

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW & Nokia to Launch Private 5G Network

MLGW is teaming up with Nokia to build a full-scale, private 5G wireless network, making MLGW the first municipal utility in the U.S. to do so. This two-phase Grid Modernization project will improve reliability, speed up outage restoration times and support smart grid technology across electric, gas and water systems.



Phase 1 will provide coverage to about 93% of Shelby County. Phase 2 will boost resilience, enhance grid automation and prepare for future needs like electric vehicle charging and battery storage. This investment will help ensure safer, faster and more efficient service for more than 420,000 customers.

Learn more at mlgw.com.



Lighting the Way for Tomorrow's Leaders

MLGW's summer programs are shaping the next generation of utility professionals. On June 20, 60 high school juniors and seniors graduated from Workforce Development bootcamps in Utility, Automotive and Customer Service Career Academy. Partnering with Southwest Tennessee Community College and Memphis-Shelby County Schools, students gained hands-on training, mentorship and career skills. Nine graduates from the Customer Service Career Academy were hired as Service Advisors, applying what they learned in



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Pilot Light-Up Season Starts September 2

MLGW's annual Pilot Light-Up season begins soon! Customers can schedule appointments through the Residential Care Center. From September 2–30, Pilot Light Safety Inspections are free. From October 1–December 31, the cost is \$55 for up to three appliances, plus \$16 for each additional unit. Service is always free for disabled customers and seniors (60+). Appointments are available in morning, afternoon or evening slots on Tuesday, Wednesday, Thursday and Saturday. Call 901-544-6549 or use MLGW's automated system with your account or phone number to schedule.

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real-world roles and reinforcing the program's impact.

At the college level, over 600 students applied for MLGW's 2025 Internship/Co-Op program, with 27 selected for paid, full-time roles across various departments. These students gained real-world experience, mentorship and a first-hand look at utility operation.

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