

MLGW's 2021 Water Quality Report

Want to check out the facts about the source and quality of your drinking water? Water is one of our most precious assets sourced from the Memphis Sands aquifer. The 2021 Water Quality Report is online at mlgw.com/waterquality.



Remember to Make Springtime a Safe Time

Springtime brings warmer temperatures, but it also tends to bring along severe weather. MLGW wants you and your family to be safe and protected during severe weather out-breaks, so here are a few tips to increase safety.



- Identify the safest place in your home in case of an emergency. It might be a closet or bathroom in the middle of your home, away from exterior doors and windows.
- Stock the safest place with emergency items such as a first aid kit, flashlights, a battery-operated radio or TV and extra batteries.
- Know how to turn off your gas, electric and water if the lines are damaged.
- If you smell gas after severe weather, leave the building immediately. Go to a safe place and call MLGW. Do not go back into your home until MLGW says it is safe to do so.
- Should you have downed wires, gas leaks or a broken water main inside a building, call MLGW's 24-hour, emergency-only hotline at 901-528-4465.

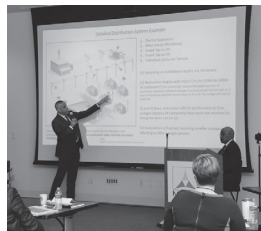
Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Outage Improvement Advisory Team

During Winter Storm Landon there were 186,000 outages and 233,640 customers impacted by the storm. After the storm caused some customers to be without power for several days, City of Memphis Mayor Jim Strickland announced the creation of an advisory board to provide recommendations for future outage management. On March 17, 2022, the Outage Improvement Advisory Team held their first meeting. The purpose of OIAT is to provide community-based input that will assist MLGW in assessing options to reduce electrical outage duration and frequency and to improve associated communications and awareness for the general public. The advisory team focuses on MLGW's electrical distribution system and its reliability and resilience as these elements pertain to customer impacts. The team will also focus on all facets of MLGW's customer communications during outages.



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