



Memphis Light, Gas and Water Residential Development Guide

Memphis Light, Gas and Water (MLGW) is the nation's largest three-service municipal utility, serving more than 440,000 electric customers. Since 1939, MLGW has met the utility needs of Memphis and Shelby County residents by delivering reliable and affordable electric, natural gas and water service.

This guide is to assist developers in obtaining utilities for residential developments within Shelby County. By following these steps, MLGW makes it easy for you to request electric, gas and water for your new development.

1. Pre-Design Meeting



MLGW recommends that developers schedule a pre-design meeting. This will help determine the utility availability for the development. Electric primary, gas main, and water main extensions or improvements, along with electric, gas and water utilities required inside the proposed development can be expensive and should be

considered in the planning stages.

MLGW suggests that this step be completed even before discussions and/or plan submittals are initiated.

Important note: *Residential Engineering creates designs for the backbone utilities into the subdivision (gas and water mains, transformers, etc.). Once this design has been installed, the building contractor or owner will need to call Builder Services at (901) 729-8630 and select Option 1 to request electric, gas and water service for each house.*

2. Submit Street Name request to Land and Mapping

MLGW is responsible for assigning all addresses for Shelby County. No numbered street addresses can be requested until final layouts and street names have been approved by all involved agencies. For street



names or questions about addressing, call (901) 729-8620, email address.assignment@mlgw.org, or go to mlgw.com/builders/landandmapping. Once the signed document from the municipality is received, request addresses from Land and Mapping. **This step should be completed before submitting your application to Residential Engineering.**

3. Complete and return the MLGW Application for Utility Services form with all supporting documentation

This application describes the utility needs for each development and provides a projected need date for utility service. Please review the entire application and follow the plan submittal requirements. **All new residential developments must turn in a signed application before design can begin, with the approved plat or plans signed by the municipality, a complete set of construction plans, any commercial loads, and an AutoCAD layout including curbs, gutters, sewers, etc.** On this application, the customer will select MLGW Construction or Contractor Construction. If Contractor Construction is selected, the contractor's contact information must be provided at this point. All contractors must be MLGW approved, and on the list here at mlgw.com/builders. This application can be found on our website at mlgw.com/builders/residentialengineering.

4. Obtain a utility design estimate from MLGW's Residential Engineering Department

Once all supporting documents have been received, MLGW's Residential Engineering Department will provide a design and a cost quote. Designs usually take about 50 days to complete barring any changes in plans.



MLGW will not begin construction until all costs are paid. For the developer's option, the contractor cannot begin construction until the contractor option costs are paid, the job site is ready for construction per MLGW's Field Inspectors, and the pre-con meeting has been completed.

5. Grant proper utility easements

Easements will be required along the front, side, and rear property lines. If possible, our Right of Way (ROW) Department obtains at least 5' side property line easements and 19' front property line easements. All easements must be granted before any utilities can be installed.

6. Prepare planned development for Job Site Ready conditions

Each development will be inspected regularly by MLGW Field Inspectors to monitor site conditions. Once the Field Inspector verifies that the development is ready for utility construction and the design cost has been paid, the utility design will be released to construction. Developers may choose to install the utility street crossings for electric and gas facilities. MLGW must be made aware of this decision before any street crossings are installed. Job site ready requirements include: complete installation of sewers, drains, curbs, and water main, staking of property lines, midpoints, and setbacks, installation of street crossings, entire site within 6" of final grade and all tree trimming complete.

All residential development questions should be addressed by the MLGW Residential Engineering staff. MLGW does not guarantee service availability.

The developer is responsible for all utility costs necessary to provide adequate electric and gas service and the required fire flow for water (see below) to each development.

Additional charges may apply if:

- Redesigns are required
- Street crossings are not correctly installed by the developer
- Grade changes have occurred after the installation of MLGW utilities

Details of various aspects of utility service can be found in MLGW's Electric, Gas and Water Service Policy Manual. An updated copy of this manual can be found on our company website at mlgw.com.

SPECIFIC INFORMATION FOR WATER DESIGNS



Water Engineering must be contacted at flowtest@mlgw.org or (901) 528-4720 to obtain fire flow information. If main extensions and/or increases in existing main sizes are needed to supply the proposed subdivision to meet the minimum fire flow requirements, the developer will

be responsible for the cost of these improvements.

TDEC Requirements

All water designs must be submitted to and approved by the Tennessee Department of Environment and Conservation (TDEC) before water construction can begin. This process could take up to 45 days after completion of final design. Approval must be received from TDEC before any water facility construction begins.

Your Project At a Glance

Completed?	Task	MLGW Contact	Phone Number
☐	Receive Addresses and Street Names	Land and Mapping	901-729-8620
☐	Submit Application with All Supporting Documentation	Residential Engineering	901-729-8675
☐	Receive Design and Quote	Residential Engineering	901-729-8675
☐	Pay Quote	Customer	Customer
☐	Job Site Ready Complete	Residential Engineering	901-729-8675
☐	Easements Signed	Right of Way	901-528-4186
☐	Contracts Signed and Bond Provided*	Contracts Management	901-528-4020

All prior items must be completed before the following:

Completed?	Task	MLGW Contact	Phone Number
☐	Pre-Con Meeting Scheduled*	JT Construction	901-385-3446
☐	Customer Construction Complete*	Customer	Customer
☐	MLGW JT Construction Complete**	JT Construction	901-385-3446
☐	MLGW Electric Construction Complete	Electric Construction	North: 901-320-1096 South: 901-367-3301

*** Only applicable for Developer's Option Jobs. All other jobs skip this step.**

**** If job is electric only and there is no gas service, skip JT Construction.**

