

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

It CAN Happen Here!

A natural gas leak, explosion and fire frightened neighbors and nearly burned down two homes on Cowden Ave. near the University of Memphis in March. It started when a private contractor, doing underground work in the area, struck an MLGW gas main.



No one expects accidents like this, but they can happen. According to the Common Ground Alliance (CGA) a utility line is damaged every six seconds in the U.S. There are millions of miles of buried utility lines including: gas, electrical, sewer and communications lines. Striking one can be deadly and they can be at any depth.

Call 811 within seven days of any planned dig, or make sure your contractor calls 811. A utility employee will visit your property and mark buried lines so you can work safely on your project. Call 811 Before You Dig. It's the law, and it's free! More details at mlgw.com/811.

Keeping Lines Clear

Interference from tree limbs, branches, vines and overgrown vegetation are the leading cause of electrical outages for MLGW customers. Our line clearance program exists to prevent this type of interference.

Keith May, General Supervisor, Line Clearance, heads the program at MLGW. As a utility arborist, May specializes in the maintenance and removal of trees and other vegetation. He, along with line clearance crews, help keep power lines unobstructed.



Line clearance crews will cut back vegetation in the same area every three-to-five years. They must get enough clearance so the tree won't grow into lines in-between visits. The amount of clearance needed depends on how close a tree is to a power line and what kind of line it is.

MLGW may trim tree limbs if they are close enough to distribution lines to disrupt power. MLGW may remove a tree if the trunk is too near a pole line, or if it endangers the distribution line. Visit mlgw.com/treetrimming to review the line clearance policy. Call 544-6549 to report a tree that could interfere with power lines.

Spring Safety

Traffic cones and hazard barricades are starting to pop up alongside spring flowers. Please help keep yourself and roadway crews safe by remembering to take it easy in work zones.

According to the National Work Zone Safety Information Clearinghouse there are hundreds of fatal crashes in work zones every year. Nationwide in 2019 there were:

- 762 fatal crashes in work zones.
- 842 people killed.
 - 135 were roadway workers.
 - 707 were drivers, passengers, and pedestrians.

Please be mindful of the dangers in work zones. National Work Zone Awareness Week is April 26 – April 30 this year. It is observed at the start of every construction season. This year's theme: "Drive Safe. Work Safe. Save Lives."

Water Quality

Want to check out the facts about the source and quality of your drinking water? The 2020 Water Quality Table can be found on MLGW's website at mlgw.com/waterquality. MLGW's full annual Water Quality Report will be online on our website in May.

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



Just visit mlgw.com and click on the logos.



Customer Reference Number: 4/21

