



Louisville Metro Parks and Sustainability Committee February 23, 2023

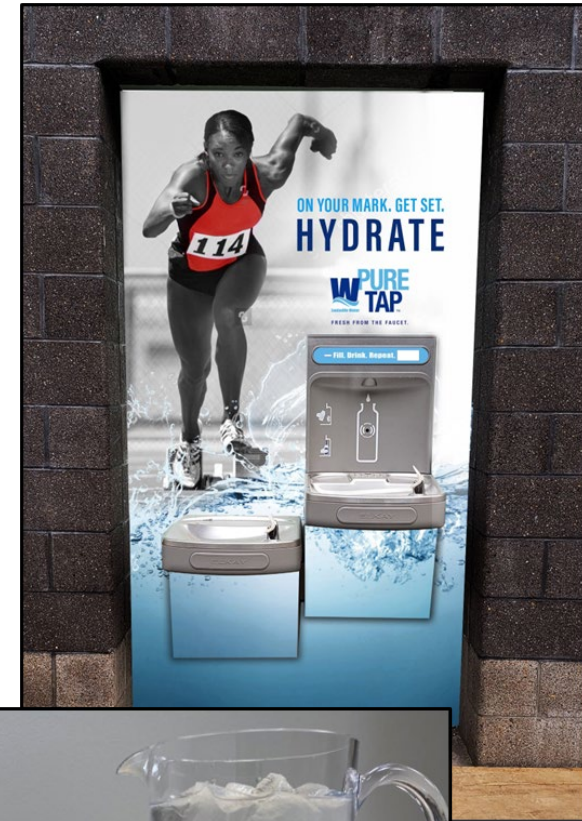
A History of Quality and Innovation

- Began in 1860 as Kentucky's first public drinking water provider
- Original structures are National Historic Landmarks
- Site of landmark experiments in 1896 for water filtration



A History of Quality and Innovation

- 420 employees
- More than 4,200 miles of water main
- First and only drinking water utility to trademark tap water
- Average daily delivery: 120 million gallons



Water Quality

Produce and deliver high-quality water that meets or exceeds regulatory standards and community expectations



100% Compliance with Existing Regulations

- EPA certified laboratory
- Average of 200 water quality tests daily on the community's drinking water

100% Commitment to Customer Satisfaction

- Treatment plants rank as 2 of the top 19 in North America for outstanding water quality by the Partnership for Safe Water
- First large water system to be recognized for commitment to outstanding water quality in the distribution system by the Partnership for Safe Water.

East Palestine Ohio Train Derailment

This Event was a Major Environmental Emergency



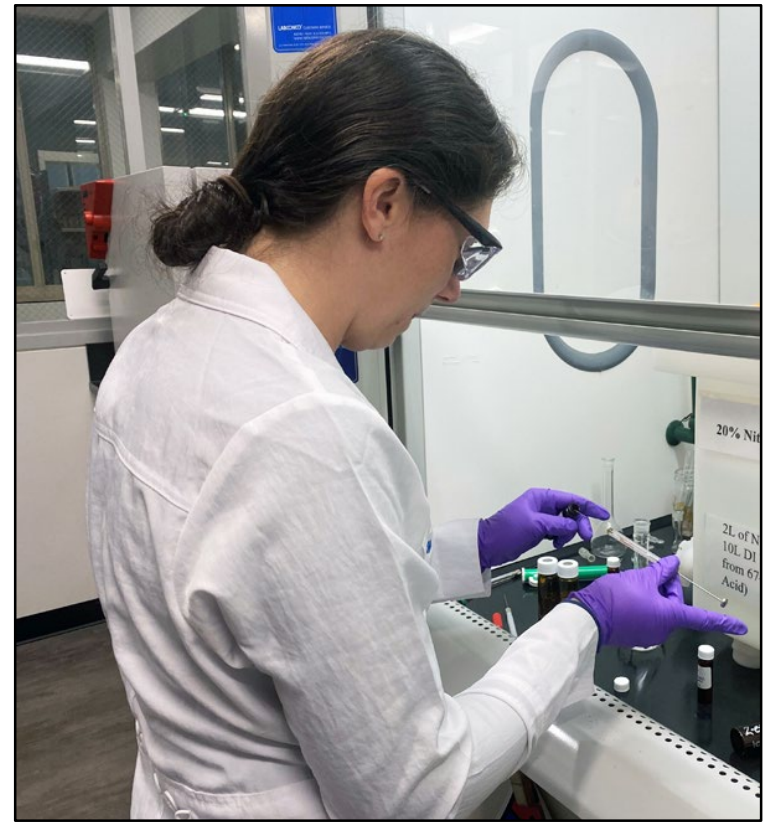
Different Story for the Ohio River



- There was never a public health concern over the impact of the derailment to the quality of the Ohio River
- There were no quantifiable detections in the Ohio River of any chemicals associated with the derailment from Huntington to Louisville (more than 300 river miles)

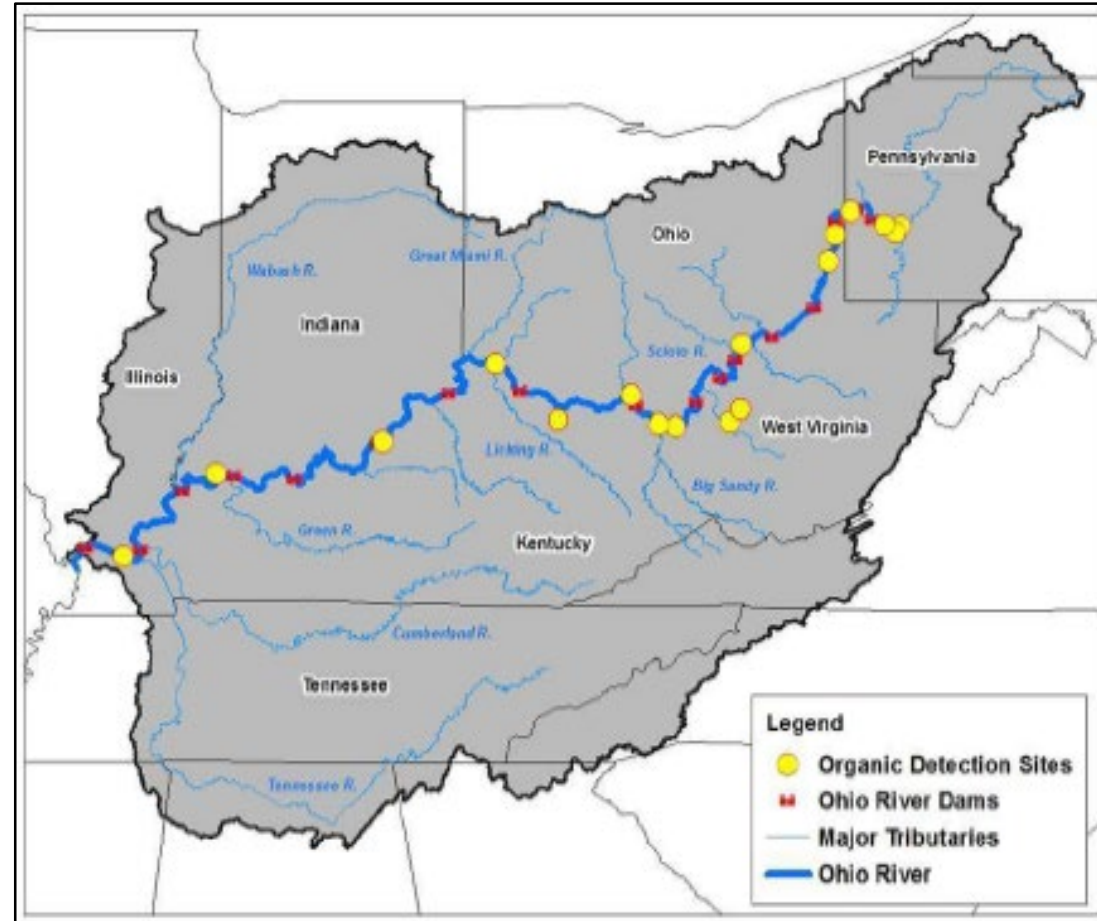
Water Quality Background

- Louisville Water is part of 17 water utilities that routinely monitor the Ohio River.
- Responding to this event is what we do every day. We are trained to respond to potential threats like this event.
- We have the tools and the in-house expertise that enable us to test and treat water quality challenges.



Response to Event

- Train derailment occurred on February 3
- First low-level detection of any chemicals related to the derailment was on February 6 in West Virginia, over 500 river miles upstream from Louisville
- This detection immediately triggered an interstate spill response effort



Response to Event

- Of all monitoring completed over the past two weeks, our peers found only low-level detections of 2 chemicals associated with the derailment (well below health levels)
- Once the water moved into our river pool there were no detections
- The river water associated with the event passed by Louisville on February 20



Sampling Results

Ohio River Samples Analyzed by Louisville Water Company							
Site Description	City	State	River Mile	Sample Depth	Date	Time	VOCs (ppb)
Zorn Pump Station	Louisville	KY	600	Intake	2/3/2023	0700	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/4/2023	0715	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/5/2023	0715	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/6/2023	0724	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/7/2023	0700	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/8/2023	0715	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/9/2023	0700	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/10/2023	0700	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/11/2023	0700	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/12/2023	0715	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/13/2023	0700	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/14/2023	0700	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/15/2023	0715	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/16/2023	0715	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/17/2023	0700	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/17/2023	1338	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/18/2023	0730	Not Detected
Westport	Westport	KY	580	Surface	2/18/2023	1335	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/18/2023	1435	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/19/2023	0730	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/19/2023	1040	Not Detected
Carrollton	Carrollton	KY	545	Surface	2/19/2023	1150	Not Detected
Westport	Westport	KY	580	Surface	2/19/2023	1306	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/19/2023	1517	Not Detected
Markland	Warsaw	KY	531	Surface	2/19/2023	1900	Not Detected
Markland	Warsaw	KY	531	Middle	2/19/2023	1902	Not Detected
Markland	Warsaw	KY	531	Bottom	2/19/2023	1904	Not Detected
Markland	Warsaw	KY	531	Surface	2/19/2023	2100	Not Detected
Markland	Warsaw	KY	531	Middle	2/19/2023	2105	Not Detected
Markland	Warsaw	KY	531	Bottom	2/19/2023	2110	Not Detected
Markland	Warsaw	KY	531	Surface	2/19/2023	2300	Not Detected
Markland	Warsaw	KY	531	Middle	2/19/2023	2305	Not Detected
Markland	Warsaw	KY	531	Bottom	2/19/2023	2310	Not Detected
Markland	Warsaw	KY	531	Surface	2/20/2023	0100	Not Detected
Markland	Warsaw	KY	531	Middle	2/20/2023	0105	Not Detected
Markland	Warsaw	KY	531	Bottom	2/20/2023	0110	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/20/2023	0105	Not Detected
Markland	Warsaw	KY	531	Surface	2/20/2023	0300	Not Detected
Markland	Warsaw	KY	531	Middle	2/20/2023	0305	Not Detected
Markland	Warsaw	KY	531	Bottom	2/20/2023	0310	Not Detected
Markland	Warsaw	KY	531	Surface	2/20/2023	0500	Not Detected
Markland	Warsaw	KY	531	Middle	2/20/2023	0505	Not Detected
Markland	Warsaw	KY	531	Bottom	2/20/2023	0510	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/20/2023	0731	Not Detected
Carrollton	Carrollton	KY	546	Surface	2/20/2023	0735	Not Detected
Madison	Madison	IN	557	Surface	2/20/2023	0756	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/20/2023	0843	Not Detected
Westport	Westport	KY	580	Surface	2/20/2023	0900	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/20/2023	0943	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/20/2023	1145	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/20/2023	1500	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/20/2023	1600	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/20/2023	1800	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/21/2023	2157	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/21/2023	0158	Not Detected
Zorn Pump Station	Louisville	KY	600	Intake	2/21/2023	0600	Not Detected

Concern Coincides with National Coverage

- First customer questions as we begin working with utility peers to learn more about a potential impact (February 10)
- Initial community briefing on February 13
- Coinciding with employee and stakeholder communication
- Regular updates through February 21



Honest, Authentic & Transparent



- Multi-layered communications plan
- Goal of sharing timely information while listening to concerns

LW's Response to Ohio Spill

Coverage Summary

2023/02/13 - 2023... LW's Respo...

Total Mentions
317

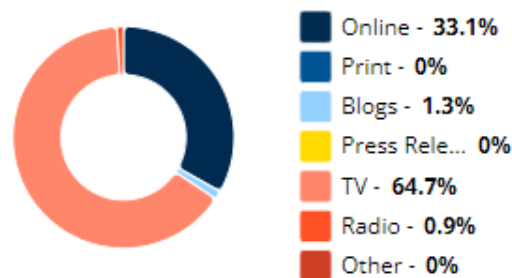
Impressions
962.7M

AVE(USD)
23.4M

Coverage by Media Type

2023/02/13 - 2023/02/20

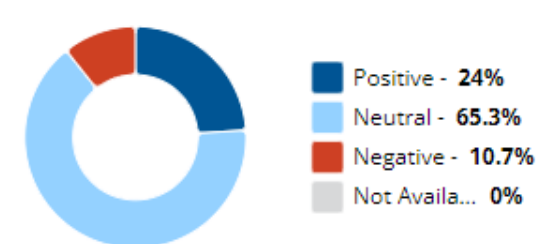
LW's Response to Ohio Spill



Coverage Sentiment

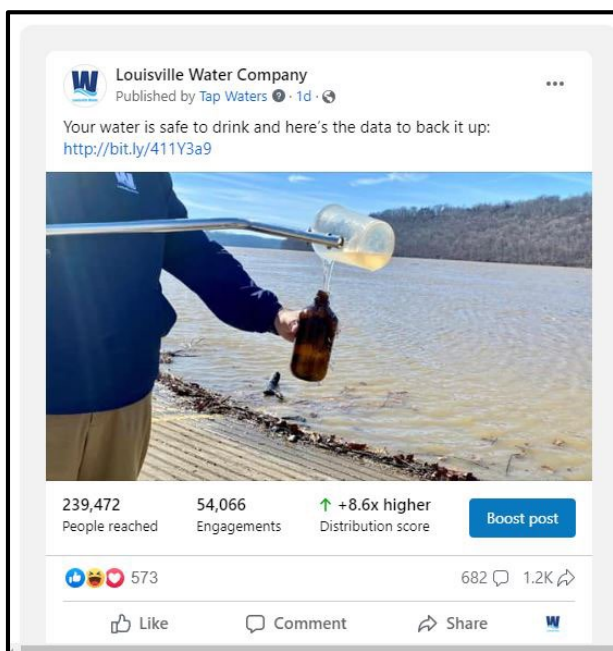
2023/02/13 - 2023/02/20

LW's Response to Ohio Spill



Managing Social Conversations

- Social media is a primary channel to deliver our consistent message
- Facebook and Twitter can be a source of misinformation and rumors



Glen Owens

Don't believe this utter crap. The water is not safe. They don't care about you. I'd be willing to bet that these people saying that the water is safe, are drinking bottled water at home.

1d Like Reply Message Hide

13 

Keeping Your Drinking Water Safe



Every Day

- Perform 200 water quality tests
- Monitor/sample the Ohio River
- Keep the public informed

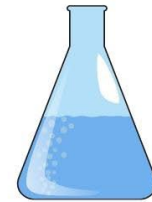
Feb. 20

- Continued sampling shows no detections
- Water that would have contained remnants from the spill flows by Louisville



Feb. 10

- Begin sampling for butyl acrylate after the Ohio train derailment
- Develop treatment strategy in case it's needed



Feb. 21

- Share our research and data with utilities downstream

