



# COVID-19 FAQs



## Are MLGW offices open?

At this time, yes. However, we do ask that customers call 544-6549, use webchat ([mlgw.com/webchat](http://mlgw.com/webchat)), and/or take advantage of other online/app tools like “My Account” before coming in.



## What should I do if I can't pay my bill?

MLGW has a number of assistance programs in place to help customers year round: [mlgw.com/residential/assistanceprograms](http://mlgw.com/residential/assistanceprograms). Please call 544-6549 or use webchat ([mlgw.com/webchat](http://mlgw.com/webchat)) to see what is best for you. You may request an extension through My Account.



## Will my services be disconnected if I can't pay my bill?

Under MLGW's Pandemic Plan all disconnects are suspended until further notice. However, please note that bills will accrue. Customers are encouraged to make payments if able.



## Will I be charged late fees?

Late fees are being billed.



## Will MLGW suspend payments or provide discounts?

As a public utility we are required under law to bill for services rendered. We are also forbidden from providing discounts.



## Will there be any emergency funds available?

In the past, Shelby County Community Services Agency (CSA) has distributed Low Income Home Energy Assistance Program (LIHEAP) funds from the government. Check here for more information: [shelbycountycsa.org/services/energy-assistance](http://shelbycountycsa.org/services/energy-assistance).