

Find your utility status in a snap with MLGW's iPhone App

MLGW has created a new iPhone application 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 download in the Apple iTunes app store at www.apple.com or through iPhone or iPad devices. One of the app's most useful features is the ability for customers to be able to check the status of an outage at their address.

Customers will need the phone number associated with their MLGW account and the last four digits of their social security number OR their 16-digit account number.

Other features:

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



MLGW plans to develop Android and Blackberry apps in the future.

Visit MLGW's website: www.mlgw.com



Community Calendar

April 30-June 19 – St. Jude Dream Home Open House, Saturdays, 10 a.m.-5 p.m., Sundays, noon-5 p.m. at 735 Briston Lane in Collierville. Register to win a house for \$100 or other prizes. Call 1-800-224-6681 or visit www.dreamhome.org to reserve your ticket now.

June 4 – Annual Kidney Walk benefits the National Kidney Foundation of West Tennessee, Rhodes College. Walk start time: 9:30 a.m. To register: 683-6185 or www.nkfwtn.org.

June 20-22 – Mid-South Minority Business Council's 4th Economic Development Fair. Nationally renowned keynote speakers, dynamic seminars and FREE exhibit hall at the Cook Convention Center. Call 525-6512 or visit www.mmbc-memphis.org.



American Heart Association

Memphis is consistently ranked as having less-healthy citizens than other parts of the country. The American Heart Association wants to change that by providing Memphians with simple steps to live a healthier life. Visit www.mylifecheck.org and take the quiz to develop a heart healthy action plan.



Customer Reference Number: 5/2011



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

April brought severe weather to Memphis

Mother Nature dealt Memphis a heavy blow with repeated storms in April. On Monday, April 4, severe weather



downed trees and power lines, claimed one life and caused approximately \$3 million worth of damaged property. The storm ranked as the fifth most damaging to MLGW's electric system in recent history and left 71,000 utility customers without power, mainly inside the I-240 loop.

MLGW troubleshooters, tree-trimming and repair crews, and other needed personnel immediately went to work to restore power. Working around the clock, and aided by more than a dozen crews from other utilities in Tennessee, Illinois and Missouri, power was restored to all customers by April 8.

(continued on inside)

(continued from front page)

A mere two weeks later, on April 19, the community endured a repeat performance of severe weather with winds gusting up to 70 mph and knocking power out to approximately 64,000 Shelby County customers. This time, Raleigh, Frayser, Arlington, Lakeland and areas along the Sam Cooper corridor appeared to be the heaviest hit. Once again, MLGW personnel and out-of-town crews descended upon the community and worked continuously to restore power within just a few days.

MLGW has received many kind letters from customers expressing their appreciation, and we are truly grateful for their sentiments. Here's what you can do to optimize our efforts to restore power and keep the community safe:

Reporting an outage

Call MLGW's outage reporting line at 544-6500 immediately upon learning that you've lost power. Don't assume that your address is included with reports of other outages in the neighborhood. If your outage is caused by a downed tree on your property or some other type of isolated incident, we won't necessarily be aware of it until you contact us. You can track outage numbers via MLGW's outage map at www.mlgw.com/outagemap or via our new iPhone App featured in this issue.

Interact with MLGW via: [Twitter](#), [Blogspot](#), [Facebook](#) and [YouTube](#)



Downed Power Lines

To report an emergency such as downed wires or gas leaks, please call 528-4465. This number should be treated like 911 and only used for these types of emergencies.

MLGW urges customers to be aware of their surroundings as they sift through debris and examine damage to their property. Customers should avoid contact with downed power lines — even if their home or area has experienced a loss of power, the lines could still be energized and deadly.

Customers are also asked to avoid the immediate area where MLGW crews are working. These work sites can be extremely hazardous.



Call 811 before you dig

Don't risk hitting a gas line, disrupting neighborhood service, and facing potential fines and repair costs. Before you begin

a digging project, contact Tennessee One Call at 811 to request that a professional locating crew mark the underground utility lines on your property. The service is free, and it is federally mandated.

Get Energy Smart at your library



MLGW and TVA have teamed up with the Memphis Public Library to provide a series of Energy Smart

workshops at libraries across Shelby County. The 90-minute workshops are designed to help utility customers learn ways to conserve energy and realize cost savings in their homes. Individuals who sign up for the workshops will receive a free energy kit worth \$50.

The Energy Smart Workshops will take place from June through August at various library branches shown below.

- June 7 at 10:30 a.m.: Raleigh, 3157 Powers, 386-5333
- June 7 at 3 p.m.: Randolph, 3752 Given, 452-1068
- June 14 at 10:30 a.m.: Gaston Park, 1040 S. Third, 942-0836
- July 12 at 10:30 a.m.: South, 1929 S. Third, 946-8518
- July 12 at 3 p.m.: Frayser, 3712 Argonne, 357-4115
- July 19 at 10:30 a.m.: Hollywood, 1530 N. Hollywood, 323-6201
- Aug. 9 at 10:30 a.m.: Cordova, 8457 Trinity Rd., 754-8443
- Aug. 9 at 3 p.m.: Poplar-White Station, 5094 Poplar, 682-1616
- Aug. 16 at 10:30 a.m.: Highland, 460 S. Highland, 452-7341
- Aug. 16 at 3 p.m.: Cornelia Crenshaw, 531 Vance, 525-1643

The workshops have a limited number of spaces and participation is on a first-come, first-served basis. MLGW customers can register for an available spot by contacting the local library branch of their choice.

For more information, visit the Memphis Library website at www.memphislibrary.org, or visit MLGW's website at www.mlgw.com.