

DON'T WAIT...

If you are behind on your utility bill, here's what you can do:

- MLGW is offering a one-time extended payment plan that allows eligible customers to repay their past due balance over a 12-month period. Customers are required to pay at least 25% of their total bill up front.
- Customers who need an additional few days to make payments can request a payment arrangement using MLGW My Account online or through the App, or by phone using our interactive voice response (IVR) system at 544-6549 or through our web chat feature.
- Assistance programs such as PrePay and On Track are always in place to help. All of our assistance programs can be found here: mlgw.com/residential/assistanceprograms.
- As always, customers should call us at 544-6549 if they need assistance.

Community offices remain closed to walk-in traffic, however, customers can pay their bill in the drive-thru lines or in the payment drop-boxes. MLGW recently added more than 100 new authorized pay agents at Family Dollar and Dollar General stores. Show the new barcode on the bill and have the sales clerk scan at the register. To view all authorized pay agents, go here: mlgwagents.com.

