

## Sky High Perspective

MLGW engineers are using drones to get a bird's-eye-view of high-voltage transmission towers. The inspections are part of the Roadmap to Reliability plan to assess and improve utility infrastructure. Drones allow the team to inspect equipment and make sure all the hardware is where it should be and that nothing is damaged. "If repairs need to be made, we send out work orders to get repairs done," says Jason Mayo, Lead Transmission Engineer.



The Division is using contractor PLP Inspection Services to fly the drones. Inspecting equipment in this kind of innovative way helps MLGW better assess where repairs are needed before there is an outage. The drone inspections should take around six weeks to finish.

## TVA Rebates



Better home energy efficiency means a lower energy bill, increased indoor comfort and a reduced carbon footprint. Explore TVA's money-saving rebates up to \$1500 for new HVAC, attic insulation, windows and more at [energyright.com](http://energyright.com).

**MONEY & ENERGY SAVING TIP:** For every degree you set your thermostat above 72°, you can save up to 3% on your electric bill.

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From 2012 to 2023 we inspected, removed or replaced 8,000 lead service lines. MLGW is working with engineering firm HDR to assist with its replacement plan.

### What MLGW customers should know:

- MLGW stopped using lead in service lines in the 1950s. If your home was built after 1960, you do not have lead service line to your meter.
- Customers can check their address for known lead service lines using the interactive map at [webgisr.mlgw.org/mlgwwaterservices/](http://webgisr.mlgw.org/mlgwwaterservices/).
- Customers may request a free water testing kit from the MLGW Water Lab by calling 320-3962 or emailing [waterlab@mlgw.org](mailto:waterlab@mlgw.org).
- The Tennessee Health Department and the Tennessee Department of Education are responsible for water samples at schools and daycares.



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# Customer CONNECTION



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## Lead Service Line Update

MLGW, along with other water systems in the U.S., are working to comply with the Environmental Protection Agency's Lead and Copper Rule Revisions (LCRR). The lead and copper rule is meant to help reduce exposure to lead in drinking water. All water systems must have an inventory of lead service lines and a plan to replace them by October 2024. Lead service lines are pipes that deliver water from the main in the street to the meter at your home.



Rest assured that our drinking water is safe. There are no traceable amounts of lead in our drinking water from the aquifer. Also, know that we are working to meet the requirements for LCRR. Our inventory is underway and MLGW teams began replacing lead service lines in 2012. "This inventory is going to help us prioritize and develop the plan so we can get those replaced," President and CEO Doug McGowen said. "It is top of mind. It is a priority for us."