

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Don't wait to get help with your MLGW bill

Feeling overwhelmed? Pay what you can and don't wait until your service is cut off to ask for utility assistance. MLGW is dedicated to working with our customers who are behind on their bills due to financial hardship caused by the COVID-19 pandemic. There are several resources for those needing assistance, including federal funds. Visit mlgw.com/covid-19 for a list of community resources and details on how to apply for utility assistance from the Shelby County Community Services Agency (CSA). Please note: Residents who received assistance from CSA on October 1, 2019 or thereafter are not eligible to apply again until October 1, 2020. For more information about available rent, utility or food assistance, call 2-1-1. MLGW also offers payment and special billing arrangements so customers have more time to pay. Residential customers, call 544-6549 and business customers, call 528-4820 to speak to an MLGW Customer Care Agent.

Schedule a pilot light safety inspection

MLGW wants you to remain safe. To ensure gas appliance safety, MLGW offers customers pilot light safety inspections. Customers are encouraged to begin scheduling appointments on August 3. Inspection appointments during the month of September are free. After September 30, customers are charged a \$55 fee which covers up to three gas heating appliances. Each additional appliance will be an extra \$16. The service is free to physically challenged customers and seniors (60 years and older).

To schedule a pilot light safety inspection appointment, customers can call 544-6549 to choose a convenient date and time. MLGW's Interactive Voice Response (IVR) system can also be used to schedule appointments with the customer's 16-digit account number or telephone number.



Always call 811 Before You Dig

It's an easy number to remember: 811. You should always Call 811 Before You Dig – or before a contractor digs for you. To remind us all, August 11 (8/11) has been designated as National Call Before You Dig Day by the Common Ground Alliance and the USDOT's PHMSA safety regulatory agency.

Ever seen photos of a gas explosion? It's not pretty. Yet it keeps happening with alarming frequency. In the name of safety, before digging, we should always call 811. It's the law. It's free, takes three business days, and it helps keep our families and neighbors safe. Your underground utility lines will be paint-marked before any digging, so take a pic, too. Learn more about gas safety and Call 811 Before You Dig at mlgw.com/gassafety or mlgw.com/call811.

Beware of utility scams

During the ongoing COVID-19 pandemic, utility scammers are coming out of the woodwork. Online and phone scams are prevalent. MLGW employees will never personally call customers demanding money and threatening disconnection or suggest buying a pre-paid debit card or calling a 1-800 number, which are some of the more common scam attempts. If you get a call from a scammer, just hang up! Also, ensure your online communications are safe. Only make online payments on secure sites designated by "https." And make sure those asking for utility access to your property have MLGW IDs. For more info on utility scams, visit mlgw.com/scamalerts.

Census helps our community

There's still time to complete and submit your US Census! The Census helps determine everything from community funding to emergency response, so it's important to do your civic duty and complete the 2020 Census. Due to COVID-19 challenges nationwide, more time has been allowed to submit your Census survey, available at my2020census.gov.

MLGW customers can pay where they shop

A shopping trip to Family Dollar® and Dollar General® is now an opportunity to pay your MLGW bill.

Starting August 3, Family Dollar® and Dollar General® locations are now authorized MLGW pay agents in Shelby County.

At over 100 combined locations, customers will be able to pay their MLGW bill at the register via a new service offering, VanillaDirect Pay™, which appears as a secure and unique barcode at the bottom and back of the utility bill.

The customer can make a payment after the clerk scans the barcode. A transaction fee of \$1.50 will be assessed. Family Dollar® accepts only cash payments; Dollar General® accepts cash and PIN debit cards.

Like other authorized pay agents, payments will typically post to the account within an hour.

To search all MLGW authorized pay agents and find the one nearest you, visit mlgwagents.com.



Community Calendar

September 4-5: Annual "Smokin' for Down Syndrome" BBQ contest, 8 a.m. to 5 p.m. 2005 E. Winchester Blvd., Collierville. More info: 901-547-7588 or dsamemphis.org.

September 5: 9th Annual Get Down and Derby Gala, Down Syndrome Assoc. 4-9 p.m. 10000 Woodland Hills Dr., Cordova. More info: 901-547-7588 or dsamemphis.org.

Please Note: Due to COVID-19 precautions, many community events have been postponed or canceled. Please also check the organization's website or call to confirm the event.

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.

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