

## Paying bills using My Account

MLGW understands the concern surrounding coronavirus (COVID-19). With Shelby County under Safer at Home orders and social distancing, MLGW is offering contactless ways to pay utility bills. We encourage customers to use My Account as an option instead of coming into a Community Office. Taking care of business is easier than ever with MLGW's My Account which gives you 24/7 access to your account. You can:

- View /Pay Your Bill
- Report Power Outage
- Explore Usage
- Request a Payment Arrangement

Protect yourself and others from COVID-19 by enrolling in My Account today. It's easier and faster, considering call wait times may be longer than usual. It only takes a few minutes to enroll in My Account. Go to [mlgw.com](http://mlgw.com) or download our app. For COVID-19 updates and information, visit [mlgw.com/covid-19](http://mlgw.com/covid-19).

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

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



Just visit [mlgw.com](http://mlgw.com) and click on the logos.

## Community Calendar

**Please Note:** Due to coronavirus (COVID-19), many community events have been postponed or canceled. Our Community Calendar will return when the Safer at Home orders are lifted.

### Midsouth Makers making masks

Midsouth Makers is asking for donations and volunteers to make face masks, print 3D shields and provide PPE for healthcare workers. Join the conversation on their Midsouth Makers Telegram Channel: [t.me/midsouthmakers](https://t.me/midsouthmakers). You can donate at [midsouthmakers.org/donations](http://midsouthmakers.org/donations). Midsouth Makers is a local non-profit organization bringing people together from various backgrounds to discuss ideas and explore creative endeavors.

### New Drop Boxes installed at Community Offices

Bill payment drop boxes have been installed at our Lamar and Whitehaven Community Offices, so MLGW customers can now make utility payments through drop boxes at every MLGW Community Office. Only our Downtown and Summer Ave. offices don't have drive-thru windows.



Customer Reference Number: 05/20

# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Our Customers and COVID-19

To our valued Customers:

The COVID-19 Pandemic continues to have global and local impacts. Our goal remains to provide exceptional service to you and to the communities we are privileged to serve.



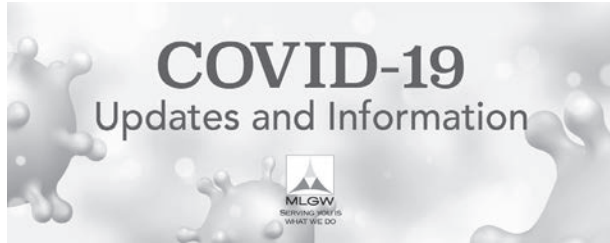
Recently, I signed MLGW's Pandemic Declaration including the suspension of disconnections for non-payment and late fees, though bills will continue to accrue. So please make payments if possible. We encourage our customers to use our drive-thrus, drop boxes, My Account and other online tools listed in this newsletter, as access to our Community Offices is restricted. Many of our employees are working from home as part of our social-distancing efforts.

We continue to align our operations with the guidelines from WHO (World Health Organization), the CDC (Centers for Disease Control & Prevention) and federal, state and local officials in response to COVID-19.

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(President address, continued from front page.)



We continue to safely and efficiently provide you with reliable services. Outages can be reported online, via the MLGW app or by calling 544-6500. For an emergency such as a gas leak, please contact us at 528-4465, report it online or use our app.

We should all remain vigilant in safeguarding our health and well-being. Our employees will take all necessary precautions and safety measures including when they may have to enter a residence or place of business to provide necessary services.

We will continue to provide you with updates via our communication channels on [mlgw.com/COVID-19](http://mlgw.com/COVID-19), social media and local news outlets.

Serving you is what we do and, please, stay safe!

J.T.

MLGW President and CEO

## Saving energy saves you money during pandemic

Everyone is a little strapped for cash during the current COVID-19 pandemic. That's why it makes even more sense to save energy. It reduces your utility bills! Here are some great low- or no-cost tips for energy savings while under Safer at Home orders:

- Turn off lights and devices when not in use.
- It's spring! Open windows at night. Don't use heat; don't use cooling til it's hot.
- Use power strips to control plug loads, turn off appliances and electronics when not in use.
- Adjust thermostat settings by a few degrees.
- Activate sleep or power-saving modes on computers and other electronic devices, including video game consoles.
- Change furnace air filters.
- Use small kitchen appliances such as a toaster to prepare food instead of the oven.
- Open curtains, blinds instead of turning on lights.
- Take shorter showers.



## MLGW's 2019 Water Quality Report

Want to check out the facts about the source and quality of your drinking water? Water is one of our most precious assets sourced from the Memphis Sands aquifer. The 2019 Water Quality Report is online at [mlgw.com/waterquality](http://mlgw.com/waterquality).



## Call 811 Before You Dig

It's spring, and we're stuck at home thanks to COVID-19. A perfect time to start a digging project, right? The answer is yes, but there is a caveat. You don't want to blow yourself up, electrocute yourself or set your neighborhood on fire.



Before digging, call 811 to have your underground utility lines marked. It's easy, it's free. Call 811, request a utility location and wait at least three workdays before digging. We'll mark your underground lines so you or your contractor can avoid going BOOM! Learn more at [mlgw.com/call811](http://mlgw.com/call811) or at [tn811.com](http://tn811.com).

**U.S. Census:** There's still time to submit your U.S. Census at [my2020census.gov](http://my2020census.gov).