

MLGW App: Get it and keep it updated

Memphis Light, Gas and Water's mobile app (available for iOS and Android) allows MLGW customers to access a variety of utility related information, including outage status and a new mobile-friendly outage map. You can download the app from iTunes or Google Play. If you already have the app, make sure you accept or download the latest updates to ensure you are enjoying the best mobile experience.



Facts and Figures

The 2017 MLGW Facts & Figures pocket guide is now available. You can obtain copies of this quick reference, which includes stats on MLGW services and more, by sending an email to corpcomm@mlgw.org. Include "2017 Facts & Figures" in the subject line and the quantity requested. Visit mlgw.com/about/brochures.



Community Calendar

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

Aug 30 – "30 Thursdays: Trails and Tails," 6 p.m. For two special nights only, the Memphis Botanic Garden welcomes you and your four legged friend (on a leash) for a walk along our trails and pathways. Free with Garden admission. Complimentary plastic bags too! Info: memphisbotanicgarden.com/30thursdays.

Sept 8 – Commission on Missing & Exploited Children's annual golf tournament. Links of Galloway, 3815 Walnut Grove Rd., 8 a.m. Silent auction, prizes, lunch. Info comec.org or 901-222-2700.

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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW reminds visitors about new security measures

Visitors and customers are reminded that the new security measures are now in place at Memphis Light, Gas and Water Division's five community offices; the David F. Hansen Administration Building at 220 S. Main; and the Joyce M. Blackmon Training Center, 4949 Raleigh-LaGrange Road. The security measures are required by a 2017 state law which allows MLGW to continue prohibiting the possession of firearms within its public buildings.



MLGW Corporate Security is performing the screenings, conducted by means of walk-through magnetometers and hand-held metal detectors. Visitors and customers are asked to arrive earlier to minimize wait times, to bring only what they need

(continued inside)

(New Security Measures, continued from front page.)

and to avoid bringing **prohibited** items, which include but are not limited to:

- Weapons of any type;
- Firearms, ammunition or explosive devices;
- Cutting instruments/knives;
- Handcuffs, handcuff keys;
- Pepper spray, mace or chemical sprays;
- Alcohol or illegal substances;
- Toy guns, baseball bats or flammable liquids.

Those with prohibited items may be denied entry. Corporate Security will make every effort to ensure the screening process does not cause delays. Accommodations will be made for those with special needs and disabled as well as those using strollers, child carriers and wheelchairs.

Hard hats off for a job well done!

Phyllis Allen in Germantown gave a big shout out to Mark J., Pershan H. and Terry A., MLGW Electric Dist., for replacing three street lights in her cove that had been out for a week or longer.

"A big THANK YOU for the swift response," she said. "I called the Tuesday after Memorial Day, and the next day they were out replacing the bulbs! This fast service was so unexpected! But so welcome as my cove in the back of the neighborhood was scary dark." She ended her note with, "P.S. Give these guys a raise!!"

MLGW and NCC help seniors stay cool

Memphis Light, Gas and Water Division and Neighborhood Christian Center teamed up once again to "Play It Cool." During the second screening of 2018, 45 window air-conditioning units were given away.

The annual initiative provides window air-conditioning units to qualified low-income seniors and disabled residents of Shelby County during the summer, and space heaters and electric blankets in the winter.



"My central air just went out. Right now, this window air conditioner unit is going to mean a lot," said Marquetta Taylor, one of the recipients from MLGW's Play It Cool program. Taylor spoke with MLGW's Tamera L., Planning Systems Engineering, about the program at a recent application screening at the Neighborhood Christian Center earlier in June.

Restoration ends: Thank you!

Memphis Light, Gas and Water Division crews worked to restore service on Hillbrook Street, one of several areas hit by recent storms that impacted about 35,000 customers recently.

Recent storms in our area knocked out power to 35,000 customers, causing extensive damage to many poles and wires, particularly in Whitehaven, Hickory Hill, Germantown, Collierville and South Memphis.

President and CEO J.T. Young thanked crews and employees for their service: "Thank you to all employees for serving our customers and community. I share the gratitude of our customers for the efficient and safe work by our crews and the outside assistance that also came to our aid," he said.

