MLGW Contact Numbers

Address Assignment 901-729-8620
• To obtain or verify addresses for new services.

Builder Services 901-729-8630, Option 1
• Initial meter turn-ons- FOR NEW CONSTRUCTION ONLY
• Billing inquiries for builders

Builder Services at 901-729-8630, Option 2
• Application for service
• Demolition
• Status of service request
• Temporary services – (installed or removed)
• Report changes in need date

Builder Services at 901-729-8630, Option 3
• Status of Code Enforcement Inspections

Customer Engineering – North 901-729-8640
Customer Engineering – South 901-729-8655
• Design of residential and commercial services

Commercial Resource Center 901-528-4270
• Billing inquiries - PERMANENT COMMERCIAL SERVICES

Commercial Services & Lighting 901-528-4548
• Leased outdoor lighting information

Commercial & Industrial Customer Care 901-543-3562
• For businesses considering moving to or expanding in Memphis or Shelby County

Credit 901-575-7469

Customer Care Center
• Turn on services 901-820-7878

Emergency Only—24 hours 901-528-4465
Streetlight maintenance 901-820-7878

To report commercial or industrial outages 901-544-6500

Tennessee One Call – 811 www.tnonecall.com
• Always remember to Call Before you Dig…It’s the Law

Memphis Light, Gas and Water Division
P.O. Box 430
Memphis, TN 38101-0430
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About this guide

This brochure is a step-by-step guide to obtain or change utility services in Memphis and 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.
New Electric Service, Added Load/Meter Relocation, Electric Meter Separation, Combination, or Temporary Electric Service

**Before construction begins**

- Contact MLGW’s Address Assignment Department at 729-8620 for address assignment(s) if applicable.
- The owner or contractor obtains building permit.
- A licensed electrician must call MLGW’s Builder Services Department at 729-8630, option 2, to initiate a work request. Work requests can also be initiated at www.mlgw.com.

**Complete set of plans**

A full set of plans must be provided so that all services can be designed by proposed need dates. The plans should be given to the appropriate Customer Engineering area and include the following:

- Address
- Property owner’s name, mailing address and phone number
- Kilowatt rating of all appliances, lights and receptacles
- Voltage and phase requirements
- Wire size of service entrance cable
- If service will be served by overhead or underground lines

After all information is received, MLGW will

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**Water Meter Separation/Combination**

To request a survey of costs, call MLGW’s Builder Services at 729-8630, option 2, to initiate a work request.

**Other information**

**Fire Damage**

If your service has been damaged or removed because of fire and you want it turned back on, contact a licensed electrician or plumber. The electrician/plumber should contact MLGW Builder Services at 729-8630, option 2, to request a re-connect. MLGW will coordinate with the electrician/plumber to have the power reconnected after the electrical or gas work has been completed and the inspection has been received.

**Sewer**

MLGW acts as a collection agency for the city sewer fee. The City/County Sewer Department handles all sewer construction and maintenance. If you have questions or concerns regarding sewer services, call 529-8025.

**Illegal Usage**

Any unmetered use of utility services is illegal and subject to prosecution by MLGW. To report suspected illegal usage, call 321-6969. All calls are strictly confidential.
New Water Service

Before construction begins

Contact MLGW’s Address Assignment Department at 729-8620 for address assignment(s) if applicable. Note: If you are installing service in Bartlett, Collierville, Germantown or Millington, contact the appropriate water department to request a water meter.

Owner, contractor, or licensed plumber must call MLGW’s Builder Services at 729-8630, option 2, to initiate a work request. MLGW charges a connection fee for water service. MLGW will not begin construction until all fees are collected. Work requests can also be initiated at www.mlgw.com.

To begin service

Upon installation, MLGW turns off all water meters. To have the service turned on, call MLGW’s Builder Services at 729-8630, option 1, to request a service turn-on. Connect charges will apply, and in some cases a deposit is required. You will be notified what fees are required at the time you call to have the service connected. Contact MLGW’s Commercial Resource Center at 528-4270 for more information.

MLGW will run water service only from the main in the street to the water meter box on your property. The owner or contractor is responsible for service from the water meter box to the building.

design the appropriate service. Monetary and contractual obligations must be satisfied before MLGW will begin construction.

Code Inspection

It is the electrician’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 locks the electric meter. To have the service turned on, call MLGW’s Builder Services at 729-8630, option 1, to request a service turn-on. Connect charges will apply, and in some cases a deposit is required. 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 Commercial Resource Center at 528-4270 for more information.

Relocation of MLGW facilities

Contact MLGW Builder Services at 729-8630, option 2, to initiate a work request.
New Gas Service, Added Load/Meter Relocation, Gas Meter Separation, or Combination

Before construction begins

• Contact MLGW’s Address Assignment Department at 729-8620 for address assignment(s) if applicable.
• The owner or contractor obtains a building permit.
• A licensed plumber or heating contractor must call MLGW’s Builder Services Department at 729-8630, option 2, to initiate a work request. Work requests can also be initiated at www.mlgw.com.

Complete set of plans

A full set of plans must be provided so that all services can be designed by need dates. The plans should be provided to the appropriate Customer Engineering Area and include the following: Work requests can also be initiated at www.mlgw.com.

• Address
• Property owner’s name, mailing address and phone number
• Load breakdown (input BTU requirements of all gas appliances)
• Delivery Pressure

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

Fees

MLGW does charge a fee for running the gas service. Our Customer Engineering Service Representative will contact the applicant during the early stages of construction and quote the fee. The Service Representative will also send a letter to the applicant notifying the customer of the fee.

Code Inspection

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

To begin service

Upon installation, MLGW locks the gas meter. To have the service turned on, call MLGW’s Builder Services at 729-8630, option 1, to request a service turn-on. Connect charges will apply, and in some cases a deposit is required. You will be notified what fees are required at the time you call to have the service connected. Contact MLGW’s Commercial Resource Center at 528-4270 for more information.