



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](https://www.mlgw.com/waterservicelines).



Para ver esta postal en español, visite [MLGW.com/waterservicelines](https://www.mlgw.com/waterservicelines).

John Doe  
123 Any Street  
Memphis Tennessee 38100

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

We just took another big step forward in our ability to do so by completing an inventory of the water lines that serve you, to determine what material they are made of.





# Our commitment to **Inspect**

**MLGW is here to help our customers inspect their water service 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 more than 9,000 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.

# Know what's next

- ✓ MLGW will continue treating your water with phosphate as a first line of defense.
- ✓ MLGW is testing a program to pay for private side replacement.
- ✓ You can review your service line record at [MLGW.com/waterservicelines](https://www.mlgw.com/waterservicelines).



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

# Reduce your risk

10.14.24 | Unknown

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.

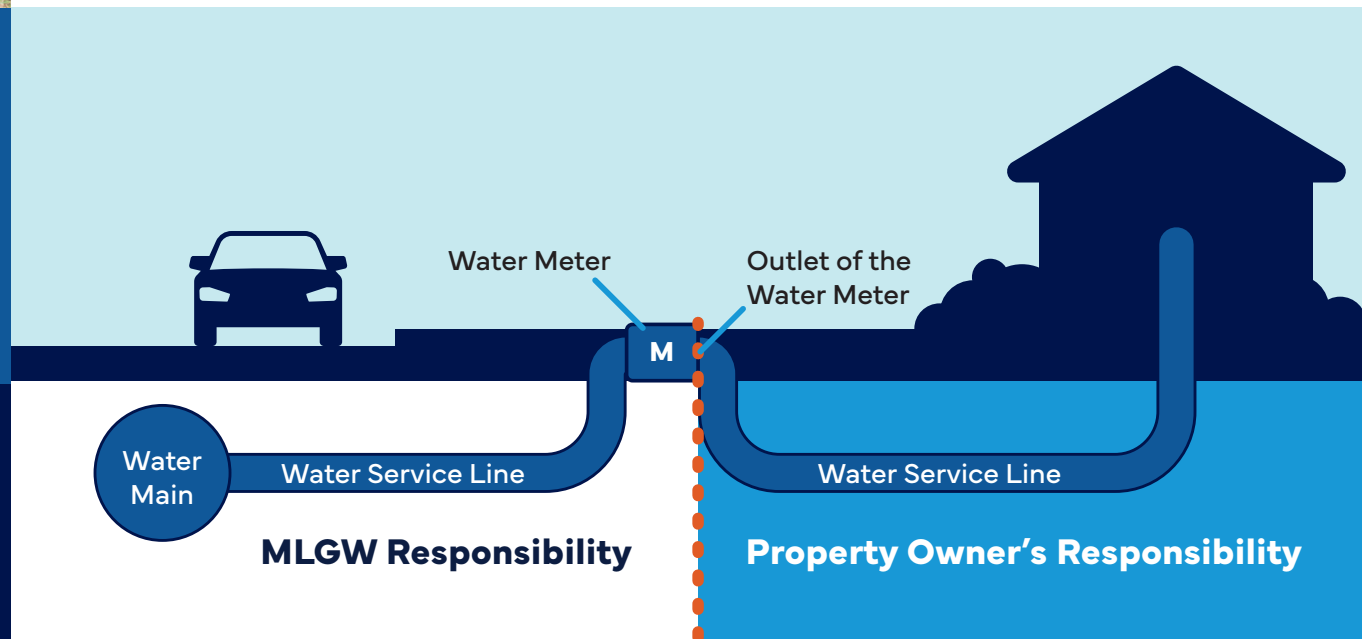


Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed 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.

## 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.





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](https://www.mlgw.com/waterservicelines).



Para ver esta postal en español, visite [MLGW.com/waterservicelines](https://www.mlgw.com/waterservicelines).

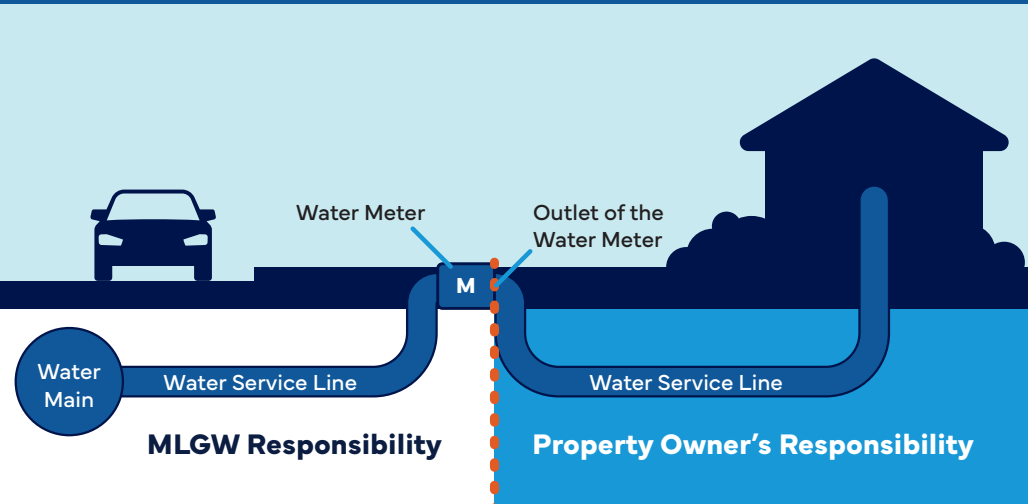
John Doe  
123 Any Street  
Memphis Tennessee 38100

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

We just took another big step forward in our ability to do so by completing an inventory of the water lines that serve you, to determine what material they are made of.



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.

# What We Are Doing

MLGW has been replacing lead service lines since 2012 and has inspected and/or replaced more than 9,000 since then.

Now, thanks to newly allocated Federal Infrastructure funds, we can replace more lines, including customer-side lines for customers who need help replacing them.

In 2024 and 2025 we will pilot our program for “full line replacement,” including customer and MLGW side service lines, and develop a program for customers to apply for replacement assistance in the future.



# Know what's next

- ✓ MLGW will continue treating your water with phosphate as a first line of defense.
- ✓ MLGW is developing a program to help qualified customers with private side replacement.
- ✓ You can review your service line record at [MLGW.com/waterservicelines](https://www.mlgw.com/waterservicelines).



For questions, call (901) 544-6549 or email [leadreplacement@mlgw.org](mailto: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.



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.



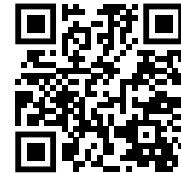
220 South Main St.  
Memphis, TN 38103

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](https://www.mlgw.com/waterservicelines).



Para ver esta postal en español, visite [MLGW.com/waterservicelines](https://www.mlgw.com/waterservicelines).

John Doe  
123 Any Street  
Memphis Tennessee 38100

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

We just took another big step forward in our ability to do so by completing an inventory of the water lines that serve you, to determine what material they are made of.

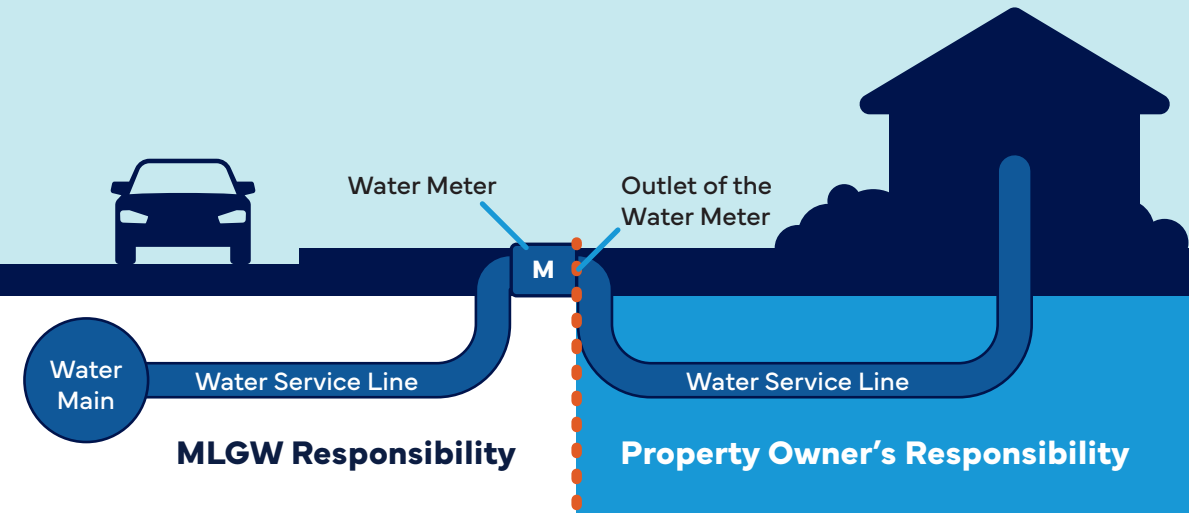


### Our records show the outside water service line is made of galvanized steel.

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.



## What We Are Doing

MLGW has been replacing lead service lines since 2012 and has inspected and/or replaced more than 9,000 since then.

Now, thanks to newly allocated Federal Infrastructure funds, we can replace more lines, including customer-side lines for customers who need help replacing them.

In 2024 and 2025 we will pilot our program for "full line replacement," including customer and MLGW side service lines, and develop a program for customers to apply for replacement assistance in the future.



## Know what's next

- ✓ MLGW will continue treating your water with phosphate as a first line of defense.
- ✓ MLGW is developing a program to help qualified customers with private side replacement.
- ✓ You can review your service line record at [MLGW.com/waterservicelines](https://www.mlgw.com/waterservicelines).



For questions, call (901) 544-6549 or email [leadreplacement@mlgw.org](mailto: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.



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.