MLGW

220 South Main St.
Memphis, TN 38103

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Important Information About Your Water Service Line

Know what's next

- MLGW is updating and verifying our water service line inventory.
- Review the status of your service line material record at **MLGW.com/waterservicelines.**

Para ver esta postal en español, visite MLGW.com/waterservicelines.

MR/10-26/GV

MLGW is committed to protecting your water, your family and our community

Memphis Light, Gas and Water is replacing water service lines made of lead or galvanized steel. In this postcard you will find important information for your household and an update on MLGW's progress.

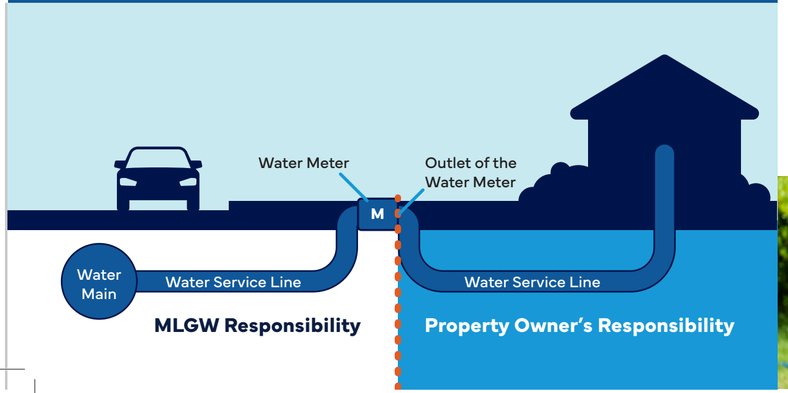


Our records show the outside water service line is made of galvanized steel.

Galvanized steel can trap lead particles and release them back into water over time. As a precaution, your service line will need to be replaced.

Even if you have galvanized steel pipes, it does not mean you have lead in your water! MLGW treats your drinking water with an additive – phosphate – which coats your pipes and protects your water.

The water service line is a shared responsibility between MLGW and homeowners.



Is my drinking water safe?

Yes. MLGW's Water Laboratory conducts more than 38,000 tests a year to check our water for lead and other contaminants. Before it reaches anyone's home, Memphis drinking water is tested, filtered and treated to ensure its safety and quality. It meets rigorous state and federal standards.

What is MLGW Doing?

The utility is replacing lead service lines on the MLGW, or public-side, of the water meter. MLGW has replaced close to 13,000 lead/galvanized steel lines since 2012.

In 2026, MLGW replaced more than 400 lead, or galvanized steel lines on the private-side of the water meter. Federal funds from the American Rescue Plan Act (ARPA) covered costs for private-side replacement. The utility will continue to seek out other grant funds to support future, private-side replacement.



Know what's next

- MLGW will continue treating your water with phosphate as a first line of defense.
- You can review your service line record at MLGW.com/waterservicelines.

For questions, call **(901) 544-6549** or email **leadreplacement@mlgw.org.**

Reduce your risk

In addition to actions MLGW is taking to protect you, here are practical ways you can further reduce the risk from consuming water that is served through galvanized pipes:

- Flush your taps by running the water for 15-30 seconds before using.
- Use only cold water for drinking, cooking, and making baby formula.
- Request to have your water tested by MLGW's certified lab.
- Use water filters certified to remove lead.
- Clean your faucet's screen regularly.

Understanding Where Lead Risk Comes From

Lead is a natural metal in the environment (most lead in the environment is inorganic). The risk of lead for most households comes from paint, dust, old furniture, jewelry or imported candy and makeup. Plumbing materials made with lead, usually found in older homes, can also present danger to your drinking water.

EPA

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.