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/UK

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 commitment to **Inspect**

MLGW is inspecting your water lines.

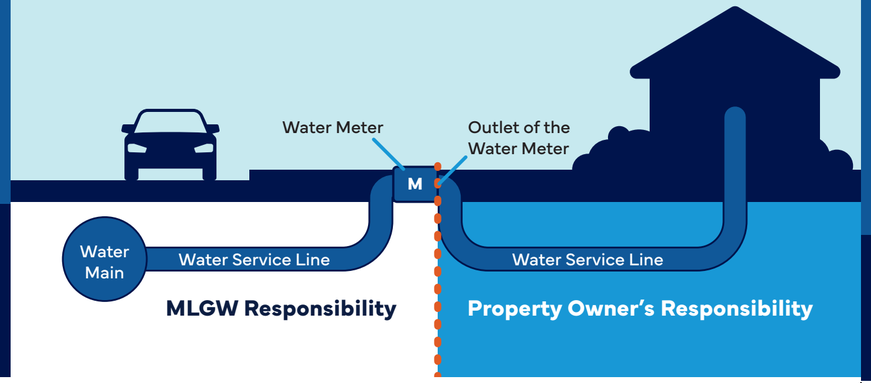
Why does this matter? MLGW wants to make sure the material of your water service line is not lead or galvanized steel. Since 2012, we've replaced close to 13,000 lead service lines.

MLGW stopped installing lead lines in the 1950s and Shelby County law did not allow lead lines to be installed on the customer side of the meter after 1973. If we determine your service line is lead or galvanized, we will work with you on options to replace it.

What's going on?

Our inventory doesn't show the material of your service line, so we're notifying you that it is an "unknown" material. MLGW will have to inspect the service line to determine what the material is.

*Please know we are here to help you **inspect** your pipes, **know** more about your water and **reduce** your risk.*



Know what's next

- MLGW will inspect the water service line to identify if portions of it are made of lead or galvanized steel.
- MLGW will replace any lead/galvanized steel lines on the public-side of the meter.
- If MLGW replaces your water service line, we will provide your family with a lead-filtering water pitcher and replacement filters.

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 lead 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.