

## New Backflow Test Notification

To protect the quality and safety of the drinking water supply of our customers with irrigation systems, such as a lawn sprinkler system, the State of Tennessee requires a reduced pressure backflow prevention device be installed on any irrigation system and be tested annually. MLGW has a new process for notifying residential customers that it is time to have their backflow devices tested. Notifications are now in the form of postcards rather than a letter mailed in an envelope. The postcards are also color-coded to denote how much time you have before the backflow test is due. The first notification is a white card, the second notification



is blue, and the third and final notification is a pink card. Customers with irrigation systems must comply with the testing requirements in order to avoid water service interruption.

**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: Pinterest, Twitter, Facebook, Blogspot and YouTube



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## Community Calendar

**Aug. 1 - Oct. 15:** American Red Cross, 7th Annual "Holiday Mail for Heroes" card-making event. For info: 483-6860 or [david.compton2@redcross.org](mailto:david.compton2@redcross.org).

**Aug. 26:** National Kidney Foundation Cadillac Golf Classic TPC Southwind. Reg.: 11 a.m., Shotgun Start: 12:30 p.m. Entry fee: \$250 per player. For info: 683-6185.

**Aug. 27-29:** 2013 Economic Development Forum, Accelerating the Continuum, Memphis Cook Convention Center. Exhibit Hall, free to the public Aug. 28-29. For info: 525-6512 or [www.mmbc-memphis.org](http://www.mmbc-memphis.org).

**Sept. 7-8:** 42nd Germantown Festival, Sat., 9:30 a.m.-6 p.m. and Sun., Noon-6 p.m. Free admission. For info: [www.germantownfest.com](http://www.germantownfest.com)

**Sept. 7:** Memphis Walk to End Alzheimer's, 8 a.m. registration, walk at 9 a.m. Free registration. For info: [www.alz.org/walk](http://www.alz.org/walk) or 565-0011.

**Sept. 7:** Mid-South Convoy of Hope hosts "Poverty Free Day" at 10 a.m., Grand Ballroom at the Memphis Cook Convention Center. For info: 888-926-4592.

**Sept. 28:** The 19th Annual Big Scoop Ice Cream Festival benefiting Ronald McDonald House of Memphis, AutoZone Park, from 11 a.m. to 4 p.m. Tickets - \$7 online, \$10 at the gate. For info: [heather@rmhc-memphis.org](mailto:heather@rmhc-memphis.org) or 312-7466.



Customer Reference Number: 08/13



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## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### Grand Opening Held for CNG Station

MLGW hosted a grand opening ceremony at the first compressed natural gas (CNG) public fueling station in Shelby County, located at 1130 Tupelo St.

"Natural gas vehicles are good for our economy, our environment and the customer's bottom line, so we wanted to make sure we have CNG available to customers in Shelby County," said MLGW President and CEO Jerry R. Collins Jr.

MLGW has 52 natural gas vehicles and plans to expand its fleet and build four additional public CNG fueling stations around Shelby County.



Pictured left to right: Paul Rice - West Tennessee Clean Cities Coalition; Alonzo Weaver, Michael Taylor, Ray Ward, MLGW; Rick Bohne, AutoNation Fleet Memphis and Virgil Deanes, MLGW.

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## Call for your Pilot Safety Inspection

MLGW's Pilot Safety Inspection program begins August 12 and will run through February 28, 2014. You can schedule an appointment beginning August 12. Appointments scheduled between September 3 and October 1 are free. Appointments scheduled between October 2 and December 31 will incur a \$54 fee. The fee will be billed to your account and covers up to three gas heating appliances. Each additional appliance over three will incur an additional \$17 fee. The service is free to physically challenged customers or seniors (60 years and older).

To schedule an appointment, please call 820-7878 to choose a date and time convenient for you. You may also use our Interactive Voice Response system (IVR) to schedule an appointment. You will need your 16-digit account number when using this system. You may schedule an appointment for a Tuesday, Wednesday, Thursday or Saturday for one of the following time slots:

- 8 a.m.-noon • noon-4 p.m. • 4 p.m.-8 p.m.
- Saturday appointments are either 8 a.m.-noon or noon-4 p.m.

For the best selection of dates and times, please call as soon as possible. MLGW's Customer Care Center is open from 7 a.m.-7 p.m., Monday through Friday.



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## There's an MLGW App for that

Take advantage of MLGW's app for your smartphone. You can download an app for your Android or iPhone device that allows you to access a variety of utility-related information, including outage status and a mobile-friendly outage map. The app is available for free at the Google store, through Android devices, or via iTunes for iPhone and iPad users. One of the app's most useful features is the ability to check the status of an outage at your address. Other features include: payment arrangements, important numbers, payment locations, bill due date and amount as well as energy tips.



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## Just a Friendly Reminder



Would you like a nudge in the form of a text message letting you know when your next utility bill is due? If you do, MLGW's Mobile Alerts program is perfect for you. We will send you a text message notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and the access code found on your MLGW bill in order to sign up. Sign up now and receive a free pair of earbuds. Go to [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts).

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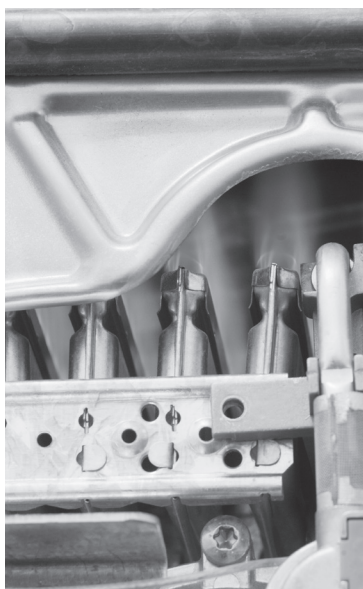
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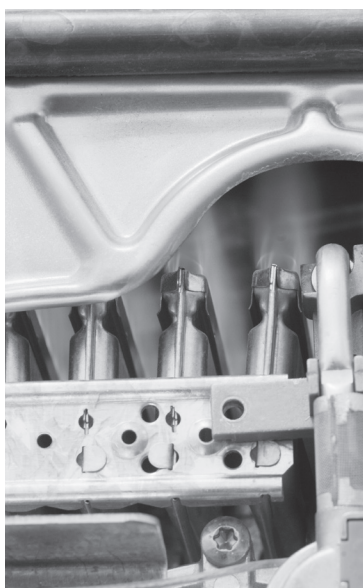
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