

## Hold that shovel, stop that backhoe!

Gardening, excavating, constructing or digging? August 11 (8/11) is National 811 Day, a reminder that you should always call 811 before any digging to have your underground utilities marked and prevent hitting a gas line or other underground utilities. Don't go BOOM! For more info, go to [mlgw.com](http://mlgw.com).



## Helpful summer energy tips

- Use your programmable thermostat to automatically increase the temperature setting at bedtime. Sleep under lightweight bedding and use fans during sleep. You will sleep comfortably with less cooling.
- Plant trees or shrubs to shade air-conditioning units but not to block the airflow. A unit operating in the shade uses as much as 10 percent less electricity than the same one operating in the sun.
- Do not set your thermostat at a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and, therefore, unnecessary expense.

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## Community Calendar

**Sept. 11-14:** Southern Heritage Classic, Liberty Bowl Stadium, Memphis. For more information, visit [southernheritageclassic.com](http://southernheritageclassic.com).

**Sept. 14:** Commission On Missing and Exploited Children's Annual Golf Tournament. Links of Galloway, 3815 Walnut Grove Rd., Sat., 8 a.m. Silent auction, prizes, lunch. Info: [comec.org](http://comec.org) or 901-222-0700.

**Sept. 26-29:** Gonerfest 16, Goner Records, 2152 Young Avenue, Memphis. For more information, visit [goner-records.com/gonerfest](http://goner-records.com/gonerfest).

**Sept. 27-29:** Audacity Fest 2019, a travel and culture festival, Memphis. For more information, visit [audacityfest.com](http://audacityfest.com).

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

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



Just visit [mlgw.com](http://mlgw.com) and click on the logos.



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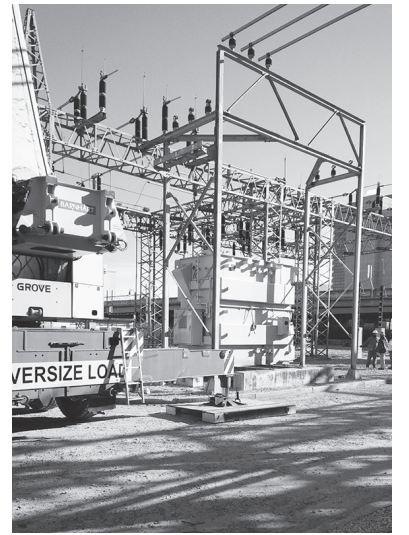
## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### MLGW improving Downtown network

MLGW is making improvements to the reliability of the Downtown network by replacing substation assets at its Front Street Substation No. 4. Originally energized in December of 1939, the substation feeds a major portion of the Downtown network. MLGW is replacing power transformers and circuit breakers that have been in service since 1951. These upgrades, along



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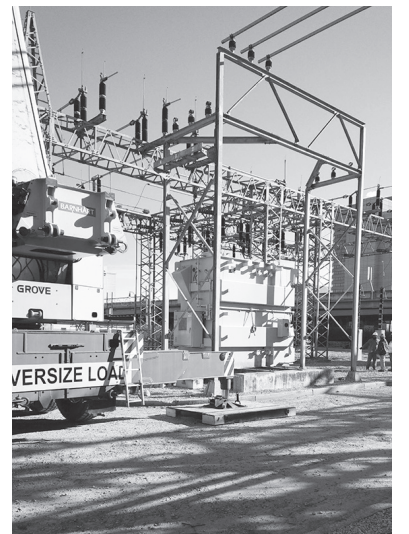
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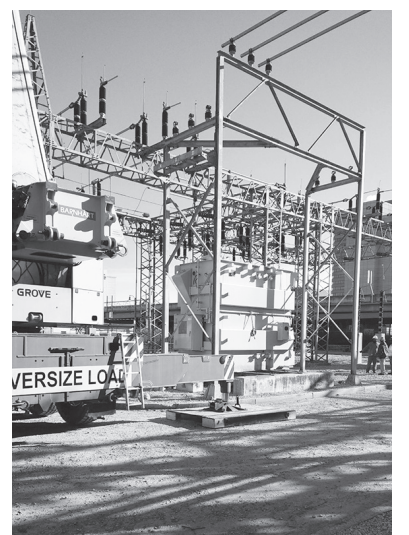
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with others planned in the future, should help to improve the reliability of the network and reduce customer outages. The project began in earnest in December 2018 and is expected to be completed during the first quarter of 2020. These improvements are being made while the substation is operating and will not cause a disruption in service.

### Just the facts available



MLGW's Facts and Figures pocket brochure has just been completed. The brochure contains information about the number of residential and commercial/industrial customers, utility use, average residential electric use, maximum daily delivery and record system demand, financials, revenue, miles of infrastructure, and more. The data is based on the year ending 2018. You can find the latest copy at [mlgw.com/about/brochures](http://mlgw.com/about/brochures).

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## Financial empowerment center launched

The Shelby County Trustee's Office, in partnership with RISE Foundation and the national Cities for Financial Empowerment Fund (CFE Fund), has launched the Greater Memphis Financial Empowerment Center (GMFEC), offering professional, one-on-one financial counseling and coaching as a free public service to local residents.

The GMFEC office, located at 254 Court Avenue, Suite 100, has certified financial counselors to help individuals and families manage their finances, pay down debt, increase savings, establish and build credit, and access safe and affordable mainstream banking products.



Greater Memphis  
Financial  
Empowerment  
Center

The GMFEC is a sponsored project of the Women's Foundation for a Greater Memphis, made possible by a match-grant from the Cities for Financial Empowerment and the support of Shelby County government, the Shelby County Assessor's Office, Memphis Light, Gas and Water Division, and

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with the financial assistance of United Way of the Mid-South, the Assisi Foundation, and Bank On Memphis.

For additional information, visit [gmfec.org](http://gmfec.org). To make an appointment, call 901-390-4200.

## Schedule a pilot light safety inspection

To ensure gas appliance safety, MLGW offers pilot light safety inspections. Customers are encouraged to begin scheduling appointments on August 5. Inspection appointments during the month of September are free.

After September 30, customers are charged a \$55 fee which covers up to three gas heating appliances. Each additional appliance will be an extra \$16. The service is free to physically challenged customers and seniors (60 years and older).

To schedule an appointment, customers can call 544-6549 to choose a convenient date and time. MLGW's Interactive Voice Response (IVR) system can also be used to schedule appointments with the customer's 16-digit account number or telephone number.

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