



MEDIA INQUIRY PROCESS

LET'S HELP EACH OTHER GET IMPORTANT NEWS OUT TO THE COMMUNITY.

All media inquiries and interview requests must be sent to media@mlgw.org. This email account is monitored by several Corporate Communications staff members. Sending a request to media@mlgw.org assures you will reach us.

Please do not send personal emails, texts, or social media/messages for media requests or questions.

When emailing the media inbox, please provide as much information as possible, **including your deadline**.

Corporate Communications and Public Relations normal business hours are 8 a.m. – 6 p.m., Monday through Friday. We often rely on other departments for research, so be mindful that it may take a few hours (or more) to get the information requested, and even longer outside of normal business hours. We will let you know when we expect to have the information.

In some cases, you may need to fill out a public records request. We will help you through this process. The form is also on our website at mlgw.com/mlgwpublicrecords.

Follow us on Twitter, Facebook and Instagram for news releases, media advisories, live tweets from MLGW Board meetings and Memphis City Council meetings.

We appreciate being given ample time and opportunity to respond to your requests so that the result is a well-researched, balanced story. Let's work together to make this happen!

A NOTE ON OUTAGES

Our [outage map](#) is a great tool to keep viewers informed.

MLGW is TVA's largest customer, representing 11% of TVA's total load. There are nearly 440,000 electric customers in our service area.

Please note that the outage map also includes the percentage of customers with power in order to put the situation in perspective.

When 10,000 or more customers are without power, in most cases we activate live social media responses and outage updates.

When 25,000 customers are without power, we activate the Crisis Team and go live on social media for extended hours, issue regular news releases, etc. At this level, repairs would most likely take several days. We will make every effort to hold media briefings and make active work locations available to you.

It often takes quite a while for us to confirm the exact cause of outages. The top causes are trees, storms, cars, and animals.

If you send a media request about outages, please provide an address.



BEFORE YOU CONTACT US

- [Check here](#) to make sure you are asking about an MLGW service.
- Familiarize yourself with mlgw.com. There is a lot of information there.
- Make sure you have checked our social media platforms for updates and information.



INTERVIEWS



Please email media@mlgw.org to set up interviews. We request a 24 hour minimum lead time.

The City Council MLGW Committee meetings and MLGW Board meetings often provide newsworthy information. Attending these meetings or listening to them live [online](#) is encouraged.

When there is breaking news, we will ensure that appropriate staff is available for interviews.

You can also request that we add you to our distribution list by emailing media@mlgw.org.