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The state mandated test protects the public's water system. Failing to do so can result in your water being cut off. Questions? Call MLGW's Cross Connection Section at 528-7757.

2016 Water Quality Report available online in May

Want to check out the facts about the source and quality of your drinking water? MLGW's annual Water Quality Report will be online in May at mlgw.com/waterquality.

Correction: The Share the Pennies website was omitted in some issues of last month's *Customer Connection*. To learn more, go to mlgw.com/sharethepennies.

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

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



Just visit mlgw.com and click on the logos.

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Community Calendar

April 22: V&E Artwalk with crafts, music, food and drinks; from 11 a.m. – 6 p.m. at 1625 Tutwiler on the V&E Greenline. Info: VEGreenline@gmail.com.

May 3: Creative Aging's Senior Arts Series with Ron Jewell as Mark Twain and Joyce Cobb singing songs from Twain's era. 1 – 3 p.m.; Theatre Memphis. Cost: \$5. Info: 272-3434.

May 6-7: Collierville Fair on the Square with unique handcrafts, garden items, petting zoo, mechanical bull, games, food and music at 125 N. Rowlett St. Info: colliervillefaironthesquare1950.org

May 6: "Get Down and Derby" from 4 – 9 p.m. at Woodland Hills, 1000 Woodland Hills Dr., Cordova. Tickets: \$75. Food, drinks and fun watching the Kentucky Derby. Proceeds benefit the Down Syndrome Association. Info: 547-7588.

May 13: Latino Memphis Festival celebrates Colombia in Overton Park; 9 a.m. – 4 p.m.

Do you have a community event in the next three months? Send an email to corpcomm@mlgw.org. Make sure to include Community Calendar in the subject heading.



Customer Reference Number: 4/17



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW CEO outlines highs/low in smart meter video

In a powerful, no-holds-barred YouTube video, MLGW President and CEO Jerry R. Collins Jr. wasted few words in giving an update on smart meters.

He pointed out the good. "Thousands of dog-loving customers won't have to leave their gates unlocked anymore and worry about their pets escaping," he said, along with never having estimated bills, faster utility reconnects and utility theft being averted.

He touched on the bad. In a project this size, he noted, mistakes will be made. A water leak might develop a few days after a meter is installed, but workers will rectify the problem quickly.



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The International Brotherhood of Electrical Workers Local 1288 represents about 1,800 MLGW employees and has resisted smart meters from the start.

He talked about a recent call he received from an insurance agent who told him that a meter reader had advised a homeowner "to opt out of having a smart meter because...smart meters cause fires and homeowners insurance won't pay for the damage."

Collins asked, "Why would an MLGW employee tell a customer something that is so untrue? It all gets back to union dues."

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To see the full video, go to YouTube and search for MLGW's "SmartTalk: Smart Meter Update (February 2017)." Or to see other MLGW-produced smart-meter videos, go to mlgw.com/smartgrid.

MLGW offers excess flow valves for your gas service

An excess flow valve – or EFV – is a shut-off device that stops the flow of gas automatically if a service line is broken, for example, by an excavation or digging accident.

Stopping the flow significantly reduces the risk of a natural gas fire, explosion, personal injury and/or property damage. Customers may request installation of an EFV on the service line on their property. For more details and installation costs, go to mlgw.com/efv.



Don't forget. **April is National Safe Digging Month**, a reminder to always call 811 before any digging project. It's free, and it's the law.

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MLGW wins top ranking for cybersecurity

Keeping our customers electronic data secure is vital to us. Once again, *Security Magazine* has recognized MLGW for its industry practices in data leadership and management. MLGW was named among the top 30 within the utility industry when the publication issued its top 500 rankings. MLGW has won the distinction for the past four years.



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