



MLGW uses drones for more efficient inspections

MLGW is committed to improving the reliability of our electric grid. A big part of that is finding equipment that may be damaged, or near the end of its life before it can cause a power outage. The most efficient and cost-effective way to inspect our overhead equipment is with drones.

Pilots use camera-mounted drones to check utility poles and equipment like transformers and fuses. MLGW repairs and replaces damaged equipment based on these inspections. Since we started using drones to regularly inspect electric infrastructure in the Orange Mound neighborhood, the number of times power has gone out has gone down about 50%.

While we are excited about the progress, we understand if you have concerns. Seeing a stranger using a drone near your home can be unnerving. Please keep these things in mind:

- Drone pilots work during regular business hours, Monday through Friday.
- All drone operators working on behalf of MLGW carry identification.
- Drone operators drive vehicles marked with the words "MLGW Contractor."
- Customers with concerns can ask the operator for their ID or call 544-6549 to verify the operator is working with MLGW.

Drone pilots take videos and photos of MLGW equipment. All images are property of MLGW; vendors do not keep them. Pilots do their best to stick to the areas where MLGW equipment is located. However, it is possible for an operator to accidentally step onto, or capture an image of, private property.

That is never the intention.

- Pilots angle the drone and camera away from private property whenever possible.
- If a drone operator notices someone in the camera's field of vision, the operator waits for the person to move or changes the position of the camera.

MLGW vets all of the companies it contracts with. That includes reviewing the biographies of employees from the contractor company and checking references from other utility companies that have worked with the contractor before.



While our work to make the electric grid more reliable and resilient is important, our customers must feel safe in their own homes. Memphis Light, Gas and Water encourages customers to reach out to us with any concerns or questions about this program.

Here are some ways to contact MLGW.



901-544-6549



mlgw.com/webchat



Community Offices



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