

Call 811 Before You Dig, you dig?

Warmer weather in spring is when many homeowners and contractors dig, construct, landscape and garden. If you have plans for any digging on your property, always call to get your utility lines located and marked first. It's the law! Call 811, the safe digging hotline, before you dig and your utility lines will be marked for free. Allow 72 hours for lines to be marked before digging.

Make sure your contractor gets your lines located and marked before any digging job begins, too. Striking unmarked underground gas or electrical lines can be deadly. Coming up, April is Safe Digging Month to remind you to always Call 811 Before You Dig. For details, visit mlgw.com/811.



Know what's below.
Call before you dig.

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Community Calendar

Mar. 23 - Apr. 5: Midtown Opera Festival, Playhouse on the Square, 66 S. Cooper St. For more info, call 901-202-4533.

Apr. 1-4: Memphis Fashion Week, Crosstown Concourse, 1350 Concourse Ave. For more info, visit memphisfashionweek.org.

Apr. 3-4: Annual "Smokin' for Down Syndrome" BBQ Contest, 2005 E. Winchester Blvd., Collierville. For more info, contact 901-547-7588.

Apr. 11: Memphis Big BBQ Half Marathon, 10K and 5K. Shelby Farms Park, Visitor's Center, 8 a.m. - 12 p.m. For more info, call 901-767-7275.

Apr. 16-19: Africa in April Cultural Festival, Beale Street & Robert R. Church Park/Downtown. Great music, food and vendors. More info at africainapril.org.

REMINDER: Check your bill due date. Your billing due date may change as MLGW moves meter reading routes and billing cycles to become more efficient and serve you better.



Customer Reference Number: 03/20



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Check your billing due date

MLGW has begun a Shelby County-wide reorganization of meter-reading routes and consequently customer billing cycles. The purpose of the change is to allow MLGW to more effectively serve you, our customers.

This process begins in early March. Approximately 97 percent of active accounts will be moved. Accounts will be moved gradually to their permanent cycle to prevent lengthy billing periods and prorated bills. Customers should check their bill due dates until November as the date could change.

Customers who have Extended Due Dates will remain on this program until they are moved into their final cycle, at which point their accounts will



be reviewed to see if they need to remain on the Extended Due Date programs.

Customer CONNECTION



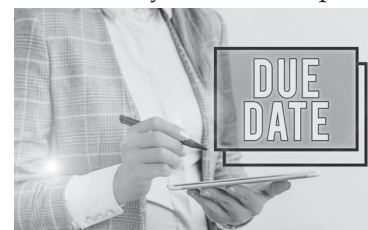
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Plus-1 helps 287 families

Plus-1 really helps! It's a program administered by MIFA to help pay for utility services for people in need. MLGW customers



fund the program by adding a dollar or more to their monthly utility bills or through one-time donations. Since its inception in 1982, Plus-1 has provided millions of dollars in assistance to families in crisis in Memphis and Shelby County.

In the second quarter of 2019, Plus-1 helped 287 families with utility funds totaling \$97,113. The MIFA Emergency Services program provides efficient and effective services by utilizing various funding sources to meet the needs of families in crisis in our community. The program received 4,400 requests for financial assistance this quarter, including 1,470 online requests. The online application is on MIFA's website at mifa.org/emergencyassistanceapplication.

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Stay safe! Be prepared...

With warmer spring temperatures, we often get severe weather. MLGW wants you and your family to stay safe and protected during severe weather, so here are a few tips:

- Identify the safest place in your home in case of emergency – a closet or bathroom in the middle of your home away from exterior doors and windows. When you hear severe weather warnings, go there.
- Stock emergency items: a first aid kit, flashlights, a battery-operated radio or TV, extra batteries.
- Store bottled or tap water in sterile containers, enough for several days, two quarts per person per day. Store non-spoilable food items that don't need heating, and a can opener.
- Include a whistle or similar device to alert emergency personnel in case of rescue efforts.
- Store a supply of necessary prescription medicines.
- If you have downed wires, gas leaks or a broken water main, call MLGW's 24-hour, emergency-only hotline at 528-4465.



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MLGW partners with Amazon

In a move that bodes well for Shelby County, Amazon broke ground January 27 on an 855,000 square-foot distribution facility off New Allen Rd. in Frayser. Amazon official Robert Packett said that is the equivalent of 14 football fields under one roof.

MLGW President and CEO J.T. Young, Tennessee Gov. Bill Lee, Memphis Mayor Jim Strickland, Shelby County Mayor Lee Harris, TVA's President and CEO Jeff Lyash and others participated in the January groundbreaking ceremonies. Set to open in September, the first Amazon Robotics Center in Tennessee will employ more than 1,000 full-time associates to pick, pack and ship smaller-sized boxes with the help of robotics at the facility.

Partners in Amazon's new operations include MLGW, Memphis-Shelby County EDGE, the Greater Memphis Chamber, Tennessee Valley Authority and Tennessee Department of Economic and Community Development.



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