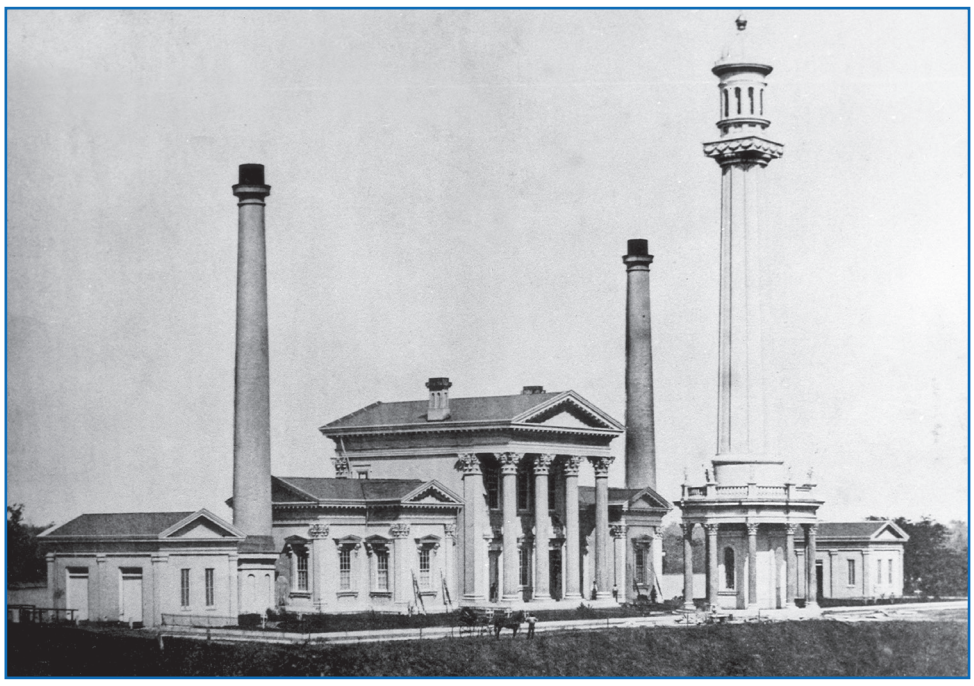
LOUISVILLE WATER COMPANY
PURE TAP® REPORT

2010 Annual Water Quality Report

PWSID: KY0560258

Over 780,000 people in Louisville Metro and parts of Bullitt and Oldham Counties depend on Louisville Water Company (LWC) for superior water quality. The Pure Tap® Report gives you information about your drinking water and LWC's commitment to quality, service, and value.

150 YEARS OF WATER QUALITY



Louisville Water Company Pump Station No. 1.

On October 16, 1860, Louisville Water Company (LWC) pumped water to its first 512 customers. This year marks 150 years of operation that began at Pump Station No. 1, a national historic landmark located at Zorn Avenue and River Road.

Today, LWC continues its 150-year commitment to provide great tasting, high quality drinking water to its customers. In 2009, LWC surpassed all Environmental Protection Agency (EPA) regulations for public water systems.

To ensure water quality, LWC scientists conduct over 200 water quality tests each day in our EPA certified laboratory. We test Ohio River water before it's treated and filtered, throughout the treatment process, at various points in the distribution system, and even at the customer's tap.

INVESTING IN THE FUTURE

Since its early days in the 1860's, LWC has focused on research and innovation to provide the best drinking water possible. This culture continues today as we look to bring Riverbank Filtration (RBF) on-line at the B.E. Payne Water Treatment Plant in 2010. LWC is the first utility in the world to combine collector wells with a tunnel to draw naturally filtered ground water through the aquifer, producing a cleaner source of water that will require less treatment.

At the Crescent Hill Filtration Plant, a large-scale renovation project is underway to modernize this 100-year old facility. Inside, we're rehabilitating 15 of the filters that remove sediment from the river water. Outside, we're renovating several basins and installing an on-site chlorine generation facility that will eventually eliminate our need for liquid chlorine deliveries.

Construction of the On-Site Chlorine Generation Facility.

PURE TAP® TO GO

LWC provides a green, eco-friendly approach to bottled water that's affordable too. For free, re-useable Pure Tap® water bottles call Public Information at (502) 569-3600 or email your request to puretapbottles@lwcky.com. Refill our 16 oz. bottles 34 times at the tap for only a penny!

COMMUNITY OUTREACH

Public health is of utmost importance to LWC. We work to enhance the quality of life in the communities we serve by promoting the health benefits of water.

Adventures in Water! teaches children all about water and is one of many robust educational offerings from LWC. We offer free teacher materials and provide class presentations and experiments, as well as field trips to our historic and state of the art facilities.

Smile Kentucky! is a community partnership that works to improve the oral health of children and promotes the benefits of fluoride in tap water. Since 2002, Smile Kentucky! has provided dental education to over 100,000 school children, offered free dental screenings to over 50,000 students, and provided free dental treatment to children who don't have access to dental care.

Tap Into Fitness! is a community partnership designed to improve the physical fitness of children. It focuses on fitness, nutrition and consumerism.

To learn more about LWC's school curriculum offerings, visit www.louisvillewater.com, Providing Education.

LWC also provides informative presentations and guided tours for all ages. Call Public Information at (502) 569-3600 to make your request today.

Students learn the properties of water.

View this report on-line at www.louisvillewater.com, Ensuring Water Quality.

2009 WATER QUALITY DATA

Your drinking water meets the strict health standards set by the Environmental Protection Agency (EPA). Data is from testing done in 2009, unless otherwise noted, in accordance with 401 KAR Chapter 8. All figures are below EPA guidelines.

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.

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.

ppt: Parts per trillion or nanograms per liter, ng/L.

RAA: Running Annual Average.

TOC: Total Organic Carbon.

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

µg/L: Micrograms per liter or parts per billion, ppb.

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.)

Printed on recycled paper

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 and are known or anticipated to occur in public water systems.

REGULATED SUBSTANCES - TREATMENT PLANTS

2009 Water Quality Data			Crescent Hill Filter Plant (CHFP)			B. E. Payne Water Treatment Plant (BEP)				
Substance (units)	MCL	MCLG	CHFP Average	Highest Compliance Level Detected	Range of Detections	BEP Average	Highest Compliance Level Detected	Range of Detections	Compliance Achieved	Typical Source of Contamination (for more details, visit www.epa.gov/safewater/hfacts.html)
Inorganic										
Fluoride (ppm)	4	4	0.99	1.18	0.80 - 1.18	1.04	1.12	0.92 - 1.12	Yes	Additive that promotes strong teeth. Fertilizer & aluminum factories. Erosion of natural deposits.
Nickel (ppb)	*n/a	n/a	2.9	2.9	one measurement	2.2	2.2	one measurement	Yes	Runoff from landfills & cropland. Metal refineries & factories. Erosion of natural deposits.
Nitrate (ppm)	10	10	1.0	1.2	0.7 - 1.2	0.8	0.9	0.6 - 0.9	Yes	Runoff from fertilizer & leaching from septic tanks. Erosion of natural deposits.
Nitrite (ppm)	1	1	0.02	0.02	BDL - 0.02	BDL	0.01	BDL - 0.01	Yes	Runoff from fertilizer & leaching from septic tanks. Erosion of natural deposits.
Turbidity (NTU)	TT 100% ≤ 1.0 and 95% ≤ 0.3	n/a	0.05	0.10 100% ≤ 0.3	0.02 - 0.10	0.04	0.12 100% ≤ 0.3	0.02 - 0.12	Yes	Soil runoff.

** The MCL for Nickel was remanded by EPA in February 1995.*

Organic										
Atrazine (ppb)	3	3	BDL	0.27	BDL - 0.27	BDL	BDL	BDL	Yes	Runoff from herbicide used on row crops.
Total Organic Carbon (Removal Ratio)	TT (≥ 1.00)	n/a	1.26	Lowest RAA Removal Ratio 1.23	1.00 - 2.00	1.16	Lowest RAA Removal Ratio 1.12	1.00 - 1.86	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 2009, LWC met the TOC treatment technique requirement.

Radionuclides										
Uranium (µg/L)	30	0	0.20	0.20	one measurement	0.40	0.40	one measurement	Yes	Erosion of natural deposits.
Alpha Emitters (pCi/L)	15	0	0.84	0.84	one measurement	0.21	0.21	one measurement	Yes	Erosion of natural deposits.
Combined Radium (pCi/L) (measured as Radium-226 & -228)	5	0	0.48	0.48	one measurement	0.78	0.78	one measurement	Yes	Erosion of natural deposits.

REGULATED SUBSTANCES - DISTRIBUTION SYSTEM

Substance (units)	MCL	MCLG	Annual Average	Highest Compliance Level Detected	Range of Detections	Compliance Achieved	Typical Source of Contamination (for more details, visit www.epa.gov/safewater/hfacts.html)
Total Trihalomethanes (ppb)	80	n/a	26.0 (RAA)	27.1 (RAA)	11.7 - 40.9	Yes	Byproduct of drinking water disinfection.
Haloacetic Acids (ppb)	60	n/a	14.2 (RAA)	15.3 (RAA)	BDL - 30.1	Yes	Byproduct of drinking water disinfection.
Chloramines (ppm)	MRDL = 4	MRDLG = 4	2.6 (RAA)	2.6 (RAA)	1.2 - 3.6	Yes	Water additive used to control microbes.
Total Coliform Bacteria (% positive)	≤ 5% positive samples/month	0	0.03%	0.35%	0 - 0.35%	Yes	Naturally present in the environment.
E-coli (number positive)	**0	0	0	**1	n/a	Yes	Human and animal fecal waste.

*** Of 3,487 routine distribution samples taken, only one (1) tested positive for total coliform and e-coli. The MCL for e-coli is determined by a total coliform or e-coli routine sample followed by a total coliform or e-coli repeat sample. All repeat samples tested negative.*

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 www.epa.gov/safewater/hfacts.html)
Copper (ppm) (2008)	AL 90% ≤ 1.3	1.3	0.47	0	0.28	0.02 - 0.47	Yes	Corrosion of household plumbing systems. Erosion of natural deposits.
Lead (ppb) (2008)	AL 90% ≤ 15	0	***2770	4	12.7	BDL - 2770	Yes	Corrosion of household plumbing systems. Erosion of natural deposits.

Lead and copper results are from 2008 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. 53 sites were tested, four (4) samples exceeded the Action Level for lead; zero (0) exceeded the Action Level for copper.
**** LWC immediately investigated this unusually high lead level and discovered that at the time of collection, the homeowner had a leaking meter vault which was later repaired. Of the 53 sites tested, the next highest lead level was 35.6 ppb.*

Unregulated Contaminants - Substances for which EPA requires monitoring to determine where certain substances occur and whether it needs to regulate those substances.

UNREGULATED SUBSTANCES - TREATMENT PLANTS AND DISTRIBUTION SYSTEM

2009 Water Quality Data			Crescent Hill Filter Plant (CHFP)			B. E. Payne Water Treatment Plant (BEP)				
Substance (units)	MCL	MCLG	CHFP Average	Highest Level Detected	Range of Detections	BEP Average	Highest Level Detected	Range of Detections	Compliance Achieved	Typical Source of Contamination (for more details, visit www.epa.gov/safewater/hfacts.html)
N-nitrosodimethylamine (NDMA) (ppt)	n/a	n/a	7.9	12.0	4.2 - 12.0	2.3	6.9	BDL - 6.9	n/a	Byproduct of drinking water disinfection. Rocket fuel production.

Cryptosporidium: *LWC monitors the Ohio River for Cryptosporidium, a tiny intestinal parasite often found in surface waters. Cryptosporidium can cause flu-like symptoms if ingested. In 2009, LWC analyzed 36 Ohio River samples. We detected low levels of Cryptosporidium in five samples with levels ranging from 0 oocysts/L to 0.191 oocysts/L. These detections were within ranges typically measured in the Ohio River. LWC 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/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.

ADDITIONAL WATER QUALITY DATA

pH - 8.1 Standard Units (SU)

Calcium (as Ca) - 46 mg/L

Hardness (as CaCO3) - 159 mg/L (9.3 grains/gallon)

Sodium (as Na) - 20 mg/L

Magnesium (as Mg) - 11 mg/L

Alkalinity (as CaCO3) - 79 mg/L

Data is an average of Crescent Hill and B.E. Payne Treatment Plants.

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) 426-4791or at http://www.epa.gov/safewater/lead.

PUBLIC NOTICE OF AVAILABILITY OF DATA

In 2009 and early 2010, Louisville Water Company (PWSID: KY0560258), completed unregulated contaminant monitoring as required by the Unregulated Contaminant Monitoring Regulation 2 (UCMR2). Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. Analytical results are available to the public by calling Kelley Dearing Smith at (502) 569-3695.

PRESIDENT'S MESSAGE

Dear Pure Tap® Customer:

I'm pleased to provide you with Louisville Water Company's (LWC) 2010 Pure Tap® Report. LWC prepared this detailed annual water quality report to meet Environmental Protection Agency (EPA) requirements under the Safe Drinking Water Act Amendment. Your drinking water, Pure Tap®, surpasses the EPA's strict health standards.

LWC has 150 years of experience providing high quality drinking water to our customers. We're committed to enhancing the quality of life in the communities we serve and extending that service to other communities in our region.

We're proud to provide you with a safe, reliable supply of drinking water every day. It's our pleasure to serve you.

Greg Heitzman
President and CEO
Louisville Water Company

EXPANDED ACCOUNT SERVICES

LWC customers now have access to their accounts 24/7 on-line at www.louisvillewater.com and through our Automated Customer Service System at (502) 583-6610 or toll free at (888) 535-6262. Access your billing and water usage history, make payments, and more. If you need to speak with a Customer Service Representative, please call during business hours, Monday—Friday, 8am - 7pm.

LEARN MORE ABOUT LWC

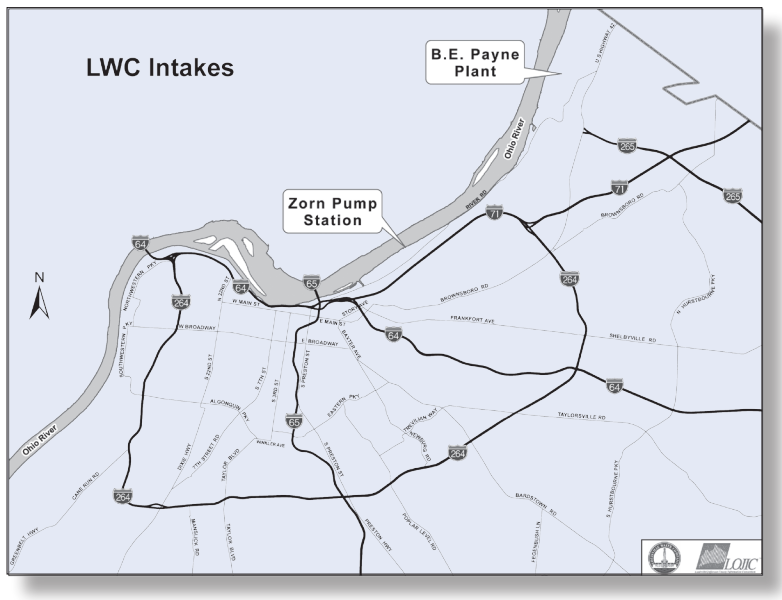
Help commemorate 150 years of operation. Look for upcoming public events about our company's abounding history and the impact Pure Tap® makes in the communities we serve. For details on free events including tours and exhibits, visit www.louisvillewater.com, About Us, 150th Anniversary.

CUSTOMER INPUT

LWC's Customer Advisory Council meets bimonthly. The Board of Water Works meets the second Tuesday of each month at 12:30pm at 550 South Third Street.

THE SOURCE

LWC 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. LWC 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 LWC'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.



LWC maintains an Emergency Preparedness and Disaster Services Plan to address potential contamination risks. To view the entire Source Water Assessment and Protection Plan contact Jim Smith at (502) 569-3687.

LWC also draws water through the aquifer with riverbank filtration wells at the B.E. Payne Plant. Therefore, protecting the water deep in the ground is important. The Kentucky Division of Water approved LWC's Wellhead Protection Plan (WHPP) in 2004. The goal is to safeguard groundwater feeding into the wells from contamination within the Wellhead Protection Area (WHPA) in Prospect. LWC continually updates the plan. New residents and businesses in the WHPA receive information about the WHPP and educational materials. The information is also available on our website at www.louisvillewater.com, Ensuring Water Quality.

WALK-IN CUSTOMER SERVICE

Monday–Friday, 8am – 5pm

Corporate Headquarters
550 South Third Street
Louisville, KY 40202

Bullitt County Office
3396 Burkland Boulevard
Shepherdsville, KY 40165

TOUR THE GATEHOUSE & RESERVOIR

Free Walking Wednesdays tour program is open to adults and children 8+ years of age. Step inside the Crescent Hill Gatehouse, built in 1879, and learn how LWC makes all that drinking water. Take a healthy walk around the Reservoir–it's almost a mile!

- Walking Wednesdays runs every Wednesday, April 7 – September 29, 2010
- 10:00am – Noon and 6:00 – 8:00pm
- Located on Reservoir Ave., off Frankfort Ave.
- Lightning will cancel tours.
- Reservations required for groups of 10+ and for wheelchair access.
- Call (502) 569-3600 x2151, email mbutler@lwcky.com or visit www.louisvillewater.com, About Us, 150th Anniversary.

QUESTIONS ABOUT THIS REPORT?

Questions about this report should be directed to Kelley Dearing Smith, Public Information Officer. Call (502) 569-3695 or send an email to ksmith@lwcky.com.

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