

## Soles4Souls Results: A Step in the Right Direction

MLGW collected 1,519 pairs of shoes to help individuals around the world through a Soles4Souls campaign held recently.

Soles4Souls is an organization that provides footwear for those in need and keeps shoes with life still left in them out of landfills.

Soles4Souls is headquartered in Old Hickory, Tennessee, outside Nashville and was started in 2005 in response to the Asian tsunami and Hurricane Katrina. More information about Soles4Souls can be found at [www.soles4souls.org](http://www.soles4souls.org).



**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: Twitter, Facebook, Blogspot and YouTube



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

## Community Calendar

**May 1:** Eighth Annual Alliance for Nonprofit Excellence Conference, 8 a.m. - 4 p.m. at Temple Israel, 1375 E. Massey Rd. For info: 901-684-6605 or [www.npexcellence.org](http://www.npexcellence.org).

**May 4:** St. Jude Dream Home Open House, Saturdays and Sundays, 10 a.m. - 5 p.m. at 45 Dalton Cove in Aston Park, Eads, TN. A limited number of \$100 tickets are on sale to win a house and other prizes. Call 1-800-224-6681 or visit [www.dreamhome.org](http://www.dreamhome.org) to reserve your ticket.

**May 10-11:** 55th Annual Memphis Greek Festival. Annunciation Greek Orthodox Church, 573 N. Highland, 11 a.m. - 10 p.m., daily. For one free adult admission, bring this issue of MLGW's *Customer Connection*. For more info: [memphis-greekfestival.com](http://memphis-greekfestival.com) or 901-327-8177.

**May 20:** Inaugural Wesberry Memorial Golf Tournament, Ridgeway Country Club. Benefits SRVS Learning Center for people with disabilities. For info: [www.srvs.org](http://www.srvs.org) or 901-312-6853.



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## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### Jerry Collins Jr. Reappointed as MLGW President and CEO

The Memphis City Council voted unanimously to confirm Mayor A C Wharton Jr.'s reappointment of Jerry Collins Jr. as MLGW's President and Chief Executive Officer. Collins will serve a five-year term.



"I am deeply grateful to the Mayor and the Council for the opportunity to continue to serve MLGW customers," said Collins. "MLGW will continue to provide reliable service to our customers at the lowest possible rates, and we will continue to work hard to improve the quality of life for Shelby County residents."

Collins has served as President and CEO of MLGW since 2007. He is the 10th person to lead the utility. A native Memphian, Collins previously served as Director of Public Works for the City of Memphis. He is a Registered Professional Engineer in the State of Tennessee.

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## Safe Digging Month, You Dig?

April is National Safe Digging Month, a time when many homeowners and contractors engage in digging, excavating, landscaping and gardening. If there are plans to dig on your property at any time, call to get your utility lines located and marked first. Better safe than sorry...

Plan ahead. Call 811, the national safe digging hotline, before you dig. MLGW, as well as cable and phone companies, will come out and mark your utility lines for free. Always allow 72 hours (three business days) for marking before digging. And check to make sure your contractor has had your lines located and marked before you allow them to begin a job that involves digging.

Striking an unmarked underground gas line or electrical line can be deadly, and your utility lines could be at any depth. Call 811 Before You Dig. It's the law! For more details, visit [www.mlgw.com/811](http://www.mlgw.com/811).



**Know what's below.  
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## MLGW Releases Android App

MLGW has released a new application for Android devices that allows MLGW customers to access a variety of utility related information, including outage status and a new mobile-friendly outage map. The app is available for free at <https://play.google.com/store> or through Android devices. One of the app's most useful features is the ability to check the status of an outage at an address.

Customers will need the phone number associated with their MLGW account and the last four numbers of their social security number OR their 16-digit account number. Other features include:

- Payment arrangements
- Important numbers
- Payment locations
- Bill due date and amount
- Energy tips

MLGW's app is also available to iPhone and iPad users via iTunes at [www.apple.com](http://www.apple.com) or through iPhone, iPod or iPad devices. MLGW hopes to add a bill payment component to these apps within the next year.



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## MLGW Website in Spanish

As part of its continuous efforts to better serve the growing Latino segment of its customers, MLGW has launched a redesigned version of its website in Spanish, [www.mlgw.com/espanol](http://www.mlgw.com/espanol), which features easier navigation, improved graphics, an increased emphasis on interactivity and social media, and a mobile-friendly design.

The site also features an increased emphasis on information such as how to conduct business with MLGW, your MLGW bill, assistance programs, requesting service, energy-saving tips, utility safety, "How to" videos and how to contact us, all in Spanish.

### Renovado Sitio de Red de MLGW en Español

MLGW ha lanzado una versión rediseñada de su sitio de red en español, [www.mlgw.com/espanol](http://www.mlgw.com/espanol), con navegación fácil, gráficas mejoradas, énfasis en redes sociales, y diseño más fácil para uso móvil. Además presenta folletos y publicaciones para descargar, un motor mejorado de búsqueda y acceso rápido a opciones multimedia que incluyen videos "Cómo se Hace" y contenido relacionado, todo en español.



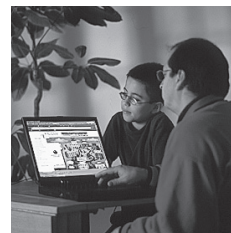
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