

24 Hour Emergency Hotlines

Direct line to MLGW's Control Room to report cut or damaged electric, call 213-1309.

For gas or water utilities, call 385-6110.

Visit the Builders section of our website, mlgw.com, for online requests, and sign up for the Builder Developer Portal to view your work order status.

BUILDER SERVICES

Service Work Request - Option #1
Builder Billing Inquires - Option #2
Inspection Inquires - Option #3

729-8630

7 a.m. – 3:30 p.m.
Monday – Friday

builder.services@mlgw.org

Address Assignment 729-8620

- To obtain or verify addresses or submit new street names for approval

Builder Services Center 729-8630

Work Requesting (press option 1)

- Initiation of all Residential/Commercial service work requests
- Demolition requests

Builder's Phone (press option 2)

- Billing inquiries for builders
- builder.service@mlgw.org

Inspections Inquiries (press option 3)

Control Room/Contractor's Emergency Line

. 213-1309

- Open Jacks
- Drop out services

Residential Care Center 544-6549

- Transfer Service

Business Care Center 528-4270

Apartment Owners Reconnect

. 528-4150

Residential 729-8675

Commercial 729-8640

Residential Engineering 729-8675

- Initiation of work requests for service to:
 - residential subdivisions; ranchette subdivisions;
 - mobile home subdivisions; multiple housing projects,
 - apartment, townhouse and condo developments and
 - planned unit developments.

The One To Call Before You Dig...

TENNESSEE ONE CALL

811

*Initial requests for
underground utility
location service*

MLGW Locations

320-1495

(Follow-up inquiries only)



7/25/MLGW/EJ

MLGW Telephone Directory for Contractors



Construction and Maintenance

North Area

Brunswick Service Center (Gas)

Manager's Office 385-3442
Fax 385-3456
Gas Planner/Coordinator 385-3446
Gas Planner/Coordinator 385-3447
J T Construction Coordinator 385-3444
Construction Coordinator 385-3445
Paving Construction Planner Coordinator
. 385-3441

North Service Center (Elec. and Gas)

Electric/Gas Planner/Coord. 320-1737
Elec. Network Planner/Coord. 320-1492
Construction Coordinator. 320-1517
Fax 320-1428

South Area

Hickory Hill Service Center (Electric)

Electric Planner/Coordinator 367-3301
Construction Coordinator 367-3302
Fax 367-3356

South Service Center (Water and Gas)

Manager's Office 348-5100
Fax 348-5156
Gas Planner/Coordinator 348-5106
Water Planner/Coordinator 348-5116
Construction Coordinator 348-5105

Contracts Management 528-4020

Customer Service Manager

Office 729-8520

Fax 729-8533

North District Customer Service Supervisor

Office 385-3400

Fax 385-3455

South District Customer Service Supervisor

Office 367-3331

Fax 367-3367

Electric Meter Shop

Storeroom 385-6140

- To pick up a meter socket

Leased Outdoor Lighting 528-4548

Underground Utility Location

Service 320-1495

- For follow-up inquiries only. Initial request can be made by calling 811.

Water Engineering 528-4720

- Cross connections

Water Operations 320-3900

- Temporary water meter

CALL 729-8630 TO REQUEST:

- Application for service
- Demolition
- Status of service request
- Temporary services – installed or removed
- Report changes in project, site condition or need date

SERVICE REQUEST



PHASE

Application



- Go to MLGW.com
- Builders
- Builder Services Center
- Service Requests
- Complete online application with load & plat information attached and meter locations identified
- *Addresses must be set up by Address Assignment prior to starting process*

Design & Quote



- Receive initial contact (within 3 days) must have address before work order can be created
- Receive designer point of contact and Work Order Number
- Coordinate with designer to establish design, ask for redesign if necessary
- Gas stubs must be installed before design completion*

Payment



- Pay quoted amount, follow instructions provided for payment
- Sign and submit access agreement
- "Charge Builder" will not receive separate quote, will be part of monthly bill*
- Water meter will be installed 7 to 10 days after payment

Construction



- Prepare job site (*"job site ready" checklist in Appendix*)
- Contact Construction Coordinator when job site is ready (house complete) to start scheduling construction
- MLGW completes construction

Inspection



- Complete inspections
- Performed by Code Enforcement
- Inspection completion triggers meter set activity for MLGW

Meter Install



- Receive final service
- MLGW sets gas and/or electric meters (timing varies based on service)

CUSTOMER ACTIVITY

CONTACT AREA

Builder Services

Builder Services

Customer Engineering

Builder Services

Construction & Maintenance

Code Enforcement

Meter Shop