

Replacement Guide



This notice has important information about your drinking water.

MLGW is committed to protecting your water, your family and our community. We are actively taking steps to fully replace the service line for your home, property or business. This notice includes important actions for you to take before, during and after your service line replacement.

1. One Day Before Replacement



Remove debris from your front yard. (Examples include trash cans, yard waste, garden decoration, etc).



Prepare to be without water service for at least eight hours the following day. We recommend that you fill and store a pitcher of water in your fridge before your appointment.



One of our consultants will call you the day before to confirm your replacement appointment.

2. Immediately After Replacement

The contractor will flush your water line at an outside spigot, but you will also need to flush your indoor plumbing. **On the other side of this document, we've included some steps to help you successfully flush your indoor plumbing.**

3. Starting the Day After Your Replacement Appointment



Start using the lead removal pitcher and filter we gave you, including the six-month supply of filter replacement cartridges.



As an added precaution, you should conduct a daily "mini-flush" of your interior plumbing by running the water for five minutes each morning and after water has been sitting in your pipes for six hours or more.



MLGW will contact you to collect a follow-up water sample between three and six months after your service line replacement.



Continue these "mini-flushes" for the next six months after your line has been replaced, or until sample results show that the lead level is below the guideline. Debris should be cleaned monthly from aerators and filters in the six months following replacement. After six months, cleaning can be done twice a year.

If you have any additional questions, please reach out to us by calling (901) 544-6549 or email leadreplacement@mlgw.org. You can also visit our website at [MLGW.com/waterservicelines](https://www.mlgw.com/waterservicelines) to learn more about service line replacements and your water anytime.

Flushing Instructions Immediately After Replacement



Follow these steps for a full flush of your indoor plumbing for 15-30 minutes, immediately after replacement. The contractor will flush your water line at an outside spigot, but you will also need to flush your indoor plumbing.



1 Locate Faucets

Locate all faucets that will drain including laundry tubs, hose-bibs, bathtubs, and showers.

2 Remove Screens

Remove all aerators or screens from all faucets and clean debris with vinegar solution if necessary.

3 Turn on Water - Lower

Turn on cold-water faucets in the basement or lower floor. *Leave all faucets running at the highest rate the drain will allow.*



4 Turn on Water - Higher

Turn on cold-water faucets on the next highest floor. Continue until all faucets are running on all floors.

5 Remember the Order

Record the order in which the faucets were turned on.

6 Run Water for 15-30 min.

Leave water running for at least *15 minutes*. However, best practices suggest leaving water running for at least 30 minutes.



7 Turn Off Water in Order

Turn off the faucets in the same order they were turned on in Step 5.

8 Replace Screens

Reattach cleaned aerators and screens. *You may need to replace the aerators or screens if they are too old or worn.*

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