

Call on MLGW

Customer Care Center

8 a.m. to 6 p.m.

Monday through Friday

(Residential Customers Only)



901-544-MLGW Start, stop or transfer service

(6549) Report trouble with existing service
Sewer/fire protection contact information

Request reconnection of service
(disconnected for non-payment)

Account billing inquiry

Payment arrangements

Request duplicate bill

Emergencies: 901-528-4465

24/7 line for reporting gas leak, downed electric wire, broken water line inside building, or unsafe street barricade

Electric Outage Hotline: 901-544-6500

24/7 line for reporting electric outages, flickering lights

Street Light & Leased Outdoor Light Outages: 901-544-6549

24/7 line; reports can also be submitted online at mlgw.com/streetlightoutage

Security: 901-322-5741

Report questionable or suspicious activity

Telephone Payment: 1-866-315-0277

24/7 payment hotline (Remember to set up phone ID online at mlgw.com first.)

mlgwcustomercare@mlgw.org

E-mail address for account/billing related questions

mlgw.com

Start, stop, transfer service online

Report street light/leased outdoor light outage

Pay bill online/set up payment by phone

Find nearest paying agent

Business Solutions Center (Commercial Customers)

8 a.m. to 4:30 p.m.

Monday through Friday, 901-528-4270

mlgwbsc@mlgw.org

mlgw.com/webchat • Instagram: [mlgwofficial](https://www.instagram.com/mlgwofficial)

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MLGW

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