

Find out more:

Call MLGW:

PrePay Info – 901-528-7729
(PPAY)

Customer Care Center – 901-544-6549

The customer of record can call the Customer Care Center to sign-up.

Visit:

MLGW Community Office:*

- **Downtown** – 245 South Main Street, 38103, 575-7469
- **Lamar** – 2935 Lamar, 38114, 729-8250
- **Millington** – 5131 Navy Road, 38053, 729-8225
- **North** – 2424 Summer Avenue, 38112, 528-4601
- **Whitehaven** – 1111 East Shelby Drive, 38116, 729-8275

*New customers must visit a Community Office to sign-up.

PrePay website:

mlgw.com/smart-grid/smartgridprepayervice

Email:

PrePay@mlgw.org



Say... Bye, bye, bye!



Cut those ties to your mailbox and break free with PrePay.



Say... Bye, bye, bye!

- NO deposits!
- NO late fees!
- NO reconnection fees!
- NO end-of-the-month bill surprises!



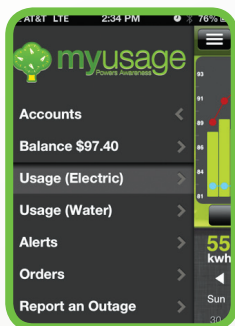
PrePay Is The Easy Way To Go!

What is PrePay?

PrePay frees you from fees! No late fees! No deposits! No reconnection fees! No end-of-the-month bill surprises. Similar to prepaid cellphone plans, PrePay gives you the freedom to set your utility budget. Traditionally, you'd wait until the end of the month to get a bill. Thirty days may have passed by the time your bill arrives. Who can remember when and how you used your utility service over the course of a month? With smart meters and the tools you'll find in My Usage, PrePay's account management application, you'll be able to see just what you've used on a daily basis and pay for a day, a week, a month or more at a time—you decide.

How does it work?

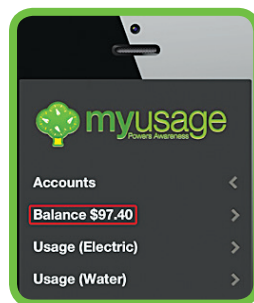
It's easy to sign up at any of MLGW's Community Offices. There are five convenient locations across Shelby County. Existing customers can call 544-6549 or 528-7729 (PPAY). Start your account with as little as \$100. Tell us how you want us to let you know when your balance is running low. You can sign-up to receive emails, text and voice calls when your balance has reached a certain dollar amount, when you've made a payment, if there's a



pending disconnect or when you need to add money to your account. We recommend when it's time to add funds, you do so in \$50-increments for your convenience, but you decide how much you want to pay to maintain your account.

Why PrePay?

PrePay gives you the freedom. Want to pay your bill weekly? You can do that with PrePay. PrePay may even help you save on your utility bill. Armed with information about your usage, you can choose to make some adjustments that will reduce your consumption, resulting in energy and monetary savings. Similar programs in other cities have helped customers shave about 10 percent off their consumption just by being more aware of how much electricity they use. There are also great energy saving tools available at mlgw.com/residential/energysavingtools to show you how you can make simple changes.

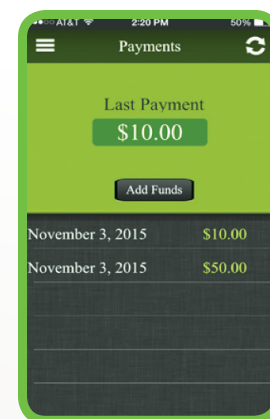


Making PrePay Payments

Payments can be made at our offices, online, at authorized paying agents, self-service kiosks and over the phone. Online and pay-by-phone payments require you to set-up a My Account login at mlgw.com.

Connection/Reconnection/Disconnection with PrePay

Coupling the automation of smart meters with the power of PrePay means quicker service delivery. Once you make a payment, your service can be connected or reconnected in about one hour. Faster service is a big time saver because let's face it: life happens. In the event your services are disconnected, you can be back on in an hour or less after you make a payment—24 hours a day, 7 days a week. Best of all, say bye, bye, bye fees.



- **NO deposits!**
- **NO late fees!**
- **NO reconnection fees!**
- **NO end-of-the-month bill surprises!**