



# COVID-19 FAQs

## Are MLGW offices open?

Memphis Light, Gas and Water restricted access to our offices on March 23 for the safety of customers and employees. Drive-thru windows will remain open for payments by cash, check, and money orders only. Customers using drive-thru services are encouraged to bring their bill with them to make processing payments faster. NO cash payments can be put in drop boxes – only checks and money orders. Extended payment plans and special billing arrangements are available as of July 20.

Community Offices	Drive-thru	Drop-box
Downtown (245 South Main)	NO	YES
South (2935 Lamar Avenue)	YES	YES
Millington (5131 Navy Road)	YES	YES
North (2424 Summer Avenue)	NO	YES
Whitehaven (1111 East Shelby Drive)	YES	YES

Customers may continue to mail in payments, pay by phone, pay through My Account, sign up for autodraft and utilize the 90+ authorized pay agents across the city. For a full listing of payment options, visit [mlgw.com/payingyourbill](http://mlgw.com/payingyourbill).

As always, customers should call us at 544-6549 if they need assistance. Customers may also request payment arrangements in My Account and through our webchat.

## 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 August 3, 2020. However, please note that bills will accrue. Customers are encouraged to make payments if able.

## Will I be charged late fees?

Late fees are suspended from April 3, 2020 to August 3, 2020.

## 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?

*Utility assistance is available through the following agencies:*

- The Shelby County Community Services Agency: [shelbycountycsa.org](http://shelbycountycsa.org) or call 901-222-4212 and leave a message.
- MIFA: [mifa.org/emergencyassistanceeligibility](http://mifa.org/emergencyassistanceeligibility).

*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 [call.drivingthedream.org](http://call.drivingthedream.org) or call 1-888-709-0630.