

Plus-1 Donor: 544-MLGW (6549) and at the prompts enter 1-2-6-1

Any of us could face a financial crisis due to sudden events such as a death in the family or job loss. Plus-1, managed by MIFA, provides one-time utility assistance during such hardships. Go to mlgw.com/plus1 to donate.

Call 527-0208 for Plus-1 assistance.

Gift of Comfort: 544-MLGW (6549)

With MLGW's Gift of Comfort program, you can make a payment by check or money order on someone else's account. Your gift will appear in the form of a credit on the recipient's bill. For details, go to mlgw.com/giftofcomfort.



En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

Interact with MLGW via: Instagram, Twitter, Facebook, Blogspot and YouTube



Just visit mlgw.com and click on the logos.



Community Calendar

Feb. 25-26: Bowlin' on the River Bowl-A-Thon benefits Junior Achievement of Memphis and the Mid-South, Inc. Info: 366-7800 or sign up at bowlathon.com.

March 10-12: Southern Women's Show, Agricenter, 7777 Walnut Grove Rd., various times.

March 13-17: Memphis Zoo Spring Break Camp, 9 a.m. – 3 p.m. with after care until 6 p.m. Campers will explore the zoo and participate in games, crafts and interactive experiments. Info: 333-6576.

March 26: Women of Achievement's 33rd annual awards honoring history-making women from Memphis and the Mid-South at 2 p.m., Holiday Inn University of Memphis. \$30 per person. Info: memphiswomen.org or 378-3866.

Do you have a community event in the next eight weeks? Send an email to corpcomm@mlgw.org. Make sure to include Community Calendar in the subject heading.



Customer Reference Number: 2/17



Customer CONNECTION



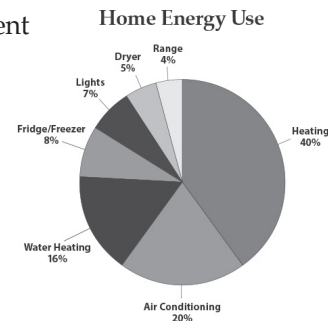
PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

At MLGW, we want all residents to live in as well insulated and energy efficient homes and apartments as possible. The more energy our customers save, the better it is for our entire community. Let us at MLGW help you save more as you see what programs might help you be an energy penny pincher.

Together, let's make 2017 the year we cut our utility use, save our natural resources and make much-needed energy repairs on our homes.

The Energy Doctor: 528-4188

Schedule a free appointment with an energy expert on how to make your home more energy efficient. A qualified technician will come to your home and conduct an energy audit and provide useful tips to help you reduce your utility use.



(continued inside)

Energy-saving tools in “My Account”:

Register for our free My Account service at mlgw.com to explore your home’s utility usage and costs. Compare bills, track usage, analyze changes and use the My Home Energy Advisor to develop a customized plan to reduce use and lower utility costs. Calculators help you estimate your savings when replacing equipment and lights. You also have options to sign up for paperless eBilling and pay online.



Rental Housing Ordinance: 322-5757



The Memphis Rental Ordinance targets energy losses like water leaks, broken windows, structural holes and non-working HVAC units in rental units. The program allows technicians to identify and enforce energy-related issues. MLGW becomes an advocate for the tenant during the process and ultimately can take the landlord to Environmental Court if energy issues are not addressed in a timely manner. Renters can leave a message, asking for a rental audit.

Max Impact Home Weatherization Loan Program: 322-5757

Customers may qualify for a low-interest loan for up to \$2,500. The home repair program is for those who have a combined annual household income of less than \$50,000 or is for a landlord who has a tenant whose household income is less than \$50,000. Go to mlgw.com/maximpact for details.



EcoBUILD Green Building Program: 528-4887



Participating builders can construct their new homes to use 30 percent less energy. Builders use energy-efficient and environmentally friendly features. MLGW technicians guide the process with periodic inspections and diagnostic testing during construction. At completion and successful testing, the home is certified. Go to mlgw.com/ecobuild for more details.



On Track: 528-4820

Want to learn how to save energy and money? This payment program is designed to help those with limited incomes manage their debt and pay off their bills over a period of time. It provides one-on-one assistance with a service advisor. To qualify, certain conditions apply. Download an application at mlgw.com/ontrack.



Budget Billing 544-MLGW (6549)

Budget Billing allows you to pay the same amount each month. Although it does not reduce your overall energy expense, it lets you spread out your annual energy expense over a 12-month period.



Net Due Date Program 544-MLGW (6549)

If you only receive Social Security, disability, government assistance or a pension income once a month, and are not supplementing that with other income, you may be eligible to change your utility bill due date to the 12th of each month.