

ELECTRIC, GAS AND WATER Schedule of Charges

2026



**MEMPHIS LIGHT, GAS AND WATER DIVISION
MEMPHIS, TENNESSEE**

MEMPHIS LIGHT, GAS AND WATER DIVISION - COMMON SCHEDULE OF CHARGES

A. SERVICE CHARGES

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| 1. Residential/small general power: Connection charge (any combination electric, gas, and/or water) | \$57 |
| a. Charge to the customer for connection of utility services for same day or next day connection. | |
| 2. Residential: Reconnection charge for delinquent accounts and/or non compliance through x-connection (any combination electric, gas, and/or water) | \$58 |
| a. Charge to the customer for a same day or next day reconnection of utility services. | |
| 3. Trip charge | \$20 |
| Fee assessed for a call made to a customer's service address. | |
| 4. Returned check fee | \$30 |
| 5. Online payment convenience fee/service fee for secure credit card processing | \$1.50 |

B. CHARGES RESULTING FROM TAMPERING AND/OR DAMAGES TO MLGW'S METERING EQUIPMENT

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|---|--------------|
| 1. Investigative fee
Where theft of service has been confirmed (or actual cost, whichever is higher). Also this cost is to be charged to a customer who writes MLGW a check on a closed bank account or fraudulent use of a credit card. | \$491 |
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C. CUSTOMIZED CUSTOMER'S UTILITY BILLING

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| 1. MLGW will furnish an itemization of a customer's utility bill for twelve months or less at the customer's request. Each additional twelve month period incurs another fee. | |
| a. Itemized customer's utility bill without demand | \$67 |
| b. Itemized customer's utility bill with demand | \$134 |
| 2. MLGW will furnish a printed copy of a customer's utility bill for twelve months or less at the customer's request. Each additional twelve month period incurs another fee. | |
| a. Print customer's previous utility bill | \$34 |

D. INFORMATION REQUEST FEE (PUBLIC RECORDS)

Request for information which does not directly relate to the requestor's utility account should be made to the office of Communications & Public Relations. Customers will be charged actual cost per Tennessee state law. Requests can only be made by Tennessee residents. Depending on the type of records requested, you may be required to pay a record retrieval fee in advance.

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|---|---------------|
| 1. Per page for letter and legal-size black and white copies. | \$0.15 |
| 2. Per page for letter and legal-size color copies. | \$0.50 |
| 3. Other: the cost of the medium on which the records are provided. | |
| 4. Labor: when time exceeds 1 hour. | |
| 5. If an outside vendor is used, the actual costs assessed by the vendor. The reproduction/labor cost will be calculated by MLGW and paid in advance of reproduction. | |

E. ADDRESS ASSIGNMENT

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| 1. Individual address change per customer's request | \$81 |
| 2. Address/street name change (apartments) *BASE RATE | \$96 |
| 3. Address/street name change (subdivisions) *BASE RATE | \$94 |

F. CONTRACTED OPTION INSPECTION FEE

Fee is charged when a developer elects to install the electrical utility infrastructure (developer's option for apartments).	Individual Estimate
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G. STREET REPAIR PROCESS - CITY OF MEMPHIS

Street cut fees will be assessed through permit fees, base area fees or diminution fees imposed by the city of Memphis. For details on these fees, please see the city of Memphis site detailing these charges.

MEMPHIS LIGHT, GAS AND WATER DIVISION - ELECTRIC SOC

A. UNDERGROUND CONNECTION FEES FOR SUBDIVISIONS

1. 4/0 Triplex Service
 - a. Fee charged for the electric service connection of residential homes in a subdivision. The fee includes an S-1 pedestal. **\$688**
 - b. Fee charged for the electric service connection of residential homes in a subdivision. The fee includes an S-2 pedestal. **\$816**
 - c. Normal connection fees are estimated assuming a service distance of no more than 60'. This fee (per foot) is charged for any service over 60' in length. **\$11**
2. 350 MCM Triplex Service
 - a. Fee charged for the electric service connection of residential homes in a subdivision. The fee includes an S-2 pedestal. **\$1,335**
 - b. Normal connection fees are estimated assuming a service distance of no more than 60'. This fee (per foot) is charged for any service over 60' in length. **\$15**

B. UNDERGROUND CONNECTION FEE PER SERVICE FOR APARTMENTS AND MOBILE HOME COMMUNITIES

Fee charged for the electric service connection of residences in an apartment complex or a mobile home. This fee is for a 350 MCM triplex service. **\$460**

C. TEMPORARY ELECTRIC SERVICES

1. Temporary electric service installation (metered).
Minimum metered charge includes:
 - a. Connection of underground service conductor in a URD handhole/padmount. **\$919**
 - b. Installation and removal of overhead service conductors of 100 ft. or less. **\$1,275**
2. Transformer and service conductors installation (metered). **\$6,336**
Installation and removal of 25 KVA transformer on an existing pole and service conductors of 100 ft. or less.
3. 120V Temporary Electric Service Pedestal (unmetered); MLGW Installed with two duplex 20A receptacles. Included are the materials for the temporary pedestal installation and the labor/equipment associated with the installation/removal/salvage. Additionally, an energy charge will be billed initially and then each subsequent six month period. **\$1,079**
4. Verification/Safety check fee for a temporary service pedestal. This fee includes field checking the pedestal ensuring that the respective pedestal is at the correct address, and also includes verifying that the pedestal is still installed properly and not a safety hazard.* **\$154**
*To be completed every six months and billed beginning on the third and each subsequent six-month period.
5. Temporary overhead service pole furnished and installed by MLGW (metered). **\$817**

D. MISCELLANEOUS METER FEES

1. Meter test charges:
 - a. All self-contained single-phase residential non-demand meters **\$95**
 - b. Power meters - Non-demand type **\$146**
 - c. Power meters - Demand type **\$187**
2. Installation of an electric meter relay. **\$680**
3. Trip charge for maintenance of an electric meter pulse output. **\$116**
4. Trip charge for the replacement of a failed electric meter relay. **\$301**
5. Electronically reading a commercial or industrial customer's meter (each meter per month). SPECIAL READ REQUEST - REMOTELY **\$48**

E. SERVICE CHARGES

1. General service connection or reconnection charge **\$177**
Applies to large commercial or industrial customers when service cannot be connected exclusively by personnel of the Customer Service Department.
(electric service only)
2. Electric smart meter replacement cost **\$173**
(material only)

F. CHARGES RESULTING FROM TAMPERING AND/OR DAMAGES TO MLGW'S ELECTRIC METERING EQUIPMENT

1. The following customer charges are the result of damages to MLGW'S electric metering equipment from a customer tampering, attempting to turn on an "off status" service or non-pay disconnect, vandalism, or neglect.
 - a. Replace damaged barrel lock (material only) **\$23**
 - b. Replace damaged/stolen three phase electric meter **\$548**
 - c. Replace damaged/stolen meter socket cover **\$74**
2. Charges to the customer where the meter is found turned on after MLGW has terminated service for non-payment.
 - a. Charge resulting from cutting off the underground electric service at the pull box or transformer **\$256**
 - b. Charge resulting from cutting off the overhead electric service lines at the point of delivery **\$177**
 - c. Charge resulting from cutting off the overhead electric service at the pole **\$177**
 - d. Removal and installation of a single phase electric meter **\$102**
 - e. Removal and installation of a three phase electric meter **\$150**
 - f. Remove Electric CST - not including meter removal (material only) **\$25**

G. REPLACEMENT OF LARGE FUSES

The customer will be charged for replacement of large fuses (150, 200 or 400 Amp) in the customer's fuse panel. **\$54**

H. REDESIGN FEE

Residential subdivision and ranchette (per affected lot) **\$192**

I. ALTERNATE CIRCUIT STAND-BY CHARGE PER KVA

1. From same electric substation to the customer. **\$2.26**
2. From a different substation to the customer. **\$2.74**
3. This option is for a customer with over 5000 KW load. This involves an MLGW contact only. **1 1/2% of cost per month for 10**

J. LEASED OUTDOOR LIGHTING

1. Residential installations
 - a. 100-Watt LED with two-foot mast arm on existing wood pole. Additional cost from fixture upgrades will be added to this charge, unless MLGW substitutes the fixture to prevent light trespass. **Individual Estimate**
 - b. 100-Watt LED with two-foot mast arm and 30-foot wood pole with up to 150 feet of duplex conductor. Additional upgrades will be added to this charge, unless MLGW substitutes the fixture to prevent light trespass. **Individual Estimate**
 2. Schedule of leased outdoor lighting fees
- * MLGW will review and update the schedule of Leased Outdoor Light Fees periodically for numerous reason, such as light type, size, cost or availability changes, changes in operations and maintenance expenses, or changes in purchase power costs.
For the latest rates, please visit the links below:
<https://www.mlgw.com/residential/lo/>
<https://www.mlgw.com/commercial/lo/>

K. POLE AND CONDUIT USE FEES

Pole attachments and conduit use are allowed by contractual agreement only. Applicable fees and rentals for pole attachments and conduit use are included in individual pole attachment agreements and regulated by the Tennessee Valley Authority. Users should contact the Attachment Engineering Group to initiate an agreement. Unauthorized attachments can be removed and billed at 125% of current rates.

L. STREET LIGHT SERVICE

The fees below have been establish to collect costs related to the operation, maintenance, and other related fees of the Street Light System. The costs are charged monthly.

1. Residential apartments, billboards/outdoor advertising **\$1.27**
2. Residential non-apartment **\$5.08**
3. Small commercial - (Up to 50kW) **\$7.62**
4. Large commercial - (Over 50kW) **\$22.41**

M. DISTRIBUTED GENERATION INTERCONNECTION CHARGES

The applicant must download, complete and return the appropriate application for interconnection along with required attachments and application fees to begin any project request. To do so, please follow this link below and fill out one of the two listed forms depending on size of system. All fees are listed in each application and will vary depending on wattage.

<https://www.mlgw.com/about/greenpowerswitchdocs>

MEMPHIS LIGHT, GAS AND WATER DIVISION - GAS SOC

A. SERVICE CHARGES

Commercial and industrial connection or reconnection charge (gas service only). **\$158**

B. GAS CONNECTION FEE

1. Residential customers in a subdivision

a. 5/8" Polyethylene Service up to 60 feet*

This fee includes connecting at the existing gas tee, up to 60 feet of 5/8" service, and a 250, 400, 630, or 800 meter including all fittings, an excess flow valve, and regulator.

i. with 250 meter **\$1,075**

ii. with 425 meter **\$1,256**

iii. with 630 (675) meter **\$1,801**

iv. with 800 meter **\$1,916**

*Additional charge per foot of service over 60 feet **\$6**

b. 1" Polyethylene Service up to 60 feet*

This fee includes connecting at the existing gas tee, up to 60 feet of 1" service, and a 250, 400, 630, or 800 meter including all fittings, an excess flow valve, and regulator.

i. with 250 meter **\$1,246**

ii. with 425 meter **\$1,425**

iii. with 630 (675) meter **\$1,970**

iv. with 800 meter **\$2,085**

*Additional charge per foot of service over 60 feet **\$7**

C. PILOT LIGHT-UP CHARGE

1. Pilot light-up charge - residential

a. This pilot light-up charge will apply only during the light-up season from the first Tuesday of October through December 31st each year. Any MLGW residential customer of record who is verified to be handicapped or 60 years of age and older is exempt from paying this pilot light-up charge. **\$68**

b. Charge for additional heating appliances **\$19**

This charge is applied to residential customers for each heating appliance over three (3) that is lighted and/or inspected at the same location.

2. Intentional false gas leak charge **\$147**

This charge is made as a result of a customer demanding incidental service work after obtaining priority response time by falsely reporting a gas leak.

D. GAS METER TEST

1. Residential meter **\$121**

2. Small general service meter - up to 1,000 cubic feet per hour **\$121**

E. REDESIGN FEES

Residential subdivision and ranchette (per affected lot) **\$106**

The Gas Redesign Fee is a per lot fee assessed to developers of residential subdivisions for any redesign request after the initial quote. The fee is not imposed if the redesign is due to an oversight or error by MLGW.

F. CHARGES RESULTING FROM CUSTOMER TAMPERING, DAMAGING AND/OR INACCESSIBLE GAS METERING EQUIPMENT

1. Removal and reinstallation of residential gas meter. **\$196**

2. Gas meter removed by MLGW and the customer connects the gas supply pipe to his/her piping "Remove hazardous by-pass and rebuild meter center upon remittance". **\$262**

3. Disconnect and reconnect gas service at the street because of meter being inaccessible, customer refusing to install protective posts, and/or illegally turned on gas. **\$1,418**

G. PROTECTIVE POST

1. Installed by MLGW - per post

a. 4" **\$485**

b. 6" **\$674**

H. GAS METER HEADERS

The owner of the building or suite/apts. requesting services should pay for purchase and installation of headers. Headers are mainly installed when there is a new service or expansion to the building and suite/apts.

1. 1" and 1-1/2" header - cost per any size outlet	\$31
2. 2" header - cost per any size outlet	\$47
3. 3" header - cost per any size outlet	\$38
4. 4" header - cost per any size outlet	\$92
5. Header support (each)	\$81

Example: 2" header with 4 outlets (nipples) 4 @ 47.00 = \$188

MEMPHIS LIGHT, GAS AND WATER DIVISION - WATER SOC

A. CONNECTION FEE

1. Residential - subdivisions with existing future use connection

a. 3/4" meter	\$777
b. 1" meter	\$912

B. SHELBY COUNTY METER CAPACITY CHARGE

1. Residential

Effective July 1, 1999 Shelby County Water System acquisition

\$500

2. Commercial

a. 5/8"	\$500
b. 3/4"	\$584
c. 1"	\$1,000
d. 1-1/2"	\$2,000
e. 2"	\$4,167
f. 3"	\$8,334
g. 4"	\$12,455
h. 6"	\$15,756
i. 8"	\$19,058
j. Larger than 8"	Individual Estimate

C. TEMPORARY METER CONNECTING TO FIRE HYDRANT

1. Deposit for portable as per lease agreement

a. 1" without reduced pressure backflow device	\$714
b. 1" with reduced pressure backflow device	\$1,129
c. 3" without reduced pressure backflow device	\$1,548
d. 3" with reduced pressure backflow device	\$2,504

D. CHARGES RESULTING FROM CUSTOMER TAMPERING, DAMAGING AND/OR INACCESSIBLE WATER METERING EQUIPMENT

Removal and reinstallation of a residential water meter	\$128
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E. SERVICE CHARGES

Commercial and industrial connection or reconnection charge (water service only) - 1-1/2" or larger connection	\$169
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F. METER TEST

3/4" & 1" only	\$180
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G. REDESIGN FEE

Subdivision (per affected lot)	\$106
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H. FIRE FLOW TEST

\$323

I. CROSS CONNECTION CONTROL PROGRAM COST RECOVERY

Applies to all commercial and industrial customers to recover costs related to the cross connection control program for the protection of MLGW's water system - Fee will be charged monthly.	\$8.28
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J. DROUGHT MANAGEMENT PLAN (DMP) / WATER CURTAILMENT ENFORCEMENT ACTIONS

Actions to be taken if MLGW's service area experiences any period in which an adequate supply of safe, abundant water is unavailable, as outlined in the DMP:

- a. First Offense: written warning with a door tag with a list of the mandatory restrictions, with a checkmark by the applicable violation/phone call.
- b. Second Offense: written citation in formal mailing with a checkmark by the applicable violation along with a \$50 DMP fee added to their utility bill and a warning of potential water disconnection for any future offenses.
- c. Third Offense: written citation in formal mailing along with a \$75 DMP fee added to their utility bill and notification that their water service will be disconnected for any future violations. Warn of future service disconnection.
- d. Fourth Offense: written citation in formal mailing along with a \$100 DMP fee added to their utility bill and disconnection of water service.

MEMPHIS LIGHT, GAS AND WATER DIVISION - APPENDIX SOC

1. Residential per lot allowances - removed from the SOC and can be reviewed in the MLGW incentives policy

2. Other notable removals are as follows:

- A. Meter Department
 - Temporary meter connecting to fire hydrant - Install and remove portable meter connection by MLGW
 - Removal of irregular connection to prevent illegal usage where a water meter has been removed
 - Lock off meter with stop cock locking device
 - Gas meter damage by customer
 - Install jiffy lock
 - Gas module replacement cost
 - Water module replacement cost
- B. Miscellaneous Service Call Charges
 - Earthquake shut off equipment and carbon monoxide equipment
- C. Electric
 - Transformer maintenance fee