

Peace of mind: Pay your bill with an authorized agent

Just make sure you use an authorized paying agent. Use Firstech – MLGW's authorized paying agent – at one of nearly 100 convenient locations. The agent collects a fee of \$2 or less and payments are posted in an hour.

Some customers have used Fidelity Express – an unauthorized pay agent. Payments through unauthorized agents can take days to post – if at all. Customers may have their services cut off for nonpayment.

Don't make that mistake. Pay with authorized agents. Find the most up-to-date list of agents and locations at mlgwagents.com or call 544-6549.

Hold that shovel, stop that backhoe!

Gardening, excavating, constructing or digging? August 11 (8/11) is National 811 Day, a reminder that you should always call 811 before any digging to have your underground utilities marked and prevent hitting a gas line or other underground utilities. Don't go BOOM! For more info, go to mlgw.com.



Know what's below.
Call before you dig.

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Community Calendar

Now until Sept. 22: Bartlett Station Farmers' Market, W.J. Freeman Park, 2629 Bartlett Boulevard, Saturdays 8 a.m. – noon. Info: www.BartlettStationFarmersMarket.org or 901-372-9457.

July 18 - Collierville Literacy Council, 215 E. Poplar, 11 a.m. – 3 p.m.

August 10 - MLGW Neighborhood Leaders Conference, MLGW University, 4949 Raleigh-LaGrange, 8 a.m. – 3 p.m. Info: 901-528-4820.

Do you have an upcoming community event? Send an email at least three months prior to the event to corpcomm@mlgw.org. Be sure to include Community Calendar in the subject heading.

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

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Customer Reference Number:7/18



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Memphis residential utility bills rank the lowest in cost for the sixth straight year

Since 2013, Memphis has earned the top spot for having the lowest combined typical winter residential bill among selected cities across the country.



We surveyed 41 cities, including many that are geographically close to Memphis, as well as utilities that are similar in size. All costs covered in this survey are based on published rates effective January 2018.

MLGW started collecting data on rates in the early 1990s. Memphis continues to outperform many cities in terms of what customers pay for electricity, natural gas, water and wastewater services. Last year, a typical winter residential bill was \$253.09. This year, the bill decreased to \$244.10, a difference of \$8.99. MLGW's financial management remains a driving force in keeping utility bills as low as possible.

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A new, convenient way to pay your bill: PrePay

MLGW is rolling out a new service made possible by smart meters. It's called PrePay and it offers many benefits including eliminating deposits, reconnection fees and late fees. The new option affords more control over your utilities and avoids those end-of-the-month bill surprises.

Customers who have smart meters for services MLGW provides to their home, can take advantage of this service.

PrePay works much like prepaid cellphone services and can help customers manage their bill. Now you have the option to make smaller, more frequent payments, making it easier to set a household energy budget that makes sense for your lifestyle. For example, customers who get paid on a weekly basis, can choose to make payments when they get paid instead of once a month. New customers can start their PrePay account with just \$100.

Customers can choose text, phone or email for low balance alerts so they'll always know how much money is on their account. In the event services are disconnected, they can be restored in about an hour after payment is made. To sign up, visit any MLGW community office or call 901-544-6549. To learn more, call 901-528-7729, email us at prepay@mlgw.org or visit mlgw.com/prepay.



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Extra security at MLGW sites

At MLGW, safety and security of employees and customers is the utility's number one priority. For this reason, beginning July 10, customers and visitors will experience new security procedures at several MLGW sites, including community offices and the downtown Administration Building.

The Corporate Security personnel of MLGW will make every effort to ensure this process does not delay entry into the sites. These mandatory security procedures will be implemented through metal detectors and an enhanced screening process. Customers screening will be conducted by means of walk-through and wand metal detectors.

Customers visiting the facilities are asked to observe the following protocol:

- Arrive early to minimize wait times.
- Place metal objects, such as cell phones and keys, on the screening table before walking through the metal detectors.
- Minimize the amount of items brought into the sites.
- Bags will be checked upon entry into the metal detectors.
- Customers with strollers, wheelchairs, or medical devices that set off metal detectors will be offered an alternative screening method.



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Supplier Diversity: The 2017 numbers are in!

MLGW's supplier diversity program is celebrating its 20th anniversary. The program has had a stellar track record when it comes to encouraging women, minority and local small business participation, and last year was no different.

"Supplier diversity spend for 2017 was a whopping \$75.4 million," said Renise Holliday, MLGW Supplier Diversity Coordinator. "We continue to be very, very excited about our sheltered market program, which is our local small business program because it has done very well since its existence. We have outstanding numbers for 2017: We did \$12.3 million, and all of those participants are located in the city."

If you are a vendor that has a product or service that we buy, we encourage you to register on our online system at mlgw.com/bids. If you need information, please call the Supply Diversity office at 901-528-4635.



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