



QUICK FACTS ABOUT WATER SERVICE LINES

Our water is safe and tastes great!

Memphis drinking water does not contain lead. There is no lead in MLGW's water mains (they are made of cast or ductile iron). Some older homes in Memphis may have a water service line made of lead.

What is a water service line?

A service line is the pipe that carries water from MLGW's water main – to the meter – and then from the meter – to the customer's home. *(See the diagram on the back of this sheet.)*

How does lead get into drinking water?

Lead can leach into water when pipes/fixtures corrode. MLGW's corrosion control program helps prevent that from happening.

How do customers know if they have a lead service line?

Customers with homes 70 years old and older are more likely to have lead service lines. MLGW stopped using lead pipes in 1955. Congress banned use of lead pipes/fixtures/solder in 1986.

- Customers can also visit mlgw.com/waterservicelines to find out what material makes up their water service line.
- MLGW will mail a postcard to all water-service customers letting them know what their service line is made of, and the utility offers free water sample testing for customers.

What is MLGW doing about it?

- MLGW will continue inspecting service lines for lead and galvanized steel.
- MLGW replaces the service line from the water main to the water meter if we find that the line contains lead or galvanized steel. If the service line on the property side (from the meter to the foundation) contains lead or galvanized steel, we will notify the customer.
- MLGW is developing a pilot program to help qualifying customers pay for private-side replacement.



WHO IS RESPONSIBLE?

In the instance a repair is needed, this diagram details what is MLGW's responsibility and what is the homeowner's.

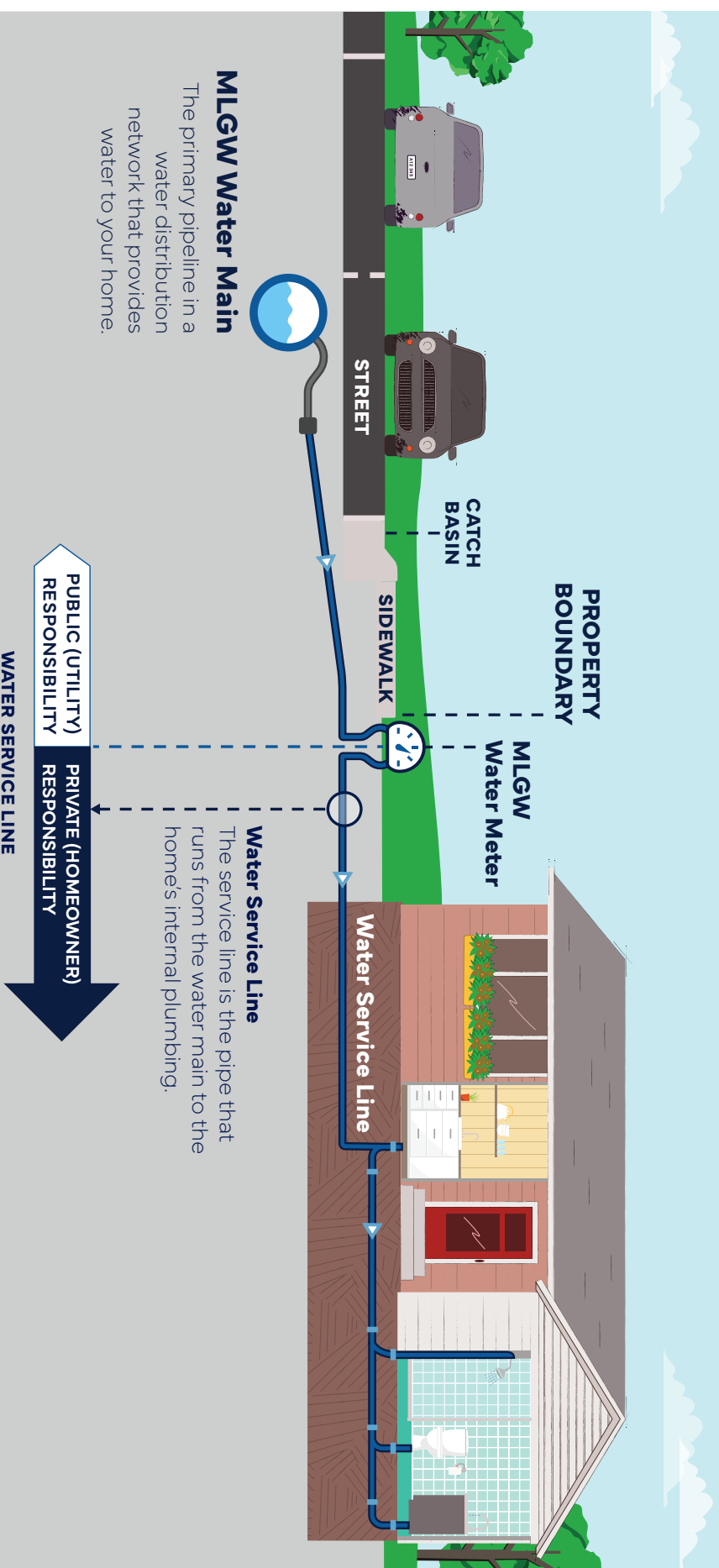


MLGW'S RESPONSIBILITY

MLGW is responsible for the maintenance of water mains and the water service line from the street to the water meter.

HOMEOWNER'S RESPONSIBILITY

The property owner is responsible for repairs from the outlet of the meter into and throughout the house.



MLGW Water Main
The primary pipeline in a water distribution network that provides water to your home.

Questions or Concerns?

Contact Memphis Light, Gas and Water | MLGW.com | (901) 544-6549