



Memphis Light, Gas and Water is committed to providing exceptional customer service. Your health and safety are important to us. The coronavirus known as COVID-19 is a serious health concern and MLGW urges you to take precautions when you are able to do so. We are working to minimize the threat of COVID-19 by:

- Continuing the daily cleaning and disinfection of publicly shared, customer spaces.
- Requiring employees clean and disinfect work spaces every day (including utility vehicles).
- Providing employees with information on how to limit exposure to coronavirus.

According to the Centers for Disease Control (CDC) the best way to prevent illness is to avoid exposure. COVID-19 spreads from person-to-person between people who are in close contact (within about 6-feet of each other) and through the germ-filled cough or sneeze of an infected person. People 60-years old and older, and those with chronic medical conditions (diabetes, heart disease, lung disease) are at a greater risk.

At this time MLGW would like to encourage customers to skip the person-to-person contact and use the “My Account” portal to pay bills, report outages, request payment arrangements and more. [This 30-second video](#) shows you how to sign up for a “My Account.” Our Customer Care Agents are available by phone from 8 a.m. – 6 p.m. and via [web chat](#) from 8 a.m. – 5 p.m. Monday through Friday. At this time, MLGW Community Offices are also open as usual for customers who need help in person. However, as this situation is very fluid, please be aware that we are continuously monitoring directives from local, state and national health services and may have to adjust our office availability accordingly.

As a precaution, all in-person MLGW community meetings and events have been postponed until further notice.

We realize COVID-19 has been very disruptive and is likely to put additional strain on budgets and resources for many of our customers. In recognition of this, MLGW has temporarily suspended disconnections for non-payments until further notice. However, please note that customer bills are due as rendered and payment obligations will continue to accrue.

Please take care of yourselves, your families and your neighbors. Especially those who are unable to care for themselves.

Thank you,

J.T. Young, MLGW President and CEO

Resources

The [Daily Memphian](#) has made its coronavirus coverage accessible for all to read – no subscription necessary.

The [CDC](#) has up-to-date information about COVID-19 symptoms, treatments and spread.

The [Shelby County Health Department](#) provides local information about COVID-19 cases and important numbers to call if you think you are sick. For answers to specific health questions call [901-692-7523](#). Leave a message if it's after hours.

The Tennessee COVID-19 Public Information Number is [877-857-2945](#) and is open from 10 a.m. – 10 p.m.