



Louisville Water



**WATER QUALITY
REPORT 2025**



*High-quality drinking water
you can trust from the tap.*

165 years of delivering reliable, quality drinking water

Louisville Water's commitment to producing and delivering high-quality drinking water began the day we started operations in 1860. In 165 years, we have grown from 512 customers to pumping an average of 138 million gallons every day to nearly one million people.

Our dedication to public health remains strong and it's something we take seriously. We operate two award-winning treatment plants: the Crescent Hill Water Treatment Plant and the B.E. Payne Water Treatment Plant. In fact, we are

one of only three systems in North America to have the highest honor for maintaining outstanding quality at our treatment plants and in the network of pipes that deliver water to homes and businesses.



I'm pleased to share that for the 19th year in a row, Louisville Water had zero water quality violations. We also achieved all state and federal requirements.

We set high standards for ourselves because we know our community relies on us. A customer satisfaction survey in 2025 affirmed that 88% of our customers believe Louisville Water is reliable. Our community is why we continually strive to raise the bar when it comes to quality and reliability. We are committed to excellence, and we know it's what you expect when you turn on the faucet.

When you're drinking Louisville Pure Tap®, you can trust that it is safe.



Sincerely,

Spencer W. Bruce, PE
President & CEO

Understanding this report

As you read through the Annual Water Quality Report, think of it as our report card. Louisville Water prepares this report to meet EPA requirements under the Safe Drinking Water Act which celebrated 50 years in 2024.

The data tables show results of EPA-required tests. The definition key explains the terms listed in the tables. As you will see, Louisville Water achieved compliance with all state and federal requirements.

Have questions after reading it?

Contact Kelley Dearing Smith, VP of Communications and Marketing, at (502) 569-3695 or email ksmith@LouisvilleWater.com.

Visit LouisvilleWater.com/RequestWQReport or call (502) 583-6610 to request a copy. View this report online at LouisvilleWater.com/WaterQualityReport.

¿Habla Español?

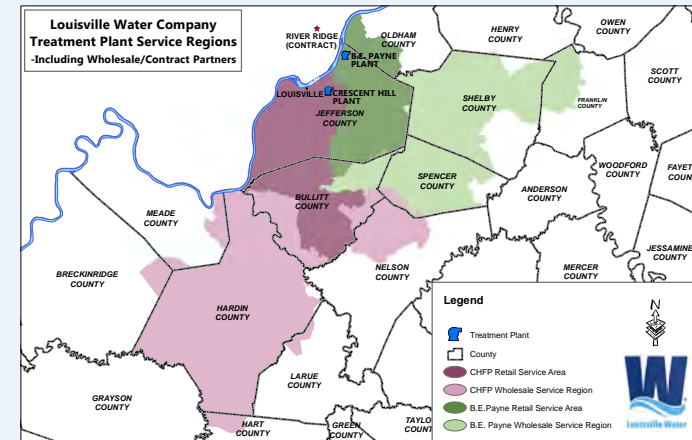
Este informe contiene información muy importante sobre la calidad de su agua beber. Tradúzcalo o hable con alguien que lo entienda bien. (This pamphlet contains important information about your drinking water. Please have this information translated.)

Share the message

Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method.

Where does my drinking water come from?

The Ohio River is an invaluable resource. Its abundant supply allows Louisville Water to provide reliable drinking water to its customers in Louisville Metro and parts of Bullitt, Hardin, Nelson, Oldham, Shelby, and Spencer counties. Most of our drinking water comes from the Crescent Hill



Water Treatment Plant (CHFP), a surface water plant, treating water pumped directly from the Ohio River. The B.E. Payne Water Treatment Plant in eastern Jefferson County treats groundwater collected from the surrounding aquifer through a process called riverbank filtration.

Protecting our source

Louisville Water maintains a Source Water Assessment and Protection Plan which outlines the steps to address potential sources of contamination along the Ohio River, such as hazardous materials spills. We also maintain a Wellhead Protection Program that outlines contamination risks to our wellhead protection area. For questions about source water protection efforts, email us at waterquality@LouisvilleWater.com.

Louisville Pure Tap®

We collect data daily from thousands of monitoring points throughout the treatment process and in the distribution system. Our team of scientists perform more than 200 tests every day inside an EPA-certified laboratory to ensure the water from your faucet is the high quality you expect and rely on.



STARTING WITH THE SOURCE

Our treatment plants are supplied by water directly from the Ohio River or from groundwater that is naturally filtered through the riverbank.



COAGULATION + SEDIMENTATION

Louisville Water adds coagulants to help naturally occurring particles such as fine silt and clay stick together. These particles settle to the bottom and are removed from the water during the sedimentation process.



DISINFECTION + FILTRATION

Chlorine is added to eliminate risk from pathogens. Ammonia stabilizes the disinfectant and keeps the water safe to drink. Water then flows through filters made of anthracite coal and sand to remove any remaining particles.



We deliver an average of 138 million gallons of Louisville Pure Tap® every day to nearly one million people.

A message from the EPA

To protect public health, the Environmental Protection Agency prescribes regulations which limit the amount of certain contaminants in tap water provided by public water systems. The Food and Drug Administration 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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the EPA's Safe Drinking Water Hotline at (800-426-4791) or by visiting epa.gov/safewater.

Both tap water and bottled water come from 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. The water can also pick up and transport substances resulting from the presence of animals or from human activity. These substances are also called contaminants.

Contaminants are any physical, chemical, biological, or radioactive substance or matter in water. 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 occur naturally in the soil or groundwater or may 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.
- Radioactive contaminants, which can occur naturally or be the result of oil and gas production and mining activities.

High-quality standards

Louisville Water meets and frequently surpasses state and federal guidelines. Our commitment to public health is reflected with zero water quality violations for the 19th straight year.

Louisville Water is home to two of the top 19 water treatment plants in the country that continually produce drinking water that excels in quality.

The Partnership for Safe Water (PSW) recognized the Crescent Hill Water Treatment Plant for maintaining the Excellence in Water Treatment Award for 10 consecutive years. It is one of the top 19 plants in the country to achieve this prestigious award level. Both Crescent Hill and the B.E. Payne Water Treatment Plant received the 25-year Directors Award.



Source: American Water Works Association

Connecting and collaborating

Considered one of the leaders in the water sector, Louisville Water had the privilege of hosting two conferences.

More than 100 water professionals gathered at the PSW Summit as it celebrated 30 years of water utility optimization and public health protection. The summit included presentations from Louisville Water employees about source water protection, managing water quality in the distribution system, and forming strategic partnerships and community relationships to strengthen public trust. Guests also toured the Crescent Hill Water Treatment Plant and the historic Louisville Water Tower.



Meanwhile, the North American Water Loss Conference explored how utilities can minimize the amount of water that's "lost" as a result of leaks and aging infrastructure. Louisville Water shared how we are implementing a comprehensive initiative to survey our infrastructure using leak technicians, satellite technology, and acoustic sensors to identify sources of water loss.

Water quality data definition key

AL:	<i>Action Level. The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.</i>
BDL:	<i>Below Detection Levels. Laboratory analysis indicates that the contaminant is not present.</i>
Contaminant:	<i>Any physical, chemical, biological, or radiological substance or matter in water.</i>
Hazard Index:	<i>A quantitative measure used to assess the potential health risks associated with exposure to hazardous substances.</i>
Herbicide:	<i>Any chemical(s) used to control undesirable vegetation.</i>
LRAA:	<i>Locational Running Annual Average.</i>
MCL:	<i>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.</i>
MCLG:	<i>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.</i>
MRDL:	<i>Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence the addition of a disinfectant is necessary for control of microbial contaminants.</i>
MRDLG:	<i>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.</i>
n/a:	<i>Not Applicable.</i>
NTU:	<i>Nephelometric Turbidity Unit. A measure of the clarity of water.</i>
pCi/L:	<i>Picocuries per liter. A measure of the radioactivity in water.</i>
Pesticide:	<i>Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.</i>
ppm:	<i>Parts per million or milligrams per liter, mg/L.</i>
ppb:	<i>Parts per billion or micrograms per liter, µg/L.</i>
ppt:	<i>Parts per trillion or nanograms per liter, ng/L.</i>
RAA:	<i>Running Annual Average.</i>
SU:	<i>Standard Units.</i>
TT:	<i>Treatment Technique. A required process intended to reduce the level of a contaminant in drinking water.</i>

Louisville Water Company water quality data Jan. 1 - Dec. 31, 2025.

The data presented in this report are from the most recent testing done in accordance with administrative regulations in 401 KAR Chapter 8. As authorized and approved by EPA, the Kentucky Division of Water has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data in this table, though representative, may be more than one year old.

*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)			CRESCENT HILL WATER TREATMENT PLANT (CH)			B. E. PAYNE WATER TREATMENT PLANT (BEP)			Compliance Achieved	Typical Source of Contamination (for more details, visit www.epa.gov/safewater)
	MCL	MCLG	CH Average	Highest Level Detected	Range of Detections	BEP Average	Highest Level Detected	Range of Detections		
INORGANIC										
Barium (ppm)	2	2	0.021	0.021	one measure	0.016	0.016	one measure	✓	Discharge of drilling wastes. Discharge from metal refineries. Erosion of natural deposits.
Chromium, Total (ppb)	100	100	BDL	BDL	one measure	1.9	1.9	one measure	✓	Discharge from steel and pulp mills. Erosion of natural deposits.
Fluoride (ppm)	4	4	0.62	0.62	one measure	0.69	0.69	one measure	✓	Water additive that promotes strong teeth. Discharge from fertilizer & aluminum factories. Erosion of natural deposits.
Nitrate (ppm)	10	10	0.84	0.96	0.63 - 0.96	0.16	0.50	BDL - 0.50	✓	Runoff from fertilizer & leaching from septic tanks. Erosion of natural deposits.
Nitrite (ppm)	1	1	0.010	0.014	BDL - 0.014	BDL	BDL	BDL	✓	Runoff from fertilizer & leaching from septic tanks. Erosion of natural deposits.
Turbidity (NTU)	TT 100% ≤ 1.0 and 95% ≤ 0.3	n/a	0.06	0.10 (100% ≤ 0.3)	0.04 - 0.10	0.04	0.08 (100% ≤ 0.3)	0.03 - 0.08	✓	Soil runoff.

Turbidity has no health effects. However, turbidity can provide a medium for microbial growth. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system.

ORGANIC

Total Organic Carbon (Removal Ratio)	TT (≥ 1.00)	n/a	1.52	Lowest RAA Removal Ratio 1.48	0.86 - 2.02	n/a	n/a	n/a	✓	Naturally present in the environment.
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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 2025, Louisville Water met the TOC treatment technique requirement.

RADIONUCLIDES

Combined Radium (pCi/L) (measured as Radium-226 & -228)	5	0	BDL	1.21	BDL - 1.21	BDL	BDL	one measure	✓	Erosion of natural deposits
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REGULATED SUBSTANCES - DISTRIBUTION SYSTEM

Substance (units)	MCL	MCLG	Average		Range of Detections	Compliance Achieved	Typical Source of Contamination (for more details, visit www.epa.gov/safewater)
Chlorite (ppm)	1	0.8	0.20		0.06 - 0.29	✓	By-product of drinking water disinfection.
Chlorine Residual (Chloramines) (ppm)	MRDL = 4	MRDLG = 4	2.69 (RAA)		1.97 - 3.46	✓	Water additive used to control microbes.
Haloacetic Acids (ppb)	60	n/a	22.4 (Maximum LRAA)		4.6 - 27.7	✓	By-product of drinking water disinfection.
Total Trihalomethanes (ppb)	80	n/a	30.3 (Maximum LRAA)		11.6 - 29.6	✓	By-product of drinking water disinfection.

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)
Copper (ppm)	AL 90% ≤ 1.3	1.3	0.081	0	0.041	0.0041 - 0.081	✓	Corrosion of household plumbing systems. Erosion of natural deposits.
Lead (ppb)	AL 90% ≤ 15	0	4.2	0	1.1	BDL - 4.2	✓	Corrosion of household plumbing systems. Erosion of natural deposits.

Lead and copper results are from 2023 and the most recent required testing done in accordance with the regulation. All samples were taken at customers' 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) samples exceeded the Action Level for copper.

Additional water quality data - 2025*

pH (SU)	8.6
Alkalinity (as CaCO ₃) (ppm)	76
Hardness (as CaCO ₃) (ppm)	128
Hardness (as CaCO ₃) (grains per gallon)	7.5
Calcium (as Ca) (ppm)	31
Magnesium (as Mg) (ppm)	13
Sodium (as Na) (ppm)	26
Chloride (ppm)	33
Sulfate (ppm)	56
Total Dissolved Solids (ppm)	225

*These are an average of the concentrations in Crescent Hill and B.E. Payne finished water.

Eliminating the risk of lead

In recent years, the EPA made several significant changes to regulations to minimize the risk of lead and copper corrosion in water pipes. Louisville Water meets the requirements of the Lead and Copper Rule mandated for all drinking water providers, and we are on track to meet the revised EPA regulations that take effect in 2027.

Louisville's drinking water does not contain lead when it leaves our treatment plants. The risk for lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time.

Lead and Copper Monitoring Results

Substance (units)	MCLG	Highest Single Result	90th Percentile	Range of Detections	Compliance Achieved
Copper (ppm)	1.3	0.081	0.041	0.0041 - 0.081	✓
Lead (ppb)	0	4.2	1.1	BDL - 4.2	✓

Louisville Water's extensive efforts to identify and replace customers' private lead and galvanized steel service lines for free, gained momentum in 2025 when we implemented our Find and Fix program.

First, what is the service line?

It's the pipe that brings drinking water from the water main into your home. Louisville Water installs a service line from the water main to the water meter, and the customer installs one on their property. Older homes (those typically built before 1950) may still have a lead or galvanized service line.

With an inventory of nearly 50,000 private service lines of unknown material, Louisville Water launched a comprehensive communications and inspection plan aimed at reducing that number. This is where we need your help.



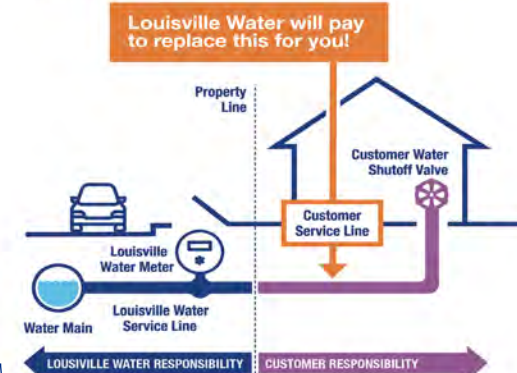
Scan the QR code or visit LouisvilleWater.com/inventory to check our records for the material of your private water service line. If the record says "unknown", follow the steps to ID your pipe material and update our records.

Find and Fix

A \$32 million state-revolving loan (all but \$10 million is forgivable) allowed our Find and Fix program to get off the ground and let contractors get to work. They primarily started in neighborhoods in west Louisville where they identified the material of thousands of private service lines and replaced a little over 100 lines. Altogether, we have replaced more than 1,100 private service lines since 2020.

Have questions about our Find and Fix program? Call (502) 569-0837 or email inventory@LouisvilleWater.com.

Typical Water Service Line



Reducing your risks

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children.

Louisville Water is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.



- Boiling water does not remove lead from water.
- Use only cold water for drinking, cooking, and making baby formula.
- Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your faucet, taking a shower, doing laundry, or washing a load of dishes.
- If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period.

Additionally, the EPA says using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

Did you know Louisville Water will test your water for free? If you are concerned about lead in your water and wish to have your water tested, contact Louisville Water to order a water quality lead test kit. Call (502) 569-0898 or visit LouisvilleWater.com/Water-Quality-Lead-Test-Kit.

What if I'm immunocompromised?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as those with cancer undergoing chemotherapy, those 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 healthcare 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 or epa.gov/safewater.

PFAS: Detection and protection

Continuous research, enhanced monitoring, and collaboration with stakeholders throughout the Ohio River basin culminated in a better understanding of the complex subject of PFAS. PFAS are man-made chemicals that have been used in industry and consumer products since the 1940s.

The EPA created drinking water standards for six PFAS compounds in 2024. Louisville Water continues to meet these standards.

We have actively tested for PFAS for more than a decade. While Louisville's tap water is not the source of PFAS pollution, we have prioritized investing in monitoring and treatment technologies to protect our water from PFAS.



Louisville Water increased monitoring of the compounds at both treatment plants to gain a better idea of seasonal variation in our sources. New lab instrumentation actively enhances PFAS monitoring and supports research needs.

Years of research identified powdered activated carbon (PAC) as the most practical approach to effectively remove PFAS and other organic matter from the water. Louisville Water has worked meticulously to develop effective PAC treatment strategies to improve water quality, further minimize risks, and achieve more stringent standards than those set by the EPA. We used our findings to advise the EPA, Kentucky Division of Water, and American Water Works Association to help develop guidance for water systems using PAC treatment methods.

The addition of a PAC storage and delivery system in 2027 at the Crescent Hill Water Treatment Plant will amplify our ability to manage and treat PFAS.

The chart below shows the most recent PFAS results from Louisville Water's treatment plants.

PFAS Monitoring Results*

PFAS Chemicals to be Regulated	Crescent Hill Water Treatment Plant	B.E. Payne Water Treatment Plant	EPA Maximum Allowable Limit	Achieved
PFOS	0 ppt	0 ppt	4.0 ppt	✓
PFOA	1.9 ppt	0 ppt	4.0 ppt	✓
PFHxS	0 ppt	0 ppt	10 ppt	✓
PFNA	0 ppt	0 ppt	10 ppt	✓
HFPO-DA (GenX)	0 ppt	0 ppt	10 ppt	✓
PFBS, PFHxS, PFNA and HFPO-DA (GenX)	0 (Hazard Index)	0 (Hazard Index)	1 (Hazard Index)	✓

*Annual averages are based on the most recent compliance monitoring data and satisfy the initial monitoring requirements under current PFAS regulation.

High-quality investments

A vision for the future has always been at the forefront of Louisville Water's plan. 2025 brought several large projects investing in our infrastructure to ensure high-quality Louisville Pure Tap® keeps flowing for centuries to come.

Residual Line Project

Perhaps one of the most visible projects centered around River Road where we replaced a 1971 residual line. The line carried byproducts of the water treatment process from the Crescent Hill Water Treatment Plant to lagoons at our B. E. Payne Water Treatment Plant in Prospect. We built two new 24-inch pipelines for increased redundancy.



The project began in March and reached a major milestone in December when crews finished installing all of the pipes along River Road, more than a year ahead of the projected timeline.

Louisville Water worked with the city and local businesses to minimize the impact on customers, drivers, and businesses while maintaining efficiency, safety, and water service.

Relining the Reservoir

The Crescent Hill Reservoir is a rich part of Louisville Water's history, dating back to 1879. Today, we still use the basins for part of our water treatment process.

Just as the residual line neared the end of its useful life, a study determined the industrial liners inside the basins installed in the early 2000s needed to be replaced. The reservoir closed to the public in June 2025 as Louisville Water began the multi-year project.

Contractor crews first drained the 55-million-gallon north basin. They set up a conveyor belt system to remove sediment faster and more efficiently. The south basin is next in line.



Check out this cool video!

Replacing a 130-year-old water main



Replacing a 130-year-old main is a major undertaking. Crews moved into Phase 2 of the Oak Street Project. The entire project stretches from 12th and Dumesnil streets to the Highlands.

Unlike Phase 1 where workers used a sliplining method to slide new water main into the existing pipe, Phase 2 is a "dig and replace" process. This is a far more tedious method which requires carefully maneuvering around other utility lines. The 48-inch water main installed in Phase 2 ensures Louisville Water supplies an ample amount of high-quality water to our customers in the southern part of Jefferson County.

A Tower to treasure and a story to share

The Louisville Water Tower is an iconic landmark in the city and one of the most photographed. Louisville Water's first chief engineer, Theodore Scowden, designed it to have a grand appearance while maintaining its functional integrity.

Stretching 185 feet into the sky, the Tower is the oldest standing ornamental water tower in the country. While we no longer rely on the Tower to pump millions of gallons of water to our customers today, it serves another purpose. It reminds us of the commitment made in 1860 to deliver safe drinking water.

The Tower stands in front of the Original Pumping Station No. 1. The structures are a National Historic Landmark. Inside the former pumping station, visitors learn about our history at the WaterWorks Museum. The museum boasts a collection of historic photographs, films, and memorabilia while telling the story of Louisville Pure Tap.

You're invited to join us for a tour and learn the story of your drinking water. We promise you'll never look at a glass of Pure Tap the same!

Want us to bring our story to you? Email educationprograms@LouisvilleWater.com to schedule a speaker for your school or organization, or to find out about our community education program.



Visit us

Louisville Water Tower
3005 River Road
Louisville, KY 40207
(502) 897-1481

**Open every second Sunday of the month or schedule a private tour*

Overseeing Louisville Water

The Board of Water Works normally meets the third Tuesday of each month. Learn more about the BOWW at LouisvilleWater.com/about-us/board-of-water-works.

Manage your account with Pure ConnectSM

Tracking your water usage and paying your Louisville Water bill has never been easier. Sign up for Pure Connect to go paperless with e-billing, set up AutoPay, schedule your payment, sign up for high-usage alerts, and submit account-specific requests. Visit LouisvilleWater.com/PureConnect to manage your account today.



You can also access your account by phone at (502) 583-6610 or toll free at (888) 535-6262. Customer service agents are available Monday – Friday from 8 a.m. - 6 p.m. Please have your account number ready.

Walk-in customer service

Monday - Friday
8 a.m. - 4:30 p.m.
John L. Huber Building
550 South Third Street
Louisville, KY 40202

Monday - Friday
8 a.m. - 1 p.m. & 1:30 - 4 p.m.
Shepherdsville Govt. Center
634 Conestoga Parkway
Shepherdsville, KY 40165

