Pilot Safety Inspection program accepting appointments now

It may still be hot outside, but it is pilot re-light time again. MLGW is accepting appointments for the Pilot Safety Inspection program. All appointment times made for an inspection in September are free. After Sept. 30, there will be a $55 fee. The service is free for physically challenged customers and 30, there will be a $55 fee. The service is free for physically challenged customers and for personally with me to spend time with my family,” Collins said. “I’d like to thank the 2,500-plus employees who have served with me to improve the quality of life for residents through the efficient and safe delivery of electricity, natural gas and water the last 10 years.”

Collins has served as President and CEO of MLGW since 2007. He is the 10th person to lead the utility. A native Memphian, Collins previously served as Director of Public Works for the City of Memphis.

Tennessee awards MLGW for clean air contributions

As the state grapples with reducing transportation-related emissions, MLGW is doing its part in a city known as America’s Distribution Center. Recently, the state recognized MLGW with a 2017 Sustainable Transportation award.

The award from the Department of Environment and Conservation Commission and the Department of Transportation is now in its third year. It recognizes outstanding initiatives of reducing emissions, improving the health and well-being of residents, and creating efficiencies in delivering goods and services. MLGW competed against 27 public and private companies. This is a second win for MLGW.

With 400 trucking companies operating in the area, and private companies. This is a second win for MLGW.

The state award in Nashville recently. In addition, Taylor spoke as a panelist about what drove the winning initiatives of reducing emissions, improving the health and well-being of residents, and creating efficiencies in delivering goods and services. MLGW competed against 27 public and private companies. This is a second win for MLGW.

County Commission honors those on the front lines of the storm

The Shelby County Commission commended the exceptional work of MLGW during the Tom Lee Storm that hit on Memorial Day weekend. Commissioner Terry Roland read the county’s resolution detailing how in less than 72 hours after the storm hit, MLGW had restored power to 124,000 of the 188,000 homes which were left without electricity.

The resolution further said, in part, “Only true dedication could’ve been possessed by those linemen to be able to reduce such a significant amount of outages in only 10 days.”

Electric Distribution, Electric Operations, Central Support...
Memphis City Council pays tribute to MLGW’s storm workers

The Memphis City Council praised the outstanding work of MLGW during the Tom Lee Storm that hit on Memorial Day weekend. Councilwoman Patrice Robinson sponsored the resolution which “recognizes and honors the courageous, hardworking men and women of MLGW for their tireless work to restore services following such an unanticipated event, as well as their daily work to keep power flowing and our citizens safe.”

Leaders learn about neighborhood resources

Over 130 attendees participated in the annual MLGW Neighborhood Leaders Conference held on Friday, August 11 at the MLGW Joyce M. Blackmon Training Center. This year’s theme was “Neighborhood Resources.”

The day started with a plenary session where Paul Young, Director of the City of Memphis Division of Housing and Community Development spoke. Over lunch, attendees heard from MLGW President Jerry Collins Jr. and Alonzo Weaver, MLGW Vice-President of Engineering and Operations. Weaver discussed the restoration process for the May “Tom Lee” storm and MLGW's continuing efforts to decrease the impact of storms.

Attendees had the opportunity to learn about resources available through MLGW neighborhood offices, prescription assistance, transportation and food, in addition to hearing from journalists Konti Anthony (WMC-TV) and David Waters (Commercial Appeal) about the Media as a Resource.

The day concluded with Lt. Joseph Patti II of the Memphis Police Department providing an overview of installing security cameras in neighborhoods. One attendee left saying, “This was my first conference. Very informative! We should have more workshops for neighborhood representatives to attend. I can’t wait to get with my neighborhood association.”

Sewer/stormwater fees set to increase in 2018

Starting in January, residents will see a general increase on both city of Memphis stormwater and sewer fees collected by MLGW over the next five years. The Memphis City Council approved raising stormwater fees by 15 percent to $4.64 a month in January. The monthly sewer fee will increase to $5.25 in July 2019 and to $6.03 in July 2022.

Sewer fees will jump by 26 percent to $2.87 per 1,000 gallons of wastewater in January. The monthly sewer fee will go to $3.32 in January 2019. Both services are listed on MLGW’s bill. The funds will be used for the City of Memphis sewer improvements, upgrades at two treatment plants, sludge storage and flood mitigation.

Better Business Bureau Alert: Scammers posing as MLGW threaten to cut off utilities

The Better Business Bureau (BBB) and Memphis Light, Gas and Water (MLGW) are warning consumers and business owners that the unpaid utility scam is once again targeting people in the Memphis area. In this ruse, scammers call and threaten to cut off your utilities if you don’t give them immediate payment over the phone. The past-due utility scam often targets business owners at the peak of their day. The crooks are hoping to catch businesses off guard and convince them that they’ll have no power to operate if they don’t pay up fast. Similar scam calls have targeted residential customers as well.

“MLGW, we never demand payment or threaten to cut off services over the telephone. We certainly never tell any customers to buy prepaid debit cards or gift cards,” said MLGW President and CEO Jerry Collins Jr. “We always mail cut-off notices to customers. We also use auto-dialers that alert you in advance when a payment is due to avoid cut-off.”

“As MLGW installs more smart meters,” Collins added, “this will also be an outdated scam. MLGW eventually will no longer disconnect someone’s utility by driving up in a utility truck. If you get such a call, hang up the phone. It is not MLGW.”

BBB and MLGW offer the following advice to avoid falling for one of these scams:

• Be suspicious of callers who demand immediate payment for any reason.
• Remember that anyone who has the number on a prepaid card has access to the funds on the card.
• Never give out personal or financial information or wire money to an unsolicited caller.
• If you get a similar call, hang up and contact your local law enforcement agency.
• MLGW will never direct customers to make payments through a specific method. They may advise commercial and industrial customers of pending service disconnection via mail, automated phone calls, text alerts (if enrolled) and sometimes a courtesy call to the business.

If you or your business has been targeted by this scam, share as many details as possible with the BBB at bbb.org/scamtracker.

Customers thank MLGW for their service after the storm

I would like to extend many thanks to everyone at MLGW. We were without power for a week. Each and every time I checked on the status of our services outage, the person on the other end was always extremely kind and helpful, and honest.

On the last night of the outage at our home (in the 38111 zip code on a grid with 76 other residences), we were packed up and ready to leave with our little dog and stay with relatives. We heard a large pop and some yells "What’s a power surge. I was just praying no one had been hurt. Just as we were leaving, a work truck pulled up front at 10 p.m. The gentlemen asked if we had heard the pop and could they please get in our backyard. I asked, Well we were about to leave... I guess might be another day...”

“No ma’am, the worker said, We will have you right back on.”

These men had worked so many hours in the terrible heat, and were just as cordial as they could be. They were delightful people.

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