

Water Quality Report 2015 Available Online in May

MLGW's annual Water Quality Report will be online in May at mlgw.com/waterquality. The report provides vital facts about the source and quality of your drinking water.

Underground sprinkler systems require yearly testing

In the next few months, 48,000 customers will be notified to make sure their backflow prevention devices on lawn irrigation systems are tested. The device is often under a green box or fake rock.



The state mandated test protects the public's water system. Failing to do so can result in your water being cut off.

Questions? Call MLGW's Cross Connection Section at 901-528-7757.

En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

Interact with MLGW via: Pinterest, Twitter, Facebook, Blogspot and YouTube



Community Calendar

May 6-7: The 58th Annual Greek Festival, Annunciation Greek Orthodox Church, 573 N. Highland; 11 a.m. - 8 p.m.; Info: memphisgreekfestival.com

May 7: Latino Memphis "Festa do Brasil" at Overton Park with salsa-making contest, Brazilian BBQ, music, and food; 10 a.m. - 4 p.m. Free admission. Info: LatinoMemphis.org

May 7: Memphis Prayer & Praise Music Festival, Kroc Center, 800 E. Parkway South; 3 - 7 p.m.

May 7-8: Collierville Fair on the Square, 125 N. Rowlett; Saturday 10 a.m. - 6 p.m. and Sunday noon - 5 p.m. Info: twentiethcenturyclub@gmail.com

May 21: Tai Chi for Children workshop for childcare providers and teachers; 10 a.m. - noon at Gaston Park Branch Library, 1040 S. Third. Wear loose fitting clothes and tennis shoes.

Do you have a community event in the next eight weeks? Send an email to ljarlington@mlgw.org. Make sure to include Community Calendar in the subject heading.



Customer Reference Number: 4/16



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW spends \$47 million with small businesses in 2015

MLGW's Supplier Diversity program reported its highest year-end spending in the program's 19-year history with \$47 million in goods and services with minority, women and locally-owned small businesses in 2015.

The \$47 million represents 37 percent of \$127 million spent on wiring, gas pipes, computer equipment and other goods and services.

Minority-owned enterprises received \$25 million, followed by locally-owned businesses with \$18 million and women-owned businesses with \$4 million.

"We are intentional in helping small companies find ways to do business with us," said MLGW's Supplier Diversity coordinator Renise Holliday.

(continued inside)



MLGW senior procurement specialist Camela Mitchell talks with a participant at the 2015 Business Open for Opportunities in Memphis (BOOM) conference.

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(MLGW spends continued from front page.)

Through its Sheltered Market program, MLGW spent \$9.5 million in 2015. The race and gender neutral program shelters purchases under \$100,000 by offering three or more certified local small businesses the chance to bid on products or services. Go to mlgw.com/supplierdiversity for more details.

Memphis celebrates Safe Digging Month – Can you dig it?

April is National Safe Digging Month, a time when we want to get our hands dirty in the yard.



**Know what's below.
Call before you dig.**

If you or your contractor are planning an outdoor construction project, excavating, landscaping or gardening, call 811 three business days before to get your utility, cable and phone lines located and marked first and at no cost.

Striking an unmarked gas or electrical line can be deadly, and your utility lines could be at any depth.

For more details, go to mlgw.com/811. And thank you for joining us recently for Natural Gas Safety Awareness Day at our local Lowe's stores.

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MLGW making strides in J.D. Power Survey

MLGW's ranking is climbing in the latest J.D. Power Customer Satisfaction Survey for residential electric service.

The 2015 index improved to a score of 662 compared to 2008's score of 548. It is the highest annual score MLGW has received in eight years.

"Overall, MLGW's scores are trending in a positive direction, but there's still room for improvement," said MLGW's Director of Analysis, Strategy and Performance Clifford DeBerry Jr.

About 150 customers answered questions on billing, reliability, price, corporate citizenship, communications and customer service.

With this year's goal of 670, MLGW hopes to increase future rankings by adding the convenience of reporting and checking an outage by text, giving better estimated times of restoration, enhancing pre-recorded phone prompt guides and improving communication efforts.



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Easy step-by-step directions for MLGW's pay-by-phone service

WHAT YOU NEED:

- Valid email address
- Utility bill with 16-digit account number and My Account access code
- Payment info: Visa, MasterCard or Discover credit/debit card number or a bank routing number found on bottom part of your check

NOW YOU'RE READY TO START:

- Go to mlgw.com
- Click on My Account in the upper-left hand corner
- Create a six-digit phone pay ID and PIN different from your My Account ID
- Enter your email address & payment information
- Click agree to "My Account Terms & Conditions"
- Call MLGW's automated payment system: 1-866-315-0277

Having problems?

Call 901-544-MLGW (6549) Monday-Friday; 7 a.m. – 7 p.m.

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