

My Account Mobile

While the coronavirus pandemic continues to challenge us all, MLGW now offers more safe and contactless options for you to pay your utility bill. MLGW's My Account Mobile is now up and running with more features to help you securely pay your bill.

New My Account Mobile features include:

- Sign in using FaceID or fingerprint recognition technology
- Alerts inform customers about programs, updates and important information
- An in-app review prompt so customers can provide feedback
- Outage map auto-refreshes every 5 minutes with date-time stamp noting last update

My Account gives you 24/7 access to your account so you can pay your bill, report power outage, review your usage and request payment arrangements. If you haven't enrolled in My Account, it only takes a few minutes. Go to mlgw.com or download our app. For COVID-19 updates, visit mlgw.com/covid-19.

Please Note: Due to COVID-19 precautions, many community events have been postponed or canceled. Our Community Calendar is in hiatus until events resume.

Gas Kudos: MLGW has always taken pride in delivering natural gas safely and reliably to its customers. Recently in May, the Division's natural gas supply system was recognized by the American Public Gas Association (APGA) with the prestigious APGA System Operational Achievement Recognition (SOAR) for excellence in operating its natural gas utility. Kudos to our Gas area for their exceptional service!

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.

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



Just visit mlgw.com and click on the logos.



Customer Reference Number: 7/20



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Shelby County fire fees

Due to de-annexations and newly created coverage gaps, the Shelby County Fire Department is raising the county fire fee 15 percent as of August 1, 2020.

The increase will allow the fire department to assign four additional engine companies to cover the pending de-annexed areas of South Cordova, Rocky Point and Southwind/Windyke, and other areas less accessible from Shelby County fire stations.

The Shelby County fire fee increase will be included in the municipal fees on applicable monthly MLGW utility bills. More information and the new rates schedule can be found online by visiting https://firedepartment.shelbycountyttn.gov/Fire_Fee_Schedule.





MLGW's Food Pantry

MLGW volunteers joined forces with the Mid-South Food Bank to hold a Mobile Food Pantry for the community on Thursday, June 4 at the Division's Joyce Blackmon Training Center on Raleigh-LaGrange Rd. More than 50 Division volunteers organized by MLGW's Corporate Social Responsibility area worked together in the pouring rain to distribute 300 boxes of food along with bags of fruit and produce to families experiencing food crises during the COVID-19 pandemic. Families receiving emergency food were very grateful for the assistance. Many had never experienced a need for donated food before.

For COVID-19 updates, visit mlgw.com/covid-19.

Green Switch

Want to support renewable energy without making the investment to install a system at your home or business? Green Switch is the answer!

For each \$2 block of Green Switch you purchase, you can claim that 200 kilowatt-hours (kWh) of your electricity use comes from renewable energy sites located in the region. Those generation sites include a wind farm in East Tennessee and thousands of solar arrays across the Tennessee Valley (with about 100 at homes and businesses in Shelby County). Green Switch is in addition to your regular electric charges and is shown as a separate line item on your MLGW bill. You can buy one block or enough blocks to meet 100 percent of your average monthly electricity use. Businesses and organizations can also enroll.

All existing Green Power Switch customers were rolled into this lower-priced option automatically when TVA retired Green Power Switch after its 20th anniversary. Learn more at mlgw.com/greenpower.



Get help! Disconnects resume August 3

Don't wait til it's too late and risk a future service interruption. MLGW will resume disconnections August 3. High bills? Apply now for utility assistance through the Low Income Home Energy Assistance Program. The Shelby County Community Services Agency is accepting online LIHEAP utility assistance applications, or you can mail your application. Apply/find out more at shelbycountycsa.org. United Way and MIFA may also have funds available. Call 2-1-1 for a referral.

MLGW honors 2019 Art Contest winners with PowerPoint

The COVID-19 pandemic has affected our entire world and has changed our lives dramatically. While it is unfortunate that the situation prevented us from honoring the student winners of MLGW's 2019 Art Contest properly during a MLGW Board of Commissioners meeting, as usual, we could not let the occasion go without some type of recognition for the work and dedication of our student participants. So we created a PowerPoint presentation to showcase the 2019 Art Contest winners, which can be seen online at mlgw.com/artcontest by clicking on the "Art Contest Award Presentation" link.