

QUICK ACCESS CODES

Our Top Call Type--Residential Payment Arrangements:

No Lines - No Waiting. Have account number available. For self-service regarding MLGW bill payment arrangements, call 544-6549, select Language Then press 2-3-2.

Recommended use of Quick Access Codes:

1. Have your MLGW Account Number (#) available.
2. Call the appropriate telephone number for the service needed.
3. Listen and select the language of choice.

1-(English) 3-(Spanish)

4. Then enter Quick Access Code below with one second pause between each digit.

Notes:

1. Always select the option that best fits the service needed.
2. Emergency lines are reserved for true life-threatening or property damaging situations. Emergency selection should only be used for 911 situations involving utility services such as gas leaks, odor of gas, downed or sparking electrical lines, unsafe street barricades, and burst water lines inside or outside home or business. Calls on the emergency lines for non-emergency situations will result in a polite termination of call. MLGW must keep lines open and available for customers and citizens who need to report emergencies.

Quick Access Codes after Language Selection:

Call 544-6549 for Residential Billing and Payment Issues :

- 1) To ask questions on residential billing and payment issues: 2-3
- 2) To have residential services reconnected due to non-payment after payment: 2-3-1
- 3) To make residential payment arrangements or extensions: 2-3-2
- 4) To hear residential account billing information (balance, payment due, etc.): 2-3-3
- 5) To resolve a billing dispute or resolve a high bill complaint: 2-3-4
- 6) To hear payment options and methods and locations: 2-3-5

Press 9 to replay the menu options above...

Call 820-7878 for Outage Reports:

- 1) To report an outage with any utility service-electric*, gas, and water: 2-1
- 2) To report an outage with Outdoor Leased Lights/Street Lights: 2-1-4

*The number to call to report and to hear status on electrical outages is 544-6500.

Press 9 to replay the menu options above...

Call 820-7878 for Trouble Reports:

- 1) To report trouble with any utility service: 2-2
- 2) To report flickering lights inside your home or business: 2-2-1

3) To report problem with water service or equipment: 2-2-2

4) To request builder, construction, maintenance or repair support: 2-2-4

Press 9 to replay the menu options above...

Call 820-7878 for Utilities Services:

1) To start/stop/transfer utility service(s): 2-3-1

2) To schedule a pilot safety inspection: 2-3-2