

Good Evening Memphis.



As we endure the inclement weather and its effects upon our local infrastructure, please be aware that Memphis, Light, Gas & Water (MLGW) has issued a precautionary boil water advisory for its water customers. However, to date, misinformation exists. To provide accurate guidance, as well as transparency, please view MLGW's press conference concerning the precautionary boil water advisory, [here](#).

Until further notice, MLGW water customers are advised to take the following steps prior to water consumption:

- (1) Bring your water to a vigorous, rolling boil,
- (2) Boil the water for three minutes, and
- (3) Allow the water to cool before using, *or*
- (4) Utilize bottled water.

To be clear, who is affected?

All MLGW water customers are affected.

If affected, what should you do?

Do not consume the water without boiling it first, i.e., for three minutes followed by cooling.

If affected, what are examples of activities that apply?

Use boiled water, or bottled water, for drinking, cooking, making ice, brushing teeth, washing dishes, etc.

***Note:** For more information on MLGW's precautionary boil water advisory, [click here](#).

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Furthermore, the Shelby County Health Department has issued a health order and directive regarding MLGW's precautionary boil water advisory, effective immediately. Per the order and directive, MLGW customer businesses that provide food and beverages are instructed to close if they are unable to boil water before using it to prepare any food or beverage for public consumption; this includes discontinuing any use of ice machines that directly utilize tap water.

***Note:** The Shelby County Health Department's Health Order and Directive regarding MLGW's precautionary boil water advisory can be viewed [here](#).

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Finally, all COVID-19 vaccination sites will be closed through February 20, 2021. Therefore, appointments scheduled to occur between February 16 - February 20, 2021 will automatically be rescheduled for the same day of the week, time, and location next week. As a result, there is no need to reschedule your appointment.

***Note:** For additional information regarding COVID-19 vaccination sites and appointments, [click here](#).

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Please take care, Memphis. We will overcome these challenges, together.

Yours in service,

A handwritten signature in black ink, appearing to read "Frank Colvett, Jr.", with a long horizontal flourish extending to the right.

Frank Colvett, Jr.
Chairman, Memphis City Council