MLGW

220 South Main St.
Memphis, TN 38103

U.S. POSTAGE
**PAID**
MEMPHIS, TN
PERMIT NO. 95

# 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.

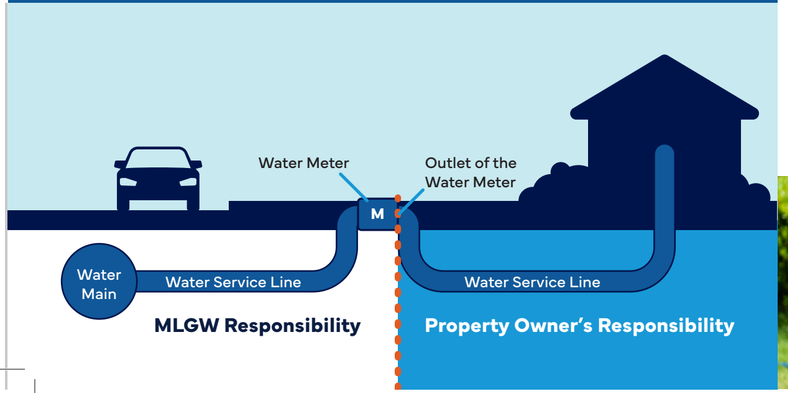


**Our records show the outside water service line is made of galvanized steel.**

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.

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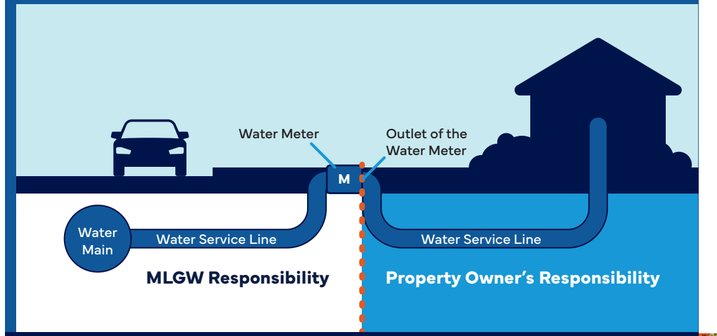
MR/10-26/LD

# 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.



**From our inventory we have determined that all or a portion of your outside water service line is made of lead.** 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.




Even if you have lead pipes, it does not necessarily mean you have lead in your water! That is because MLGW treats your drinking water with an additive – phosphate – which coats your pipes to protect your water.

# **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.

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# **Know** what's next

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- 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

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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.

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MR/10-26/UK

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# Our commitment to **Inspect**

**MLGW is inspecting your water lines.**

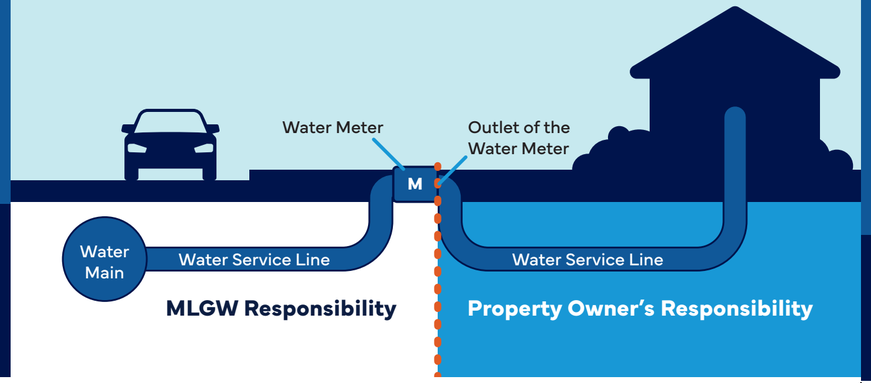
Why does this matter? MLGW wants to make sure the material of your water service line is not lead or galvanized steel. Since 2012, we've replaced close to 13,000 lead service lines.

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.**

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# **Reduce** your risk

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