

# Obtaining Utility Services in Shelby County Builder and Developer Guide



This is a step-by-step guide to obtain or change utility services in Shelby County. MLGW charges a fee for some services and connections. All quotes of fees provided by MLGW are valid for 90 days. Monetary and contractual obligations must be satisfied prior to commencement of MLGW construction.

## Before construction begins

- Contact MLGW's Address Assignment Department for at (901) 729-8620 or [mlgw.com/builders/landandmapping](http://mlgw.com/builders/landandmapping) for address assignment(s) if the parcel has not been assigned an address or if the address needs to be verified. Please note that a site plan/floor plan may be required.
- The owner or contractor obtains building permit.
- A licensed electrician must call MLGW's Builder Services Department at (901) 729-8630, option 1, to initiate a work order. Work orders can also be initiated at [mlgw.com/builders/builderservices](http://mlgw.com/builders/builderservices).

## Required Information for General Service Request

A complete set of plans must be provided so that all services can be properly and expediently designed. The plans should be given to Customer Engineering. The following information is required to initiate a work order:

- Address
- Property owner's name, mailing address and phone number
- Electric Requests:
  - Kilowatt rating of all electrical equipment
  - Voltage and phase requirements
  - Wire size of service entrance cable
  - Overhead vs Underground Metering locations

- Gas Requests:
  - Load Breakdown for all appliances and equipment
  - Delivery Pressure
  - Metering locations
- Water Requests:
  - Meter Size
  - Fire Protection needs
  - Irrigation meter needs

**Water Note:** Contact local municipality if in Bartlett, Collierville, Germantown or Millington. For most other areas, water is provided by MLGW.

After all information is received, MLGW will design the appropriate service. Monetary and contractual obligations must be satisfied before MLGW will begin construction.

## Design

Once all information is received, MLGW will determine which department will handle the job. A representative will set up necessary site visits and contact the customer, then design the appropriate service. All monetary and contractual obligations must be satisfied before MLGW will begin construction.

## Fees

MLGW does charge a fee for installation of new facilities. All jobs are designed and costed individually. Quotes will be provided on an individual basis by the Customer Engineering Representative, based on service policy and design.

## Code Inspection

It is the contractor's responsibility to ensure that all appropriate code inspections are completed. The applicable code inspector's office will contact MLGW when the work has been approved.

## To begin service

Upon installation, MLGW typically leaves electric, gas, and water meters locked off. To have the service turned on, call MLGW's Builder Services at (901) 729-8630. If a deposit is required, MLGW's Credit department will contact the customer requesting service. If you have a multi-metered or bay-type building, individual service turn-ons may be requested as tenants are known. Contact MLGW's Business Solutions Center at (901) 528-4270 for more information.

## Temporary Electric Service Request

Upon request, MLGW offers several different temporary power options for construction purposes. These requests should be initiated before or simultaneously when General Service Requests are made. Please contact Builder Services at (901) 729-8630 to initiate a Work Order. Except for a complete set of plans and the kilowatt rating of all electrical equipment the same information is required to initiate a temporary work order as above (see Electric Requests section under Required Information for General Service Request).

## Additional Information

### Fire Damage

If your service has been damaged or removed because of fire and you want it turned back on, please contact MLGW Builder Services at (901) 729-8630, option 1, to request a re-connect. Please note that you may have to contact a licensed electrician/plumber before utilities can be restored due to the need for an updated inspection of the electrical or gas work that they have to complete on your behalf. After receipt of the necessary inspection(s), MLGW will coordinate utility reconnection.

### Illegal Usage

Any unmetered use of utility services is illegal and subject to prosecution by MLGW. To report suspected illegal usage, call (901) 322-5741. All calls are strictly confidential.

## Useful Contact Information

**Address Assignment – (901) 729-8620,** [Address.assignment@mlgw.org](mailto:Address.assignment@mlgw.org) – To obtain or verify property and/or service addresses, request address change, as well as submit new street names for approval.

**Builder Services – (901 ) 729-8630** [mlgw.com/builders/builderservices](http://mlgw.com/builders/builderservices) – To create work orders for utilities, initiate meter turn-ons, and answer billing inquiries for builders.

**Customer Engineering – (901) 729 -8646**  
To discuss and check on the status of designs and cost estimates for new, added load and the relocation of existing facilities for residential and commercial customers.

**Control Room – (901) 213-1309** To open switches, drop out services or check on tree trimming status.

**Business Solutions Center – (901) 528-4270**  
To inquire about billing, rates, program eligibility, energy efficiency and other utility topics for commercial and industrial customers.

**Customer Care Center – (901) 544-6549** To assist with questions about billing, transferring and disconnecting services, or anything else relating to MLGW's services for residential customers.

**Electric Meter Shop Storeroom – (901) 385-6140**  
To pick up meter sockets.

**Leased Outdoor Lighting – (901) 528-4548**  
To inquire about service to provide dependable, maintenance-free illumination for residential and commercial customers.

**Residential Engineering – (901) 729-8675** To initiate work orders for residential subdivisions, mixed-use developments, apartments, townhouse, and condo developments.

**Water Engineering – (901) 528-4720** To inquire about cross connection, fire protection connections and large residential and commercial water services.

**Water Operations – (901) 320-3911** To inquire about temporary water meters.

**Tennessee One Call – 811** Call before you dig! Initial requests for underground utility location services.