

October 6, 2017

RE: Frankfort Ave. Area Lead Service Renewal
Project # 14634



Dear Louisville Water Customer:

Over the next few weeks, Louisville Water Company will work on some of the water service lines on Belvar Ave., Madelle Ave., Zorn Ave., and Brownsboro Rd. Specifically, we are replacing Louisville Water's lead service lines that were installed many years ago with newer materials, primarily copper.

The project should be complete within four weeks, except for paving. Basham Construction will do the work and one of our inspectors will oversee the project.

Here's how the project works and what you can expect:



- Work will generally be between 8:00 a.m. and 6:00 p.m.
- Some of the work will cause a temporary water outage. We schedule planned outages 24 hours in advance and we'll either knock, or leave a notice, on your front door before the water is turned off. Please let me know of any critical water needs that may need to be addressed during these scheduled water outages.
- Each water service replacement may require holes to be cut in the street, in your yard, and/or in the sidewalk. These construction activities will likely result in some general inconvenience.
- In order to determine if your private service line is lead, we could dig into your yard as much as 10 ft. We will restore the yard to condition in which we found it once complete.
- Following construction, all disturbed grassy areas will be re-seeded, and all disturbed paved areas will be repaired with like material. It is our intent to restore disturbed areas to a condition as good as existed prior to construction.
- Street parking may not be available during working hours.

How do we replace the water line?

- First, our staff will inspect the service line in the water vault to determine if the Louisville Water service line is made of lead.
- If we determine the service line is lead, we will replace Louisville Water's portion of the service line with a new copper service line (see attached drawing).

After the work, it's time to flush the lines.

TURN OVER the letter to see what you need to do.

Immediately after we replace the line, we'll flush the new service line for 60 minutes using an outside faucet. Then, if someone is home, we'll ask you to flush the line by allowing a strong stream of cold water to run for at least five minutes from the bathtub in the highest area of the house.

- If we're not able to flush the line and no one is home to conduct the inside flush, the service will be temporarily turned "off".
- Please call the 24-hour number (569-3600 ext. 2700) and request a service "turn on". Then, we'll ask you to flush the line for 60 minutes.



**Then, for the next 30 days,
please continue to flush your cold
water line.**



It's easy to flush the water line:

- Each morning or after an extended period of no water usage, run cold water from the highest point in your home, which is typically a bathroom/bathtub faucet. Allow a strong stream of cold water to run for a minimum of five minutes.
- Running a shower or bath will flush your lines.
- Allow the cold water line to run for a minimum of five minutes before using the water for cooking or drinking.

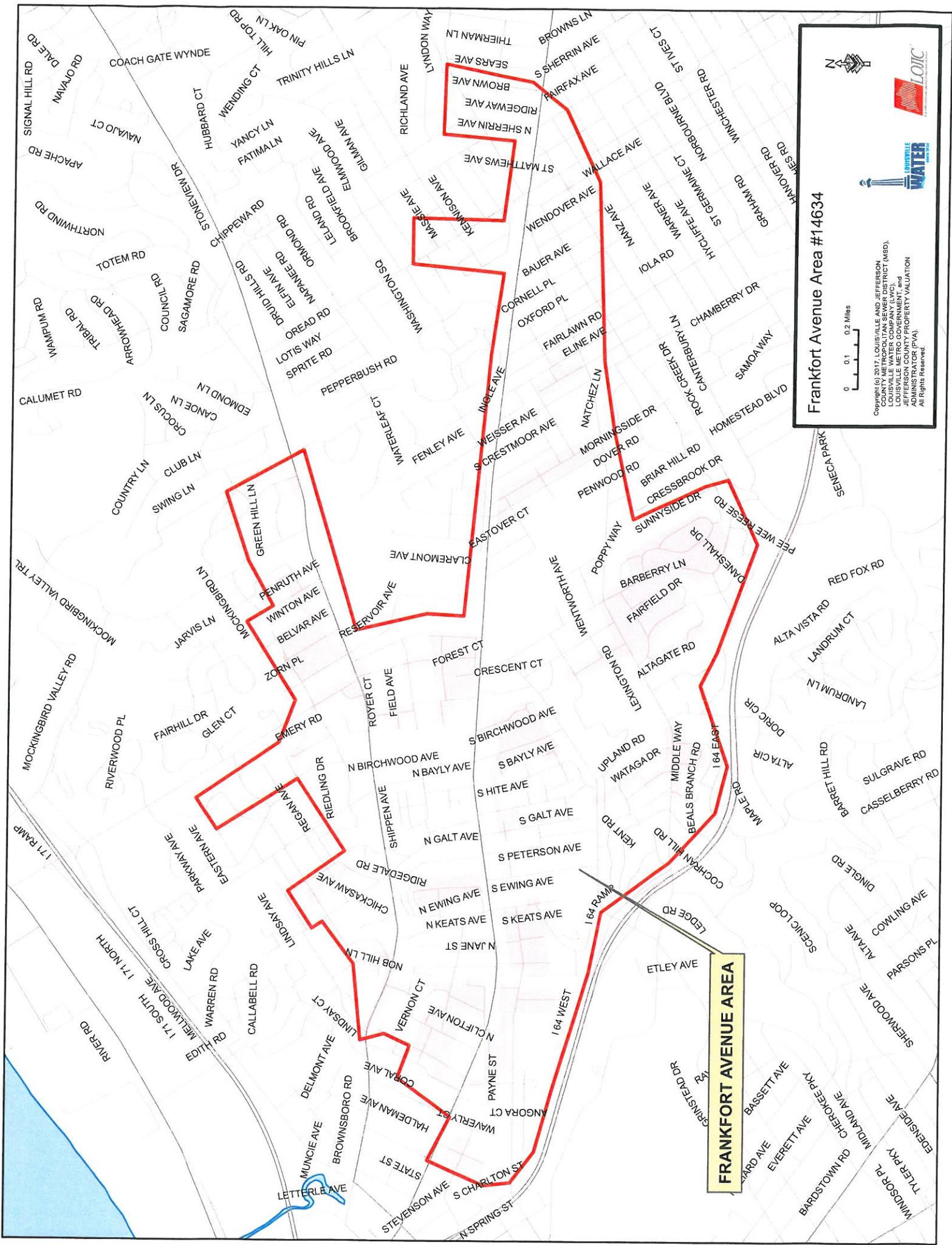
To cover the costs of flushing your lines, you'll receive a \$10 credit on your next bill.

If you have any questions or concerns, please contact me at 569-3600 ext. 2299 during normal work hours or by email at dhettinger@lwcky.com. After-hours, and on weekends, this number is monitored by a voice-mail system. Concerns of an emergency nature should be directed to the 24-hour customer service line at 583-6610. For more information on lead and our work, visit LouisvilleWater.com.

Sincerely,

A handwritten signature in blue ink that reads 'Denise Hettinger'.

Denise Hettinger, PE (Project Engineer)



Frankfort Avenue Area #14634

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