

Hard hats off for a job well done!

Our customers are taking names and writing or calling in to say, "Thank you for a job well done."

MLGW customer Roger Johnson of Memphis called and bragged about the outstanding job that the MLGW crew did near his home in repairing a street light that had been out for two years. Way to go – Stevenson W., Carl F., Larry S. and Nick M., all with System Lighting and Maintenance.

Deborah Chandler Levy with Chandler Demolition Co. praised the exceptional and long-time work relationship that she has developed with Joy D., Electric Distribution.

Levy wrote in part, "Joy is an expert at listening to her customer's problem, getting an answer to whatever the problem might be, and responding to her customer in a very positive and timely manner every single time! It is not often that I encounter a person equipped with the personality and the skills to consistently deal with customers ... in a positive and professional manner."

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

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Community Calendar

June 17: Benefit bridge games for Alzheimer's to be played all week of June 17 at M A Lightman Bridge Club, 912 Kelley Road, Memphis. Info: Diane at d1955g@aol.com.

June 21: Alzheimer's Awareness: The Longest Day is all about love for all those affected by Alzheimer's disease. Register to participate at alz.org/thelongestday.

June 23: 4th annual Feast on the Farm Gala, Agricenter International, 7777 Walnut Grove Road, 6 p.m. – 11 p.m. Info: www.agricenter.org/feast.

June 27: Alzheimer's Association 2018 Caregiver Conference. Free. The Great Hall, 1900 S. Germantown Rd., 8 a.m. – 2 p.m. Info: 901-565-0011 or lpate@alz.org.

July 18: Collierville Literacy Council, 215 E. Poplar, 11 a.m. – 3 p.m.

August 10: MLGW Neighborhood Leaders Conference, MLGW University, 4949 Raleigh-LaGrange, 8 a.m. – 3 p.m. Info: 901-528-4820.



Customer Reference Number: 6/18



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PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW 2017 Water Quality Report available online

The Memphis Light, Gas and Water Division 2017 Water Quality Report is available online on MLGW's website. Customers can view the 2017 Water Quality Report in English and Spanish at mlgw.com/waterquality.

Customers can also request a paper copy of the report by calling 901-320-3950 or emailing corpcomm@mlgw.org. Specialists in MLGW's Water Laboratory perform numerous tests throughout the year to monitor components of Memphis' water.

All community water systems are required to prepare and distribute an annual water quality report. MLGW is proud to continue to provide excellent drinking water for the citizens of Memphis and Shelby County.



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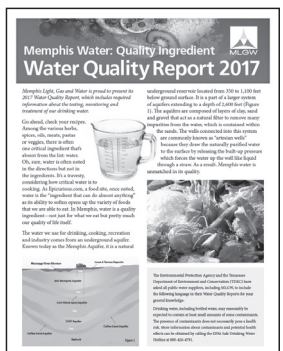
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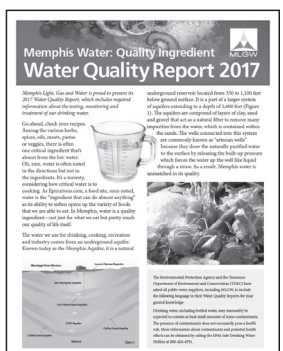
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MLGW wins United Way's "Best of the Best"

Leaders of the MLGW United Way campaign for 2017 presented a check for \$612,327 during a recent MLGW Board of Commissioners meeting.

MLGW won the "Best of the Best" Award for large companies for its 2017 United Way Campaign. This award is presented to the company with the highest donation to the Community Impact Fund. The Community Impact Fund allows United Way to make the biggest impact on poverty by strategically investing dollars in programs that affect education, financial stability and health.

MLGW donated a total of \$571,000.00 to the Community Impact Fund.



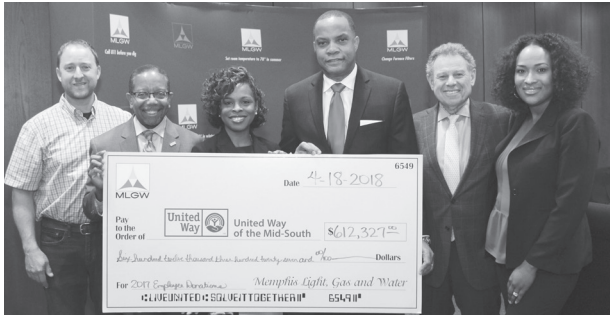
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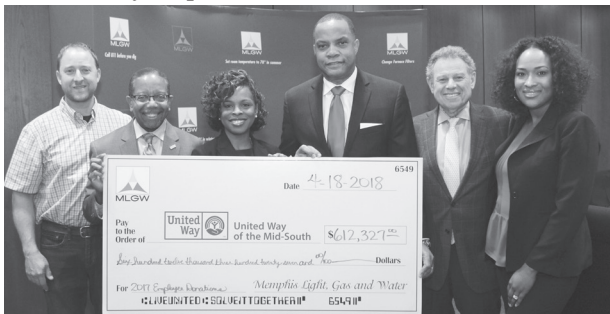
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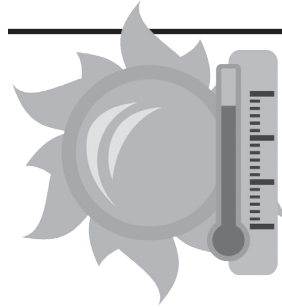
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MLGW holds Gas Safety Awareness Day

As part of National Safe Digging Month, Memphis Light, Gas and Water teamed up recently with six Lowe's Home Improvement Stores in Memphis and Shelby County to promote natural gas safety awareness and "Call 811 Before You Dig." The natural gas safety day is part of National Safe Digging Month observed across the country and in Tennessee in April.

During MLGW's Natural Gas Safety Awareness Day, the Division's Gas Engineering employees and volunteers staffed display tables at Lowe's locations to provide information and brochures on natural gas safety, which is especially relevant in the springtime, when many homeowners and contractors begin spring digging, excavating, landscaping and gardening, as well as home and business construction projects. There was also information available to Lowe's visitors about Tennessee One Call, the national 811 safe digging hotline and the "Call 811 Before You Dig" law.

This April marked the 10th annual National Safe Digging Month, reminding residents to always call 811 before any digging project. National Safe Digging Month is formally recognized by the U.S. House of Representatives and Senate and has traditionally earned the support from nearly every state governor across the country.



Remember MLGW's weather-related Moratorium Policy

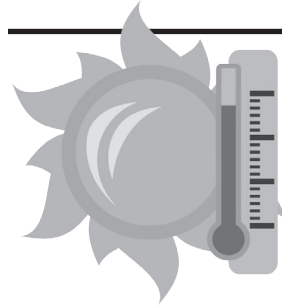
It is the policy of MLGW to not disconnect any residential accounts for non-payment whenever the forecast heat index will be 100 degrees Fahrenheit or above at any time during a 24-hour period. Or whenever the forecast heat index will be 95 degrees Fahrenheit or above at any time in a 24-hour period for customers 60 years of age or older, physically challenged, or customers certified as life-support dependents.

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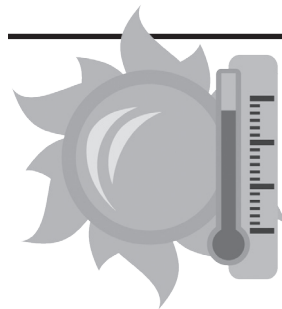
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