MLGW kiosks at Dollar General stores

Now you will be able to pay your utility bill at a Dollar General store near you. The stores have been equipped with payment kiosks like the one at the Exxon On The Run (formerly TigerMarket) stores. The kiosks are cash only, with a $2 convenience fee, and real-time update of payment to MLGW. To make a payment, customers need either their MLGW account number or the phone number associated with the account, plus the last four digits of their social security number.

The following are the 10 Dollar General stores now active for processing MLGW bill payments:

5083 Raleigh-LaGrange Rd.
2226 Lamar Ave.
8274 Airways Blvd.
5924 Stateline Rd.
6690 Macon Rd.
8271 Dexter Rd.
5841 U.S. Hwy. 70
3685 Hickory Hill Rd.
2450 Central Ave.
5141 Quince Rd.

Community Calendar

April 1-30 – National Cancer Control Month. Screening is necessary to detect colorectal cancer in its early stages. Contact the American Cancer Society at 1-800-ACS-2345 or www.cancer.org.

April 28 – Playhouse on the Square’s 30th Annual Original Art Auction. Playhouse on the Square at 51 South Cooper. Live Auction at 6:30 p.m. Silent auction all day. For information, call 725-0776.


May 31, June 1 & 2 – 17th Annual Memphis Italian Festival, Marquette Park (corner of Park Ave. and Mt. Moriah). For tickets and other information, visit www.memphisitalianfestival.com.

June 2 – 5th Annual Kidney Walk on Sat., June 2 for the National Kidney Foundation of West Tennessee. For information, call 683-6185.

MLGW President testifies before City Council

MLGW President and CEO Joseph Lee III recently testified before the City Council on matters regarding the utility account of Edmund Ford. During the testimony, Lee stated that he:
• Received nothing of value at any time from any Council member, in either his personal or professional life.
• Did not participate in anything that was illegal.
• Has tried to bring compassionate service to all customers.
• Has never once issued a cut-off order for a customer.
• Had personally worked with many residential and commercial customers in trying to help work out solutions for their issues with bills, and provided several examples of these customers.

U of M survey on MLGW shows great results

An official from the University of Memphis gave recently an overview of an independent customer satisfaction survey done by the university in December 2006. The Sparks Bureau of Business and Research (SBBER) surveyed 183 commercial and 125 residential customers and the results were very positive for MLGW.

In separate surveys done in the second and third quarters of 2006, the percentage of residential customers who said that they “agreed” or “strongly agreed” that they were satisfied with MLGW’s service was 98 and 96 percent. The percentage of commercial customers surveyed over the first three quarters who “agreed” or “strongly agreed” that they were satisfied with MLGW’s service was 97 percent, 93 percent and 97 percent, respectively.

Visit MLGW’s Web site: www.mlgw.com