

Memphis Light, Gas and Water



# CUSTOMER HANDBOOK



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*your guide to  
utility resources*



Your version of the Customer Handbook may not reflect changes that may have occurred since it was printed. As a result, we urge you to confirm business hours, program guidelines or any other information you may decide to act upon.



welcome  
to your  
new  
home!

Welcome to your new home and to our MLGW family of customers! We know how hectic the moving process can be and we want to help make your transition as smooth as possible. As the source for all your energy needs, we are committed to working in partnership with our community to provide you with safe, reliable and cost-effective electric, gas and water services. A recent survey of utility rates confirmed that MLGW once again has among the lowest combined rates of some of the nation's largest cities.

Founded in 1939, Memphis Light, Gas and Water, the nation's largest three-service public utility, has a rich history and tradition of excellence and service. All of our work revolves around enhancing our community and "being the best utility for our customers."

Some of our initiatives include the development of the "My Account" area on MLGW's website featuring personalized bill and energy information and tools, as well as an online billing option, Text Alerts notification technology and an MLGW app for iPhone and Android. To bolster interaction with our customers, we instituted a host of online tools including our 'Bird on a Wire' Blog, Twitter, Facebook, Pinterest, Instagram and YouTube. In addition, we posted an Electric Outage Summary map on our website to show general locations and information for reported outages. Visit [mlgw.com](http://mlgw.com) to find these new features and MLGW's many other offerings.

We hope you will keep this booklet as a handy reference guide for your utility-related questions. Of course, we're always here to assist with your needs, and we want you to contact us if you need more personalized service.

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¡Bienvenidos a su nuevo hogar y a la familia de clientes de MLGW! Sabemos lo atareado que puede ser el proceso de mudanza y queremos ayudar a que su transición sea lo más tranquila posible. Como fuente de todas sus necesidades de energía, estamos comprometidos a trabajar con nuestra comunidad para proveerle servicios confiables y económicos de electricidad, gas y agua. Una encuesta reciente de tarifas de servicio público confirmó que nuevamente MLGW tiene algunas de las tarifas combinadas más bajas entre las ciudades grandes de Estados Unidos. Estamos colocando este manual a su disposición para que lo use como referencia, ya que contiene información importante sobre cómo contactarnos, descripciones de los programas que ofrecemos y mucho más. Si usted no puede leer este manual en inglés, por favor llame al 544-6549 para solicitar una copia de la versión en español del mismo.

## OPCIONES DE PAGO

**Por correo:** Para pagar por correo, por favor envíe su pago a la dirección siguiente:

**MLGW  
P.O. Box 388  
Memphis, TN 38145**

Por favor no envíe pagos a alguna otra localidad de MLGW y no envíe efectivo por correo.

**En Línea:** Usted puede pagar su factura en [mlgw.com](http://mlgw.com) bien sea pulsando sobre “Opciones de Pago” (Payment Options) y luego seleccionando el enlace “Pagar Electrónicamente” (Pay Electronically) o ingresando al área “Mi Cuenta” (My Account). Los dos métodos le permiten pagar su factura mediante la opción de “Pago Único” (One-Time Payment) usando su cuenta de cheques o ahorros, tarjetas VISA, MasterCard y Discover, y tarjeta de cajero automático (ATM)/o débito (que tenga los logós de Star, Pulse o NYCE).

Para mayor conveniencia y sin tarifas, inscribábase en la opción de Facturación Electrónica (e-Billing) a través de “Mi Cuenta” (My Account). Este servicio de facturación sin papel es gratis, cesa la factura de MLGW impresa mensualmente, y emite una notificación por correo electrónico cuando su factura de MLGW está disponible para acceso en [mlgw.com](http://mlgw.com) o en el sitio de Red de su banco.

**Por Teléfono:** Para pagar su factura por teléfono, llame a nuestro sistema automatizado de pagos al 1-866-315-0277. Asegúrese de tener disponible cuando llame la información de su tarjeta de crédito o cuenta personal de cheques. Se cobrará una tarifa nominal adicional de Metavante, la compañía que provee este servicio. El sistema de pago por teléfono incluye una opción en español.

**En Persona:** Usted también puede visitar una de nuestras oficinas comunitarias o agente autorizado de pago para efectuar el pago de su factura. Las ubicaciones de las Oficinas Comunitarias están listadas en [mlgw.com](http://mlgw.com) bajo “Contáctenos > Oficinas y Horarios” (Contact Us > Offices and Hours), y también en la página 10 de este manual.

## CONTACTOS IMPORTANTES

### Centro de Atención al Cliente

Para iniciar, suspender o transferir servicio:

Para preguntas sobre facturación o

acuerdos para el pago:

544-MLGW (6549)

Emergencias:

528-4465

Línea Activa de Interrupciones Eléctricas:

544-6500

Pagos por teléfono:

1-866-315-0277

Sitio de Red:

[mlgw.com](http://mlgw.com)



# energy conservation

Using energy wisely not only protects our natural resources, but also helps lower your utility costs. You can accomplish these goals by taking advantage of the many programs that MLGW offers to their customers. Learn how to make your home more energy efficient by exploring these FREE options.

## **The Energy Doctor: 528-4188**

Schedule an appointment with an energy expert on how to make your home more energy efficient. A qualified technician will come to your home and conduct an energy audit and provide useful tips to help you reduce your utility consumption.

## **Energy-saving tools in “My Account”:**

Register and login to our free My Account service at [mlgw.com](http://mlgw.com) to explore information about your home’s utility use and costs. Compare bills, track usage, analyze changes and use the My Home Energy Advisor features to develop a customized energy action plan to reduce use and lower utility costs. Handy calculators help you estimate savings from equipment and lighting replacement. With My Account, you also have options to view current and previous bills, sign-up for paperless eBilling and pay bills online.

## **Rental Housing Ordinance: 322-5757**

A program for tenants that allows MLGW technicians to identify and enforce energy-related issues. MLGW becomes an advocate for the tenant during the process and ultimately can take the landlord to Environmental Court if energy issues are not addressed in an expeditious manner.

## **EcoBUILD Green Building Program: 528-4887**

A program that incorporates a set of green building standards during the construction process that are designed to use 30 percent less energy as compared to typical new construction. MLGW energy technicians conduct periodic inspections and diagnostic testing during the construction phase and at completion the home is certified.



## **Share the Pennies Weatherization Assistance Program**

Share the Pennies provides grants to low-income homeowners to increase energy savings by making energy efficiency and weatherization repairs to their homes. Repairs include increasing attic insulation, fixing broken windows, sealing windows and doors, and replacing broken furnaces. For a full list of eligible repairs, see [mifa.org/sharethepennies](http://mifa.org/sharethepennies). An MLGW Energy Technician will complete a thorough energy audit of the customer’s home and determine which repairs will have the most significant impact on energy efficiency. To qualify, customers must own their home and meet other eligibility requirements. For a full list of eligibility requirements, see [mifa.org/sharethepennies](http://mifa.org/sharethepennies).

## **eScore: 1-855-237-2673**

A Tennessee Valley Authority (TVA) sponsored program that provides homeowners with a customized path to make their homes more energy efficient. TVA-certified auditors conduct an in-home energy audit and provide the homeowner with a list of energy saving improvements that qualify for instant rebates. All work must be completed by members of the TVA Quality Contractor Network (QCN).

## **EnergySmart Workshops: 528-4188**

A 90-minute workshop hosted by MLGW that provides hands-on demonstration and education on how to use energy more wisely. Each workshop attendee receives an EnergySmart kit (valued at \$45).



## special services

In addition to providing you with reliable and affordable utilities, we offer an array of other services to ensure your safety and raise your awareness of utility-related issues. Browse through this list to learn who to call if you need these services.

### **GAS PILOT LIGHT-UP: 544-6549**

Around August or September every year, MLGW designates a time period devoted to lighting pilots. During pilot light-up season, gas customers who want MLGW to inspect their gas furnace and light the pilot are asked to call 544-6549 to schedule an appointment with a Customer Care Service Advisor or via our 24/7 automated system. This service is free during specified dates for customers at least 60 years of age and for the physically challenged. All others must pay a nominal fee for the service during the light-up season.



### **TREE TRIMMING/TREE REPLACEMENT: 320-1438**

MLGW must trim, top and remove trees in order to prevent power outages and potential hazards caused by falling limbs and broken power lines. If MLGW representatives decide a tree is damaged or unsightly as a result of necessary utility trimming, MLGW will remove that tree with the property owner's permission and, in certain cases, replace it with another tree with low maturity height.

### **LEASED OUTDOOR LIGHTS: 528-4548**

Light up your nights with economical, maintenance-free leased outdoor lights from MLGW. Operating automatically from dusk to dawn, leased outdoor lights combine the advantages of exterior

lighting with the convenience of monthly billing. Residential, commercial and industrial customers receive a site survey and design assistance to ensure the best lighting plan for the property.

### **STREET LIGHT PATROL: 544-6549**

MLGW is responsible for maintaining more than 100,000 street lights and leased outdoor lights across Shelby County. You can be a part of our "Street Light Patrol" by reporting street lights that burn throughout the day, lights which continually cycle on and off, or lights that aren't burning at all. In most cases, we will respond to your request within 24 hours. You can also report a malfunctioning street light on our website at [mlgw.com](http://mlgw.com).

### **SPEAKERS' BUREAU: 528-4820**

MLGW's Speakers' Bureau is designed to provide our customers with qualified speakers who can provide up-to-date and accurate information about the utility. We are pleased to offer this service to the community by providing programs for professional, civic, social, church and educational groups. MLGW employs a diverse group of professionals who are eager to share their expertise on a variety of subjects, ranging from industry restructuring and utility safety to career planning and energy conservation. You can also schedule speakers online at [mlgw.com/speaker](http://mlgw.com/speaker).

### **GIFT OF COMFORT**

With MLGW's Gift of Comfort program, you can make a payment by check or money order on someone else's account. Simply call 544-6549 or complete the online gift form and follow the instructions to pay on your chosen account. Your gift will appear in the form of a credit on the recipient's bill. For more information, go to [mlgw.com/giftofcomfort](http://mlgw.com/giftofcomfort).

# power outages

MLGW's power system uses sophisticated technology that is well-maintained, making it one of the most reliable in the nation. Nevertheless, occasionally our customers will experience a loss of power for a variety of reasons — most of which are beyond our control such as adverse weather conditions or interference with the power lines. When these outages occur, we work diligently to restore power as quickly as possible. The information below will be useful if your power is ever interrupted.



## **PLANNED ELECTRIC OUTAGES**

Occasionally we must perform maintenance work that requires a temporary interruption of one of your utility services. If we are aware that crews plan to have your service off longer than four hours, we will notify you by letter stating the date for the planned outage and a rain date should inclement weather occur. This advance notification is provided so that you can make any necessary arrangements that may be required due to the planned outage.

## **LIFE-SUSTAINING EQUIPMENT: 544-MLGW**

If someone in your home is dependent on physician-certified, non-portable, life-sustaining equipment, please notify us so we can maintain an accurate list. Special efforts are made to ensure an uninterrupted power supply for these customers.

## **RESTORATION PROCESS**

The order in which repairs are made follows the line of progression that electricity takes as it comes from TVA to MLGW and finally, to you.

We begin by repairing damages that will restore power to the greatest number in the shortest amount of time. Thus, our first priority during an outage is to repair transmission lines and towers and our substations. Once these elements are repaired, we concentrate on distribution lines which run through the streets and neighborhoods leading to your home. The last and final step of the restoration process is repairing damage to individual services leading from our pole to your home.

We appreciate your patience during our power restoration efforts. During outages, MLGW employees work as quickly and safely as possible to restore your electric service.

## **ELECTRIC OUTAGE HOTLINE: 544-6500**

To speed the restoration process, please notify us immediately whenever you have a power outage. Make sure you have your MLGW account number or phone number associated with your account handy when making the call. This automated line is available 24 hours per day.

## **ELECTRIC OUTAGE SUMMARY MAP: [mlgw.com](http://mlgw.com)**

Select the "Outage Map" option on MLGW's home page to find general information about outage levels across Shelby County. All information displayed on this site is based on reported and known outages, but does not show details about specific addresses. To inquire about a specific outage, or if you have an outage and the section of the map you are in doesn't show any outages, call MLGW's Electric Outage Hotline, 544-6500.



# safety

Serving our customers extends beyond reliable and affordable utilities. It includes taking steps to ensure your safety. With this in mind, we want you to be familiar with how utilities arrive at your home so that you can avoid potential hazards and respond safely in the unlikely event of a utility-related emergency.

## **ELECTRICITY**

### **How MLGW distributes electricity**

MLGW receives electricity at nearly 50 substations from TVA via transmission lines and towers. The substations supply power to both overhead and underground distribution lines that comprise the primary and secondary system located along streets and in neighborhoods. Power is carried through these lines to individual service lines that empower businesses and homes.

### **Electric Hazards – Outdoors**

Power distribution can be disrupted at any one of these points for any number of reasons including inclement weather, wildlife, traffic accidents or construction mishaps, just to name a few. The result can be a power outage ranging from isolated pockets of customers to widespread outages across the community. However, such incidents can also pose great danger when confronted with downed power lines. If you come upon downed power lines, respond as follows:

- Don't touch them.
- If you are in a car, don't attempt to drive over them.
- Call MLGW's emergency line at 528-4465 to report the problem.
- Keep away from all power lines and use care when handling a ladder around them.

## **NATURAL GAS**

### **How natural gas gets to your home**

MLGW receives natural gas at one of our nine gate stations where we add mercaptan, a chemical that gives natural gas its distinctive rotten egg smell, making it easy for you to detect very small leaks. Then, MLGW routes the gas through a complex piping network that leads to your home. Because this pipeline crosses your property, it is crucial to determine its location before digging. In fact, it is illegal to perform an excavation project, even with a post-hole digger, before first contacting Tennessee One-Call at 811. Your call will begin the process of having your underground utilities located and marked off. You might also consider investing in a fire extinguisher that works on gas and electrical fires.

## **METER READING**

MLGW reads more than 1 million meters each month to ensure customers receive accurate bills and only pay for what they use. In the blue-shaded column on your bill, it indicates when the monthly data from your smart meters is registered or a meter reader will be onsite to read your meter.

Serving our customers extends beyond reliable and affordable utilities. It includes taking steps to ensure your safety. This takes cooperation. If you don't have smart meters, MLGW will need access to your property to read your meter monthly. Occasionally, MLGW will also need to access your property to make repairs. Using good judgment during property visits and during emergencies keeps everyone safe. When MLGW needs to access your meter, make sure the gate is unlocked and that your meter isn't obstructed by shrubbery or debris. It's also important to make sure that family pets are not in the yard. No matter how friendly, animals, such as dogs, can become instinctively protective when they feel threatened by someone invading "their territory."



## Natural Gas Hazards and Preventive Measures

Natural gas is a safe and wonderful resource when it is used properly. However, if the proper precautions are not taken, it can be dangerous – even deadly – by igniting a fire or explosion or by causing carbon monoxide poisoning. You can avoid these hazards by following these tips:

- Have your gas appliances inspected annually by a licensed professional.
- Keep chimneys and flues clear of all debris.
- Make sure that the flame on your gas appliances burns blue. If the flame burns yellow, wavers or produces soot, have it inspected and repaired.
- Use gas and space heaters according to manufacturers' instructions and provide proper ventilation.
- Make sure your gas water heater and furnace are vented to the outside of your home.
- Do not store flammable products, such as gasoline, solvents and paint in the same room as a gas appliance.



### Emergency response – Indoors

If you smell a strong odor of natural gas:

- Open the windows and evacuate the building immediately.
- Do not smoke, or use anything that produces an open flame.
- Don't operate equipment powered by batteries or electricity, including light switches, flashlights, or cell or landline phones. The slightest spark could cause an explosion.
- Call MLGW's emergency line (528-4465) from a phone located away from the building, then stay out until an MLGW representative has deemed it safe to return. (The emergency line is for emergencies only. Individuals who report false gas leaks in an attempt to obtain other services more quickly will be charged a penalty.)

## Carbon Monoxide Awareness

Carbon monoxide is both odorless and colorless and is extremely dangerous. It is produced when natural gas is not burned properly or the appliance is not vented as it should be. Known as the "silent killer," carbon monoxide poisoning often goes undetected as victims fail to recognize its symptoms: headache, fatigue, dizziness, nausea/vomiting and inability to think clearly. To prevent carbon monoxide poisoning, make sure gas appliances are properly vented. Natural gas needs oxygen to burn safely and efficiently.

For more information on natural gas safety, visit us online at [mlgw.com](http://mlgw.com) or visit the General Public tab at the following website: <http://phmsa.dot.gov>.

## *emergency preparedness*

In any emergency situation, whether it's a tornado, ice storm, earthquake or flood, you need to be prepared for the possibility of temporary interruptions to your utility services. You and your family should know where your gas and water shut-off valves are located, how to identify the main electric disconnect in your electric service panel and how to turn them off in the event of an emergency. If you have questions on how to shut off any utility service, please call MLGW at 544-MLGW (6549). Once you have shut off your utility service, do not turn it back on. Call MLGW and a representative will check your home to see that it is safe before turning the utilities back on.

In your home, stock necessities in case water, electric or gas service is interrupted. An emergency survival kit should consist of bottled water, canned food, prescription medicines, flashlight, radio, batteries, can opener, first-aid kit, baby food, diapers, eating utensils and any other items you feel are necessary.

For more information, get a copy of MLGW's free "Weathering Nature's Fury" brochure by calling 528-4557 or by viewing it online at [mlgw.com](http://mlgw.com).

# payment information

We realize that our customers sometimes have extenuating circumstances that prevent the timely payment of their utility bills. Please call 544-MLGW (6549) or visit one of our Community Offices listed on page 10 if you have questions.



## **BUDGET BILLING**

Budget Billing allows you to pay the same amount each month. Although it does not reduce your overall energy expense, it lets you spread out your annual energy expense over a 12-month period and you know ahead of time what your monthly payment will be. So you'll be able to manage your household budget a whole lot easier.

## **AUTOPAY**

AutoPay offers you the convenience of having your utility bill payments automatically deducted from your checking account on the net due date of your bill each month. You will still receive your utility bill statement so that you can monitor your usage, but you won't have the bother of mailing a payment.

## **NET DUE DATE PROGRAM**

If a customer receives income in the form of Social Security, Disability, government assistance or pension once per month, and is not supplementing that income by other income, the customer may be eligible to change the MLGW utility bill due date to the 12th of each month. You must wait 6 months to reapply, if removed.

## **PAYMENT EXTENSION**

If you need more time to pay a delinquent bill because of health or financial hardships, you may be eligible for an extension of your current bill's due date, provided certain criteria are met and payment arrangements are maintained. If your request for an extension is granted, the disconnection will be postponed for a specific amount of time.

## **THIRD PARTY NOTIFICATION (Double Notice Protection)**

You may designate a third party for us to notify in the event of a pending service cutoff because of non-payment or insufficient payments. The third party will not be responsible for paying your bill, but will act as an additional communication link to ensure that you are aware of the pending cutoff.

## **AVOIDING SCAMS**

Con artists prey on utility customers using tactics such as phony calls, e-mails and texts. When in doubt, call MLGW's Customer Care Center at 544-6549 to verify account status or to find out if MLGW is working in your area.

If you believe you have been targeted or victimized, immediately contact the Memphis Police Department at (901) 545-2677.

## **UTILITIES DEPOSIT**

Starting new service with MLGW may require a deposit. There are two payment options available:

**OPTION 1:** You can choose to pay the total \$200 deposit on your first utility bill.\*

**OPTION 2:** You can choose to pay \$25 each month for eight months starting on your first utility bill.\*\*

\* A \$350 deposit is required if a customer has a previous history of utility diversion or tampering over the last 72 months and must be paid before service is granted.

\*\* If there is a service disconnection, customer will be required to pay the full deposit or remaining deposit balance before service will be reconnected.

# payment options

## BY MAIL

The address to mail payments is: **MLGW • P. O. Box 388 • Memphis, TN 38145**  
Please do not mail payments to any other MLGW location, and do not mail cash.



## ONLINE

You can pay your bill at [mlgw.com](http://mlgw.com) either by clicking on “Payment Options” and then selecting the “Pay Electronically” link or by logging into your “My Account” area. Both methods enable you to pay your bill through the “One-Time Payment” option using your checking or savings account, Visa, MasterCard and Discover cards, and ATM/debit card (displaying the Star, Pulse or NYCE logos). There are no fees for these payments.

For greater convenience, enroll in the e-Billing option through “My Account.” This paperless billing service is free and terminates the monthly printed MLGW bill and issues e-mail notifications when your MLGW bill is available for access on [mlgw.com](http://mlgw.com) or your banking site.

## BY PHONE

To pay your bill by phone, call our automated payment system at 1-866-315-0277. Be sure to have your credit card or personal check information available when you call. A nominal fee will be charged by Metavante, the company providing this service.

## IN PERSON

You may also visit one of our community offices or authorized paying agents to make your bill payment.

### Community Offices

The following business office locations are open from 8:30 a.m. to 5 p.m., Monday through Thursday, and until 6 p.m. on Friday.

#### Main Office

245 South Main Street

#### North Community Office

2424 Summer Avenue

#### South Community Office

2935 Lamar Avenue

#### Whitehaven Community Office

1111 East Shelby Drive

#### Millington Community Office

5131 Navy Road

8 a.m. – 4:30 p.m.

Monday through Friday

### Paying Agents

We have many authorized paying agents that will accept MLGW bill payments. Paying Agents accept Cash, Check or Money Orders. This service is free to MLGW customers. Look for the MLGW Paying Agent sign or call our Customer Care Center at 544-MLGW (6549) to request a list of paying agent locations. Paying Agents are also listed online at [mlgwagents.com](http://mlgwagents.com).

**When using a paying agent, you must have both portions of your utility bill and the payment must be made on or before the due date printed on your bill.**

### DISPUTED BILL HEARINGS

Prior to a disconnect date, an informal conference may be arranged with a credit counselor to clear up questions or resolve billing problems. To discuss a payment plan or a billing dispute, call our Customer Care Center at 544-MLGW (6549) or visit any of the MLGW community offices listed on page 10.

# utility news

## POWER UP MEMPHIS

Power Up Memphis is an informational program that gives customers an inside look at the various programs and departments of MLGW, their function and how they work for you. Power Up Memphis airs on WYPL TV-18 (the Library Channel) and can also be seen on YouTube. Tune-in monthly for a break down of our internal processes in simple terms by knowledgeable guests from every area of the company – all in an effort to show how we, ‘Power Up Memphis.’

## MEMPHIS ENERGIZED

Memphis Energized is a half-hour television program that features important news from MLGW including valuable energy saving information, vital safety tips, reports on assistance programs that can benefit our customers, and many other utility-related items. You can watch the show on YouTube.

# utility bill management



## MY ACCOUNT

MLGW’s My Account feature at [mlgw.com](http://mlgw.com) is a one-stop platform where you can find detailed information and useful tools for analyzing your utility bill and home energy consumption.

Each time you log in, your account information will be displayed so you can find answers to common billing questions. You can view a mirror-image of your bill and billing history for up to 24 months, compare your current energy usage and utility bill to that of previous months, get the specifics about why your bill changed in the “Bill Highlights” area, and learn how to make your home more energy efficient. You can even sign up for online billing to eliminate postal service delays. Just click on the My Account link, set up a user name and secure password, and register your utility account to access the My Account application.

## TEXT ALERTS

Register for text alerts at [mlgw.com/textalerts](http://mlgw.com/textalerts) and you will receive a text message notifying of billing due dates or possible impending cut-off dates approximately three business days prior to those dates. To register, you’ll need your 16-digit MLGW account number and access code – found on your MLGW bill. Note: While MLGW does not charge for this service, you will be responsible for paying any fees charged by your cell phone carrier.



Scan to sign up for Text Alerts

## MLGW APPS

You can access a variety of utility-related information from MLGW’s apps, available for free download in the Apple iTunes app store at [apple.com](http://apple.com) for iPhone, iPod or iPad devices, and Google Play Stores to download apps for Android devices. You can check the status of an outage at your address, make payment arrangements and view helpful information including an outage map, your current utility bill, important phone numbers, payment locations, bill due date and amount and energy tips. To use the apps, you will need the phone number associated with your MLGW account and the last four digits of your social security number OR your 16-digit account number.



# how to reach us

## CUSTOMER CARE CENTER:

**544-MLGW (6549)** To start, stop or transfer service, or report service maintenance needs call **544-6549** or **MLGWCustomerCare@mlgw.org**. For billing inquiries, payment arrangements and all other requests, the Customer Care Center is open Monday through Friday from 7 a.m. to 7 p.m.

## ONLINE: [mlgw.com](http://mlgw.com)

MLGW's website offers a wealth of information on an array of topics including our community service and economic development initiatives, energy-saving tips, online bill payment and a host of other useful information. The website also offers online help for the services listed below with more interactive tools being added in the future.

- Online Service Request (Starting, stopping or transferring service)
- Street/Leased Light Outage Reporting System
- Online Outage Map

## Customer Advocacy Center: [advocacyctr@mlgw.org](mailto:advocacyctr@mlgw.org)

MLGW established the Customer Advocacy Center to respond to inquiries regarding our performance. Contact us at this email address to express comments or concerns about customer satisfaction issues.

## Other Online Options:

Customers can interact with MLGW through Twitter at [twitter.com/mlgw](https://twitter.com/mlgw) and the 'Bird on a Wire' blog at [mlgw.blogspot.com](http://mlgw.blogspot.com) or get current utility-related information on **Facebook** ([facebook.com/mlgw1](https://facebook.com/mlgw1)) **Instagram** ([mlgwofficial](https://mlgwofficial)); **Pinterest** (MLGW) and watch videos regarding energy conservation and other pertinent facts on **YouTube** ([YouTube.com/mlgw-waysstosave](https://YouTube.com/mlgw-waysstosave)).

## EMERGENCIES: 528-4465

We have dedicated phone lines for reporting emergencies such as gas leaks, downed electric wires, broken water mains inside a building or unsafe street barricades. MLGW personnel are available 24 hours a day to respond to such emergencies. Please do not call this number for power outages unless there is a downed wire, a low wire or one that is sparking. **NOTE: Please do not call this number unless you have an immediate life-threatening situation. Billing and cutoff inquiries should be referred to 544-6549.**

## ELECTRIC OUTAGE HOTLINE: 544-6500

If your power goes out, we need to know. We've established an outage hotline specifically for this purpose. The hotline allows us to process your call faster so that we can restore your power as soon as possible. Make sure you have your account number handy when making the call. You can also view an outage map at [mlgw.com](http://mlgw.com).

## TDD: 528-HEAR (4327)

Hearing-impaired persons who have access to Telecommunications Devices for the Deaf (TDD) may conduct routine business with us by calling this number. This line is open 24 hours a day, seven days a week.

## OTHER HELPFUL MLGW CONTACTS

Payment-by-Phone	1-866-315-0277
The Energy Doctor	528-4188
Gas Pilot Light-up	544-6549
Tree Trimming/Replacement	320-1438
Leased Outdoor Lighting	528-4548
Street Light Patrol	544-6549
Report Utility Theft	321-6969 or e-mail us at <a href="mailto:revenueprotection@mlgw.org">revenueprotection@mlgw.org</a>





# *miscellaneous information*

## **MLGW BOARD MEETINGS**

MLGW is governed by a five-member board of commissioners appointed by the Mayor of the City of Memphis. Public board meetings are held at 1:30 p.m., the first and third Thursday of each month, at MLGW's Administration Building, 220 South Main.

## **MUNICIPAL SERVICE FEES ON MLGW BILLS**

To minimize billing costs, as well as return postage costs, MLGW allows the fees of certain municipal services to be listed on the bills of affected customers. MLGW does not receive any revenue, but merely serves as the collection point for these fees which are passed on to the corresponding City of Memphis or Shelby County organization. Customers should contact the service provider directly below for questions regarding such fees.

Arlington Sewer and Solid Waste Fee . . . . .	867-2620
Collierville Sewer Fee . . . . .	457-2240
Lakeland Sewer, Solid Waste and Storm Water Fee. . . . .	867-2717
Lakeland and Millington Ambulance Fee . . . . .	222-8020
Memphis Sewer Fee . . . . .	576-7121
Memphis Solid Waste Fee . . . . .	576-6500
Memphis Storm Water Fee. . . . .	576-4349
Shelby County Fire Fee. . . . .	222-8020
Shelby County Mosquito/Rodent Control Fee . . . . .	222-9740
Shelby County Sewer Fee . . . . .	222-2300
Shelby County Storm Water Fee. . . . .	222-2300

# *special assistance programs*

## **LIHEAP FUNDING THROUGH CSA**

The Shelby County Community Services Agency (CSA) administers funds from the Low Income Housing Energy Assistance Program (LIHEAP) to qualified applicants. Certain criteria must be met and the number of people receiving assistance is limited depending on the amount of available funds. Call 222-4295 to determine eligibility.

## **ON TRACK PROGRAM**

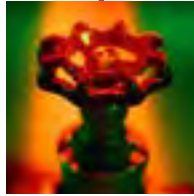
A program designed to assist low-income customers who have fallen behind on their bills. In order to qualify for the program, customers must have steady income, meet low-income guidelines, have an MLGW account balance of more than \$600 and have no history of bankruptcies within the last six years. The On Track Program focuses on budgeting and energy conservation education. Enrollment is year-round. Applications are available online and at all community offices. Call 528-4821 for more information.

## **PLUS-1**

MLGW customers fund the Plus-1 program through one-time donations or by adding a dollar or more to their utility bill each month. The funds are distributed by MIFA. If you would like to contribute to Plus-1, please complete the enclosed card in this packet. To inquire about assistance, call MIFA at 527-0226 or visit [plus1memphis.org](http://plus1memphis.org).

## **SHARE THE PENNIES**

Share the Pennies, sponsored by MLGW and MIFA, is a voluntary round-up program that provides weatherization grants for low-income homeowners. Program funding is provided by customers who round up their utility bills to the next whole dollar amount. The difference is donated to MIFA to fund the grants. For example, if your utility bill was \$74.50, it would be rounded up to \$75 and \$0.50 cents would be donated to the grant program. Beginning January 2018, all MLGW customers were automatically enrolled in the Share the Pennies round-up program unless they previously opted out of participating. Customers can still opt out at any time even after January 2018. To opt out or for more information, visit [mlgw.com/sharethepennies](http://mlgw.com/sharethepennies) or call Customer Care at 544-6549.



**MLGW**

[mlgw.com](http://mlgw.com)

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