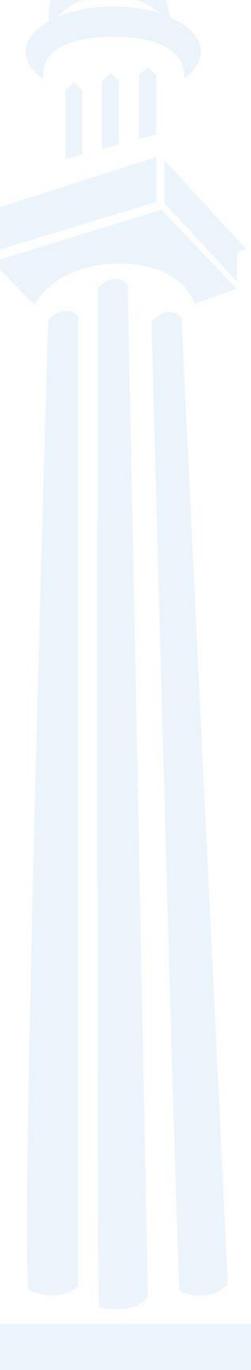
want to help. Louisville Water will pay 50 percent of the cost for a licensed plumber to replace your private lead service line, up to \$1,500.

If you need assistance with the remaining cost, the Louisville Water Foundation can provide support if you meet certain criteria.

If you plan to replace your lead service line and want our financial help, on the back of this letter are the next steps you should take.

Sincerely,

Denise Aaron,
Louisville Water Lead Project Manager



PUBLIC EDUCATION & COMMUNICATION



Louisville Water Company
550 South Third Street
Louisville, KY 40202

We haven't heard from you.

Louisville Water Company recently informed you that your outdoor water service line is made of lead. We strongly recommend that you replace the portion of the lead service line that you own (see diagram on the back of this card).

We can help – Louisville Water's Private Lead Service Line Replacement Program will pay 50 percent (up to \$1,500) of the costs to replace your private lead line. If certain criteria are met, the Louisville Water Foundation can help with the remaining costs.

It's easy to get started – please call or email for information on the program or assistance criteria: **502.569.0830** or **leadservicepm@lwky.com**.

Private Lead Service Line Replacement Program

- Private line replacement:
 - 44 customers received a match from Louisville Water, average of \$830 per customer
 - Five customers received assistance for the match from Louisville Water Foundation

Total cost for Louisville Water was \$36,520

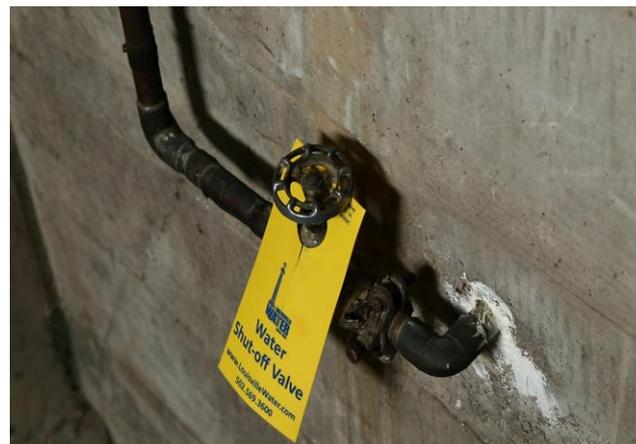
Remember

Customers can inspect their line

- Home was built before 1950
- Homeowners can check for a lead line
- Locate where the water service line enters the home (It's usually near the water shut off valve in a basement or craw space)
- Use a flat head screwdriver or coin to scratch the surface
 - If it is shiny and silver, your service is lead
 - If its copper colored like a penny then it is copper

Water Shut Off Tag

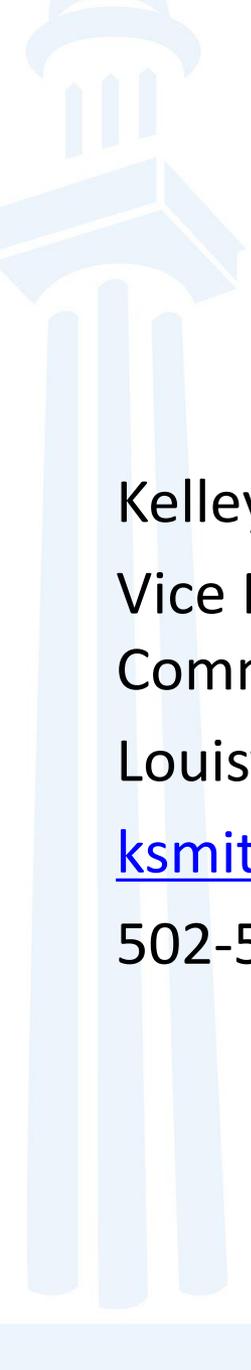
Test water for free – anytime



Stakeholder Engagement

- Routine customer requests for testing and from Louisville Metro Health Department
- School partnership since 1988 for voluntary monitoring inside schools
- A pilot voluntary monitoring program for daycares
- Louisville Metro Council updates

Questions?



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