



MLGW Customers Can Now Be “Safe At Home”

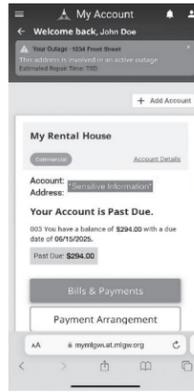
MLGW is proud to support the Tennessee Secretary of State’s Safe at Home program, which protects victims of sexual assault, human trafficking, stalking and domestic violence. The program allows approved participants to keep their physical addresses private by using a substitute address for government and legal purposes—including utility services.

We’ve trained all Community Office Service Advisors to recognize and support customers in the program. Anyone with a Safe at Home card can bring it into any office to have their information securely entered into our system using the substitute address. This includes setting up new service, changing accounts, or updating billing.

It’s a simple, powerful way to stay safe. To learn more, visit sos.tn.gov/SafeAtHome.

MLGW App Gets an Upgrade

MLGW’s mobile app has a new look and more powerful features designed to make managing your utilities even easier. The updated My Account section offers quick access to essential services like bill payment, paperless billing enrollment, payment arrangements and service stop requests—all from your phone.



Don’t have a My Account? Signing up is simple. You’ll need a valid email address, your 16-digit MLGW account number and access code—both of which can be found on your utility bill. Residential customers can call 901-544-MLGW (6549) for help. Business customers can call 901-528-4270.

Visit mlgw.com or download the MLGW app today to explore the new features.

Interact with MLGW via: Instagram, Twitter, Facebook, Blogspot and YouTube







Just visit mlgw.com and click on the logos.


Customer Reference Number: 6/25


Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Memphis Water: Still Amazing After All of These Years

Memphis is home to many unique treasures, but perhaps one of the most vital and coveted is its magnificent drinking water. Few cities in the world can boast water that is as pure, refreshing and tasteful as that found in our own hometown. While most of the world’s drinking water originates from surface lakes, streams and rivers, Memphians enjoy the unique privilege of water derived from the Memphis Sands aquifer.



Our 2024 Water Quality Report is now available online. MLGW tests Memphis water year-round to ensure that it exceeds all federal and state standards. This year’s report confirms once again that Memphis has some of the cleanest, best-tasting water in the country. To learn more or view the full report, visit mlgw.com/waterquality.