Plans are underway to relocate the North Community Office, 2424 Summer Ave., but a potential site on East Parkway, across from Overton Park, has been dropped as an option.

“We want our customers to be able to transact business with MLGW in an environment that is safe, convenient and that they can be proud of,” said Jerry R. Collins Jr., President and CEO of MLGW.

Recently, MLGW dropped its eminent domain case. The existing building is too small and has limited parking. It is also next door to an adult theater.

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

May 20-21: Cooper-Young Garden Walk, 9 a.m. – 4:30 p.m. Self-guided tour of 130+ gardens, educational booths, garden speaker. Tickets: cygardenwalk.eventsmart.com.

June 2-4: Memphis Potters’ Guild annual Spring Show & Sale with locally made tableware, pottery, sculpture and jewelry; Memphis Botanic Garden, 750 Cherry Rd. Free admission. Info on times: 636-4100 or thememphispottersguild.com.

June 3: 15th Annual Kidney Walk at Rhodes College; Raise funds for the National Kidney Foundation of West Tennessee by walking 1-3 miles. Info: nkfwtvn.org or 683-6185.


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: 417

Memphis Rental Ordinance helps family with home energy repairs

The heat wasn’t working. The water was cold. The toilet was broken. Mold covered two of the three bedrooms. Jan Harris,* who rents a modest home, had had enough.

Harris called and left a message seeking a home energy audit on MLGW’s Rental Ordinance Hotline. She needed help.

The ordinance allows MLGW to target energy losses like water leaks, broken windows, structural holes and non-working HVAC units in rental units. If the homeowner refuses to make the repairs, MLGW can take the landlord to Environmental Court.

(continued inside)
Harris described MLGW energy technician Vidale Cothran as her “best partner,” adding, “If it wasn’t for him, we wouldn’t have heat.” While Harris made the call to MLGW, she faced resistance from her family. “My mama didn’t want me to. She was worried about the landlord putting her out,” she said. “It needed to be fixed. We’ve been here all this time and nothing had been fixed until now.”

Because the Harris family now has a smart meter, MLGW discovered that continuous water running in the house indicated a possible leak. Turning on his flashlight, Cothran peered into the water heater closet. He found the culprit—a leak in one of the pipes.

Now, the family has a new hot water heater that Cothran inspected recently. In this case, all the repairs were made. The owner and the management company “have done more than I asked. That’s the exception,” he said. For more information, renters can leave a message for an energy audit at 322-5757. The program allows technicians to identify and enforce energy-related issues.

*This is a pseudonym. The renter didn’t want to be identified.

MLGW gives $600,000-plus to United Way in 2016-17

Go to mlgw.com/waterquality and learn about how MLGW’s water has consistently exceeded EPA drinking water standards.

Water Quality Report is online

TVA provides $1 million grant for home weatherization pilot

A Tennessee Valley Authority official announced recently that it is funding a $1 million home weatherization pilot program for Memphis area residents.

TVA will weatherize about 125 low-income homes between now and the end of September to test a new process by TVA and the Tennessee Housing Development Agency. If successful, the process will be used for future grants.

TVA will select the homeowners from a backlog list of applicants. Customers will be unable to apply directly to TVA for the grants.

Grant funds of up to $8,000 will go towards insulation, air sealing, HVAC repair or replacement and water heating. The pilot is to help low-income homeowners who typically have a disproportional “energy burden” because they spend more of their income on energy bills. TVA is projecting repairs will result in a 25 percent savings in energy costs.

Low-income residents who need help can seek assistance in January 2018 when MLGW re-launches a revised Share the Pennies program.