

Safe Digging Month: All year!

April may be Safe Digging Month, but safe digging is an important practice for the entire year. Anytime you plan to dig, you must call 811 to have your underground utilities marked before you or your contractor can dig, construct, cross-bore and more. It's the law. It's also free.



Know what's below.
Call before you dig.

If you're planting a garden, digging for fence posts, getting the driveway repaved, contracting for an addition, call 811 first. Always wait at least 72 hours or three business days for lines to be marked. Always call before digging. Make sure your contractors call, too.

You don't want to go BOOM! Be safe! Call 811 Before You Dig. Find more info about gas pipeline safety at mlgw.com/residential/naturalgasleak or tn811.com.

Contractors, please note: MLGW Gas Safety for Contractors rack cards are now available at Shelby County Code Enforcement.

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

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



Just visit mlgw.com
and click on the logos.



Community Calendar

Important: Due to coronavirus (COVID-19) precautions, many community events have been postponed or canceled. Please touch base with the contacts listed next to these community events and make sure the events are still scheduled.

Apr. 18: Postponed until June 13: Commission on Missing and Exploited Children's Glitter Gala. Junior League, 3475 Central, 7 p.m. More info: 901-222-0700 or comcec@comcec.org.

Apr. 25: Down to Earth Festival, Shelby Farms. Earth Day Celebration. More info: shelbyfarmspark.org or call 901-222-7275.

Please Note: We encourage customers to use MLGW's My Account as an option instead of coming into a Community Office. Signing up is easy. Go to mlgw.com or download our app.

REMINDER: Check your billing due date. It may change as MLGW moves meter reading routes and billing cycles to serve you better.



Customer Reference Number: 04/20



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW President and CEO J.T. Young delivers Inaugural Address

At the MLGW Board of Commissioners' February 19 meeting, MLGW President and CEO J.T. Young delivered the Inaugural State of MLGW address. He discussed changes throughout the Division including finances, plans for the future and achievements over the past year.



Young highlighted the MLGW Way, uplifting the values of compassionate service, safety, integrity, ownership and inclusion and ways employees met those objectives throughout 2019. He also discussed MLGW's goals for 2020 and the accomplishments so far this year including:

- **New Substation 89 – First Quarter:** This new substation is located at Mendenhall and Shelby Drive and will serve roughly 8,000 customers.

(continued inside)

It will provide load relief for growth in the Hickory Hill area.

- **Power Supply Recommendation – May/June:** By this time, MLGW hopes to complete the Integrated Resource Plan and execute the RFP leading to a final recommendation to the MLGW Board.

- **MLGW Way Forward – Ongoing:** New efficiencies and savings of over \$91 million have been incorporated into MLGW's five-year service improvement plan.

- **Commencement of five-year Service Improvement Plan:**

MLGW is moving forward with \$1 billion for improvements to the Division's system including tree trimming; substation and distribution equipment procurement and replacement; water and gas system upgrades; LED lighting deployments and additional underground upgrades; and more.

To listen to the full State of MLGW Address, visit mlgw.com/ServiceImprovementPlan and select the February 19 State of MLGW video in the middle of the page.



MLGW's 2019 Water Quality Table now online

Want to check out the facts about the source and quality of your drinking water? The 2019 Water Quality Table can be found on MLGW's website at mlgw.com/waterquality. MLGW's full annual Water Quality Report will be online on our website in May.



Bill Payment options

MLGW understands the worry and concern surrounding coronavirus (COVID-19). We encourage customers to use My Account as an option instead of coming into a Community Office.



My Account gives you 24/7 access to your account. You can review your bill, make payment arrangements and even report outages. It's easier and faster (in most cases),

especially considering call wait times may be longer than usual. If you haven't enrolled in My Account, it only takes a few minutes. Go to mlgw.com or download our app.

And the winners are...

The winners of MLGW's 2019 "Water Mane" Poster Art Contest have been announced.

With the cooperation of Shelby County Schools and the Children's Museum of Memphis, MLGW received 205 art entries from schools within Shelby County in four categories: K - 2nd Grade, 3rd-5th Grade, 6th-8th Grade and 9th-12th Grade. Students created posters related to Memphis water, conservation and the aquifer. The students showed great quality and inspiration in their work. Judging was based on creativity, originality and adherence to the contest rules, and the winners are:



K-2 winner: Wynn Maceri, 2nd Grade Lamplighter Montessori; Lauren McGeorge, teacher

3-5 winner: Erin Gray, Jr. 4th Grade Shelby Oaks Elementary; Megan Travis-Carr, teacher

6-8 winner: La'Ron Robinson, 6th Grade Grizzlies Preparatory; Jasmine Hicks, teacher

9-12 winner: Tierra Dillihunt, 12th Grade Whitehaven High; Ronald Smith, teacher