

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Don't WAIT... Get help now with utility bills

The pandemic has hit many of our neighbors hard. MLGW is committed to working with our customers during this time. If you are having trouble paying your utility bill, call and set up a payment plan and get more information on how you can get assistance.

**DON'T
WAIT...
APPLY
NOW**



Utility assistance is available through the following agencies:

- The Shelby County Community Services Agency (CSA) distributes Low Income Home Energy Assistance Program (LIHEAP) funds: shelbycountycsa.org or call 901-222-4212 and leave a message.
- The Metropolitan Inter-Faith Association (MIFA) provides one-time, emergency utility assistance through MLGW's Plus-1 program: mifa.org/emergencyassistanceeligibility.

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For referrals on help with rent, utility payments or other needs contact:

- LINC/211 by dialing 2-1-1 or 901-415-2790, Mon. - Fri., 9 a.m. - 6 p.m., and Sat., 11 a.m. - 3 p.m.
- United Way at call.drivingthedream.org or call 1-888-709-0630.

MLGW offers payment arrangements and other programs if you're having difficulty with your bill:

Go to mlgw.com/COVID-19 or call 901-544-6549 (Residential) or 901-528-4270 (Business). Business owners can get information on how to obtain help from the Business Resources Center: memphischamber.com/covid19.

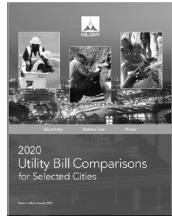
See mlgw.com/COVID-19 for more details and resources.

Don't forget! Complete and send in your U.S. Census by the Sept. 30 deadline or talk to Census employees going door-to-door. It's important to our community, federal funding, COVID-19 assistance and our future. More info: my2020census.gov.



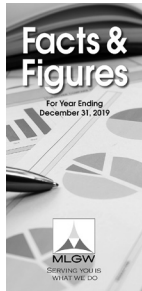
Rates Survey reveals low rates

MLGW's 2020 Comparative Rates Survey comparing Memphis' combined electric, gas and water utility rates with other cities around the U.S. is now available online at mlgw.com/ratesurvey. MLGW's combined rates continue to be among the lowest in the country. MLGW surveyed 38 cities, including many geographically close to Memphis. All costs covered in this survey are based on published rates effective January 2020. MLGW's typical winter residential bill in January 2020 was \$226.88, lower than 2019 when it was \$260.54.



Want to know all the Facts & Figures of MLGW?

Check out the 2019 Facts & Figures guide at mlgw.com/FactsFigures. It will give you bill payment options, a quick look at MLGW's financial picture and even the number of electric street lights or miles of gas pipelines.



Pilot Safety Inspection time

It's pilot light inspection and re-light time again, and MLGW is accepting appointments for Pilot Safety Inspections. All inspection appointment times made in September are free. Starting Oct. 1, there will be a \$55 fee (for the first three appliances) and \$16 charge for each additional appliance. The service is free for physically challenged customers and for those 60 and older. Call 820-7878, key in 1-2-3-2 for English and schedule a time. Please schedule appointments using your 16-digit account number or telephone number.

PrePay your MLGW bill

With MLGW's PrePay service, you make smaller payments throughout the month while eliminating a traditional utility bill, deposit, late fees and electric service reconnection fees. MLGW *PrePay* is similar to a prepaid cellphone – you pay upfront and as you consume, your remaining balance decreases. You can add money to your account any time. Convenient email, text or phone notifications alert you when you need to add to the account. PrePay customers also have access to the *MyUsage* website to track consumption, payments and balance. PrePay is an option for residential customers who have smart meters for all MLGW services.

Buried Gas Pipelines

As a natural gas customer, you may have a natural gas line running underground from the meter to either a separate building or an outdoor



gas-burning appliance. Federal regulations require MLGW to make you aware that you are responsible for maintaining any underground gas piping on your property that extends beyond the meter. If not properly maintained, buried gas pipelines may be subject to corrosion (if metallic) and/or leakage. To ensure its continued safe and reliable operation, buried piping should be checked for leaks or damage.

You are advised to contact a natural gas contractor such as a private utility service, meter specialist or gas-certified plumber to locate, inspect and make any necessary repairs to your buried gas piping. MLGW cannot perform inspections or make repairs on customer-owned buried piping. If you are not the property owner, please notify the owner about this requirement.



Community Calendar

Sept. 25-26: 62nd Annual Greek Festival, Annunciation Greek Orthodox Church, 573 N. Highland. 11 a.m. - 8 p.m. Bring this calendar or three canned goods for FREE admission. Free shuttles. Masks required! More info: memphiscreekfestival.com.

Oct. 2-4: Art in The Loop presented by ArtWorks Foundation. 800 Ridgeway Loop Rd. between Briarcrest and Ridge Bend Rd. Fri., 1-6 p.m.; Sat., 10 a.m. - 6 p.m.; Sun., 11 a.m. - 4 p.m. Masks required! More info: artintheloop.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. Don't forget to mask up!

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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