

Federal Home Energy Assistance



Many Shelby County residents face an unprecedented strain on their families and finances due to the economic and health consequences of the COVID-19 pandemic. Some are having difficulty paying their energy bills. The federal government and the U.S. Department of Health and Human Services' Office of Community Services have responded to this need with an additional \$900 million in emergency funding nationally for the Low Income Home Energy Assistance Program (LIHEAP) in the stimulus package passed in late March.

If you or someone you know is having trouble paying their utility bills, LIHEAP may be able to help eligible households pay home energy bills. In Shelby County, the Community Services Agency is accepting online utility assistance applications or you can print an application. Apply or find out more at shelbycountycsa.org or energyright.com/residential/energy-assistance.

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

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Just visit mlgw.com and click on the logos.

Please Note: Due to coronavirus (COVID-19) precautions, many community events have been postponed or canceled. Due to Shelby County's Safer at Home orders and social distancing measures, our Community Calendar will be in hiatus until events resume.

Neighbors in crisis need our help!

Due to the massive damage done to our economy and the loss of jobs during the COVID-19 pandemic, many in our community are left feeling helpless as bills pile up and income is scarce. MLGW and MIFA are trying to help with this massive need. YOU can help by supporting MIFA's Plus-1 program for one-time utility assistance to those who need it most. There is a Plus-1 return envelope included with your bills this month. Please be generous or send what you can. Our neighbors in crisis need you. For more info, go to mlgw.com/plus1.

Please Note: We encourage customers to use MLGW's My Account as a safe option instead of coming into a Community Office. Signing up is easy. Go to mlgw.com or download our app.

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



Customer Reference Number: 06/20



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Public Review of the IRP

A draft of MLGW's Integrated Resource Plan (IRP) is ready for public review. Customers can email comments to powersupply@mlgw.org during the review period. The IRP is a comprehensive review of what a utility company needs to continue providing energy to its customers.



Memphis Light, Gas and Water, with help from consultant Siemens Industry Incorporated, members of the Power Supply Advisory Team and public input, created the plan. Once finalized, the IRP will become a roadmap for the Division to follow for the next several years. For information about the process or to access the draft, visit mlgw.com/powersupplyinfo.

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MLGW/TVA COVID Grant for Community Assistance

MLGW leadership called a special meeting of the MLGW Board of Commissioners on May 14 to approve \$200,000 for a COVID community care fund created by The Tennessee Valley Authority (TVA).

MLGW has selected the following Memphis-area 501(c) (3) organizations engaged in meeting community needs resulting from the pandemic to receive grants for community assistance to help those heavily affected by the health crisis, job loss and economic distress:

Plus-1 (MIFA): \$75,000

Mid-South Food Bank: \$75,000

United Way of the Mid-South: \$25,000

Mid-South COVID-19 Regional Fund: \$25,000

All MLGW funds will be matched by TVA for a total donation of \$400,000 to local non-profits. Visit mlgw.com/covid-19 for more coronavirus updates and information.

COVID-19 Updates and Information

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COVID-19 Updates and Information

Save energy, save \$\$\$

The cash crunch caused by the COVID-19 pandemic begs for energy conservation this summer. Even though many people may be staying home more, there are a few easy ways you can use to save energy and money as we recover using these simple tips:

- Set thermostat on 78 to save. Each degree higher saves 5%.
- Change or vacuum A/C filters for better efficiency.
- Turn off lights, TVs, computers, game consoles, etc. when not in use.
- Close curtains to block heat from sunlight.
- Use fans to feel cooler.



Gas Surveys

MLGW has contracted with Mears Group to survey 33 miles of natural gas transmission pipelines in Shelby County through June. The safety and reliability of our gas pipelines are paramount, and crews will need access to rights of way and private property to inspect. Crews will have MLGW contractor IDs. Gas lines slated for inspection are from Seward Rd. to Germantown Rd. and Winchester Rd. to Millington-Arlington Rd.



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Reopening business: Rusty/brown water

Many businesses have been closed due to COVID-19, which has resulted in minimum water usage. As a precaution before the first water usage, when reoccupying your premises, it is recommended to flush all inside water lines by running all cold water faucets fully open for 10 minutes, ensuring fresh water replaces water that has been sitting in your plumbing. Do not use hot water until initial flushing is completed.

MLGW recommends flushing cold water through all points of use—showers, faucets, etc.—for 10 minutes. Flush on each floor. You may need to flush in segments such as individual rooms or floor levels due to facility size and water pressure. The purpose is to replace all water inside building piping with fresh water. For more info, go to mlgw.com/brownwater.

Warning: Beware of utility scams after the COVID-19 pandemic. Make sure those asking for access to your property have MLGW IDs. And MLGW employees will never personally call demanding money and threatening disconnection or suggest buying a pre-paid debit card or calling a 1-800 number. More info: mlgw.com/scamalerts.



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