



BSL Garage Available for Public Parking

The MLGW Beale Street Landing Garage, located across the street from MLGW's Administration Building and just steps from the Orpheum Theatre, is permanently available for public parking. Its location makes it ideal for parking when attending

Orpheum events, FedEx Forum games, Memphis in May weekend events, or just when hitting the clubs on world-famous Beale Street. Parking fees for Memphis in May Barbecue Festival and Sunset Symphony are \$20 and \$10, respectively. Fees for Orpheum events are usually \$10. However, parking for the Summer Movie series at the Orpheum is only \$5. Please note that these rates could change based on demand. The rates could be decreased if the demand is low or there are weather-related issues.

Community Calendar

June 7: National Kidney Foundation's 12th Annual Kidney Walk of West Tennessee, Rhodes College. Registration at 8 a.m.; Walk at 9 a.m. Register online or form a team at www.kidneywalk.org or call 683-6185.

June 7: Through Our Garden Gates public garden tour by Memphis Area Master Gardeners. Two gardens in Lakeland: 10252 Oak Levee Dr, 4213 Herons Pond Lane. Three in East Memphis: 410 Goodwyn Street, 4525 Barfield Road, 354 Sequoia Cove. Info: 752-1207, or www.memphisareamastergardeners.org.

June 9-13: Ninth Annual Plant Camp, for boys and girls ages 8-12. Enrollment limited to 30 campers. This year's theme, "Dirt Made my Lunch." Agricenter International, 9 a.m. - noon. \$35.00 per child includes all project materials, activities and a Plant Camp shirt. Info: <https://extension.tennessee.edu/Shelby/Pages/Plant-Camp.aspx> or call Tim Roberts at 757-7777 ext.7109.

June 22: Benefit performance of Hairspray for SRVS and Spirit of SRVS Kick-off. Preview party at 1:30 p.m. Showtime at 3 p.m. Playhouse on the Square, Tickets by phone at 726-4656 or online at www.playhouseonthesquare.org. Info: www.srvs.org.

June 28: 5th Annual Garden Show & Sale, 5128 Whiteway Dr., 9 a.m. - 4 p.m. Free. Info: 685-7525.

July 20: Creative Aging's 5th Annual Variety Show, Vocalists, dancers, storytellers and more. 3 p.m., Kirby Pines Retirement Community, 3535 Kirby Rd. \$10 at the door. Info: 272-3434 or www.CreativeAgingMidsouth.org.



Produced monthly by Memphis Light, Gas and Water Division

Customer Connection

Celebrating Brilliant Service for 75 Years

MLGW Community Offices Now Accept Credit Cards

Memphis Light, Gas and Water Division began accepting Mastercard, Visa and Discover credit cards as forms of payment on April 29. Memphis City Councilman Myron Lowery made the inaugural credit card payment at MLGW's Downtown Community Office. MLGW's other Community Office locations started accepting payments on May 1.



The new payment method expands the services offered for residential customers who come into MLGW's Community Offices to make a payment on their bills. Now customers can pay with a credit card at any MLGW community office:

Main Community Office, located at 245 South Main St.;
South Community Office, located at 2935 Lamar Ave.;
Millington Community Office, located at 5131 Navy Road;
Whitehaven Community Office, located at 1111 East Shelby Dr.;
and North Community Office, located at 2424 Summer Ave.

To learn more about MLGW service options, in-person, online or via telephone, visit mlgw.com/residential/payingyourbill.

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

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Just visit mlgw.com and click on the logos.



Customer Reference Number: 6/14



New Parking Ticket Process

City officials are implementing a new process for enforcing parking regulations and issuing tickets for violations at the new multi-space kiosks, which use “pay and display” technology. A receipt is printed for display on the parked vehicle’s curbside dashboard, and it can be used as proof of payment if a driver wants to challenge a parking ticket. The cost for illegal parking can rise to as much as \$246 for violators who don’t pay timely. If the ticket is not paid within 15 days and a judgment is issued, the cost could go up significantly since fees and penalties may include a \$50 fine, \$135 court costs, \$1 state tax and \$20-\$40 in late fees. Also, the vehicle could be immobilized or impounded. All fines are due within 15 days of the date the parking ticket is issued. Citizens who have questions about parking tickets can call the City Court Clerk at (901) 636-3450 or the City Prosecutor at (901) 636-3479.



AHS Donates to Plus-1

MIFA (Metropolitan Inter-Faith Association) received a \$10,000 donation from American Home Shield in support of the Plus-1 program! The Plus-1 program provides one-time utility assistance during hardships. You hold the power to help those in need by giving to Plus-1 simply by adding a dollar or more to your utility bill each month. We’re all Plus-1 since anyone can contribute to Plus-1 and anyone can benefit from Plus-1. Thank you, American Home Shield!

Master Water Meter Process

Effective May 1, 2014 MLGW implemented a process to notify tenants signing for new service that their address is served by a master water meter. When the tenant signs up for utility service at an apartment unit or duplex where the property owner/landlord is responsible for the water, the MLGW representative taking the new service request will:



- Notify the tenant the water service will be billed to the apartments/landlord.
- Notify the tenant they will be notified via letter of any pending delinquent disconnect of the water service.
- Provide the tenant with a letter informing them their property is served by a master water meter and a brochure with a summary of the Landlord-Tenant Act. Copies of the letter and the brochure are available at each Credit Counselor’s desk and at the lobby desk. The Customer Care Center clerks will be responsible for mailing the letters and brochures when the customer places a phone order for new service. This process also includes tenants transferring service.

MLGW Crews Assist Mississippi’s Storm Recovery Efforts

Recently, two MLGW overhead electric crews, totaling 12 employees, made the nearly three-hour drive to Columbus, Miss. to assist Columbus Light and Power in restoring services after the area was hit by severe storms. In the past, mutual aid agreements have assisted MLGW in restoring power after ice storms, windstorms and tornados.

The utility asking for the assistance is responsible for all costs associated with recovery efforts, including salaries and lodging out of town assistance.

“MLGW has a proud tradition of assisting sister utilities in need,” said MLGW President and CEO Jerry Collins Jr. “When Memphis has needed a helping hand during the many severe storms this community has suffered through, several utilities have reached out in assistance. We are always grateful of that and do our best when other communities need a little help during restoration efforts.”



Just a Reminder

Memphis Light, Gas and Water Division’s Annual Water Quality Report containing important information about the source and quality of your drinking water is available online at: mlgw.com/waterquality. Call 901-320-3950 or e-mail corpcomm@mlgw.org if you would like a paper copy of the report.

Recordatorio

El Informe Anual de la Calidad del Agua de Memphis Light, Gas and Water Division, con información importante sobre el origen y la calidad de su agua potable, está disponible en línea en: mlgw.com/waterquality. Llame al (901) 320-3950 o envíe un correo electrónico a corpcomm@mlgw.org si desea una copia impresa del informe.

