

Contractor's Emergency Hotline (24-hour)  
 Direct line to MLGW's Control Room to report  
 out or damaged electric, call 213-1309.  
 For gas or water utilities, call 385-6110.

**EMERGENCIES**

**North Service Center**  
 Fax: 320-1588  
 Customer Engineering: 320-1432  
 Planner/Coordinator: 320-1737  
 Construction Coordinator: 320-1517  
 Customer Service: 320-1428  
 Manager's Office: 320-1550

**South Service Center**  
 Fax: 348-5156  
 Customer Engineering: 348-5115  
 Planner/Coordinator: 348-5106  
 Construction Coordinator: 345-5105  
 Customer Service: 348-5130  
 Manager's Office: 348-5100

**Hickory Hill Service Center**  
 Fax: 367-3356  
 Customer Engineering: 367-3305  
 Planner/Coordinator: 367-3301  
 Construction Coordinator: 367-3330  
 Customer Service: 367-3331  
 Manager's Office: 367-3300

**Brunswick Service Center**  
 Fax: 385-3456  
 Customer Engineering: 385-3410  
 Planner/Coordinator: 385-3446  
 Construction Coordinator: 385-3444  
 Customer Service: 385-3400  
 Manager's Office: 385-3440

Visit the Commercial & Industrial section of our website, [www.mlgw.com](http://www.mlgw.com), for online service status and requests.

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**Commercial Resource Center**  
 528-4270  
 7:30 a.m. – 5 p.m.  
 Monday – Friday  
[crc@mlgw.org](mailto:crc@mlgw.org)  
 fax: (901)528-4547

**Customer Service Manager's Office** ..... 729-8535

**Electric Meter Shop**  
 Storeroom ..... 385-6140  
 • To pick up a meter socket

**Leased Outdoor Lighting** ..... 528-4548

**Residential Engineering** ..... 528-4855  
 • Initiation of work requests for service to:  
 - residential subdivisions  
 - ranchette subdivisions  
 - mobile home subdivisions  
 - apartment, townhouse and condominium developments  
 - planned unit developments  
 - multiple housing projects

**Underground Utility Location Service** ..... 320-1495  
 • For follow-up inquiries only. Initial request can be made by calling 1-800-351-1111.

**Water Engineering** ..... 528-4720  
 • Cross connections

**Water Operations** ..... 320-3911  
 • Temporary water meter

The One To Call Before You Dig...  
 Tennessee One Call  
 1-800-351-1111  
*Initial requests for underground utility location service*

MLGW Locations  
 320-1495  
*(Follow-up inquiries only)*

**Address Assignment** ..... 528-4628  
 • To obtain or verify house numbers for new service

**Builder Services Center** ... 367-3343  
**Builder's Phone** ..... (press option 1)  
 • Initial meter turn-ons  
 • Billing inquiries for builders  
 builderservices@mlgw.org

**Builder's Fax** ..... 367-3339  
 • Initial meter turn-ons

**Work Requesting** ..... (Press option 2)  
 • Residential/Commercial requests  
 Work is routed to one of four MLGW service centers depending upon location.  
 (See map inside)

**Work Requesting Fax** ..... 367-3356  
**Inspections (Press option 3)**  
 Control Room ..... 213-1309  
 • Open jacks  
 • Drop out services

**Customer Care Center** .... 820-7878  
 • Transfer Service

**MLGW**  
 Telephone  
 Directory for  
 Contractors





# MLGW Service Center Areas

TIPTON COUNTY LINE

## CALL 367-3343 TO REQUEST:

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

