



Dear Louisville Water Customer,

With one in three Kentuckians out of work because of the coronavirus, many in our community face anxieties around paying bills and affording basic necessities.

During these stressful times, we want to help customers whose lives have been disrupted. You've normally paid your Louisville Water bill on time, but our records show you are past-due.

If you're having difficulty paying your bill, we want to help.

Drops of Kindness is Louisville Water's customer assistance program for an unpaid water and wastewater bill. I invite you to call our Customer Service Center at 502.583.6610 or toll-free at 888.535.6262 during business hours to find a payment option that works for your individual and unique situation. In addition, we can match customers who qualify to a community agency that provides direct bill relief. All calls are confidential.

How Drops of Kindness works



*Complete a confidential
call with Louisville
Water*



*Find a unique payment
plan or (if applicable) be
matched with a
community partner
providing bill relief*



Louisville Water wants to help customers who need support, and we hope to hear from you soon. Addressing your bill now will lessen a larger financial obligation in the future.

Together, we *will* get through this.

Spencer Bruce
President/CEO, Louisville Water Company



Customer Service Center:
502.583.6610
Toll Free: 888.535.6262

LouisvilleWater.com



@LouisvilleWater