

We Are Committed to Improving Our System

Tree trimming is critical to reliability

To improve reliability and prevent power outages, MLGW has three contractors, ABC Professional Tree Services, Lewis Tree Service, Inc. and Kendall Vegetation Services.

What you should know

Trim

If the customer has tree limbs in proximity of the pole line, MLGW may trim if distribution lines are in danger.

Removal

If the customer has a tree whose trunk is within 10-15 feet of the pole line, and endangering the line, MLGW will remove the tree. Trees will not be removed due to interference with service drops (line from pole to the house).



Temporary service interruptions

For everyone's safety, service may be interrupted while crews work near powerlines. We understand this can be inconvenient, but it could make the difference between your power being out for longer durations in the future.



Remember, never attempt to trim limbs that are near or touching powerlines. Call MLGW.

Visit mlgw.com/treetrimming for more information or call (901) 544-6549 to report a tree that interferes with the service line.

MLGW's Tree Trimming policy is in accordance with the 1992 Shelby County Tree Trimming Ordinance #93 and the current National Electric Safety Code.



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El programa de alertas de texto de Memphis Light, Gas and Water notifica a los clientes las fechas de vencimiento de la facturación y las interrupciones inminentes a través de mensajes de texto.

Los participantes en el programa de alertas de texto de MLGW recibirán una notificación aproximadamente tres días hábiles antes de la fecha de vencimiento de la facturación y/o la fecha límite programada, solo si hay un saldo adeudado.

NOTA: Es posible que los saldos de los clientes en las alertas de texto de MLGW no reflejen pagos o ajustes recientes en su cuenta.

Tenga en cuenta los siguientes requisitos para participar en el Programa de alertas de texto de MLGW.

- El cliente será responsable de pagar cualquier tarifa cobrada por su operador, por mensajes de texto.
- No dependa de las alertas de texto como su principal medio de notificación. El no recibir una alerta de texto no le eximirá de su obligación de pagar su factura de MLGW de manera oportuna.
- Respetamos su privacidad. Toda la información solo se utilizará de la manera aquí descrita. MLGW no venderá la información personal de un usuario a terceros para ningún propósito. MLGW puede agregar información sobre toda nuestra base de clientes con fines de análisis, pero la información personal individual de un usuario nunca se venderá ni se proporcionará a ninguna parte.

Regístrese para recibir alertas de texto a través de My Account.