

Changes in My Account

Coming soon! MLGW is upgrading its popular My Account portal on mlgw.com to give customers more convenient access and greater control over their utilities.

Over the weekend of February 7, My Account will not be available as MLGW makes a series of changes -- resulting in an improved customer experience when the new features go live on February 10. Please plan ahead if you need to make a payment.

With the expanded My Account, customers will be able to do much more. New My Account features will enable you to:

1. Report a power outage
2. Request a payment arrangement
3. Update email address
4. Request text alerts
5. Manage Share the Pennies enrollment

My Account continues to provide its core account management tools to view and pay your bill and explore personal usage.

Community Calendar

Feb. 27: Power Supply Advisory Team (PSAT) Meeting, First Baptist Broad, 2835 Broad Ave., 10 a.m. to 2 p.m. For more information, visit: mlgw.com/about/powersupply.

Mar. 6-8: Southern Women's Show, Agricenter International, 7777 Walnut Grove Road. Tickets available at southernshows.com/wme/tickets.

Mar. 15: Fourth Annual Soulful Food Truck Festival, Tiger Lane, Memphis at noon. Tickets available at soulfest20.eventbrite.com.

Reminder: Check your bill due date. Your billing due date may change as MLGW moves meter reading routes to become more efficient and serve you better.

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

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Customer Reference Number: 2/20



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION



Thankful for our team

As expected, on January 11, severe weather struck much of our service territory, damaging trees, utility poles and more. Initially, 38,000 customers were without power that Saturday morning.

However, with proper planning and great teamwork, utility crews were able to restore power to 96% of customers affected within 30 hours after the storm; the remainder had service by midnight that Monday.

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Though neighboring counties fared worse in some respects, the high winds and lightning left plenty of damage that could have complicated restoration efforts as crews worked around-the-clock to restore service in a safe and efficient manner. Thirty-four utility poles were destroyed on President's Island alone; debris had to be removed before repairs could begin. That would take time.

However, advanced planning—having crews on stand-by and outside assistance at the ready—mitigated the storm's impact on most customers. There were as many as 30 tree-trimming crews that cleared areas, as many as 22 troubleshooters who accessed and repaired damage, and 13 outside crews who came to aid our customers.



Electric rate increase approved

The Memphis City Council recently approved a 3% increase in electric rates.

Starting in July, customers will pay an average of \$3.70 per month more for electric service.



With this final approval, MLGW may begin upgrading its infrastructure as outlined in the five year improvement plan.

The increase will fund tree trimming, modernizing substation circuit breakers and transformers, pole replacements, distribution automation, strategic underground work, underground cable retrofit work and LED streetlights.

Once complete, customers can expect a 50% reduction in the frequency and duration of outages by 2025.

Winter energy saving tips

- Set your thermostat at 68 degrees or lower when you're home. Every degree below 68 degrees can save 4% on your heating bills.
- Wear layered clothing and thick socks to keep warm, then set your thermostat even lower.
- At bedtime, lower your thermostat and add extra blankets.
- Lower or turn off thermostat when leaving your home for four hours or more.
- Close garage doors, cover foundation vents, and close off vents and doors to seldom-used rooms.
- Keep curtains and blinds closed at night and on cloudy days; open curtains on sunny days for warmth.
- Place rolled-up towels inside against the bottom of exterior doors and window sills to block wintry drafts.
- Adjust your water heater temperature to 120 degrees or "warm." It still provides hot water and avoids scalding. You can lower it when not in use, too.