


COVID-19

Updates and Information




To our valued Customers:

As you are aware, the COVID-19 Pandemic continues to have global and local impacts. I am writing you to keep you informed on how we plan to continue to serve you in these unprecedented times. Our goal remains to **provide exceptional service--electric, natural gas and water--**to you and to the communities that we are privileged to serve. We thank you for the opportunity to serve you!

Recently, I signed MLGW's Pandemic Declaration and we enacted a number of measures including the **suspension of disconnections for non-payment** and encouraged our customers to refrain from coming into our offices to make payments and/or seek credit counseling services. We have also enacted policies to allow many of our employees to work from home as part of our social distancing efforts.

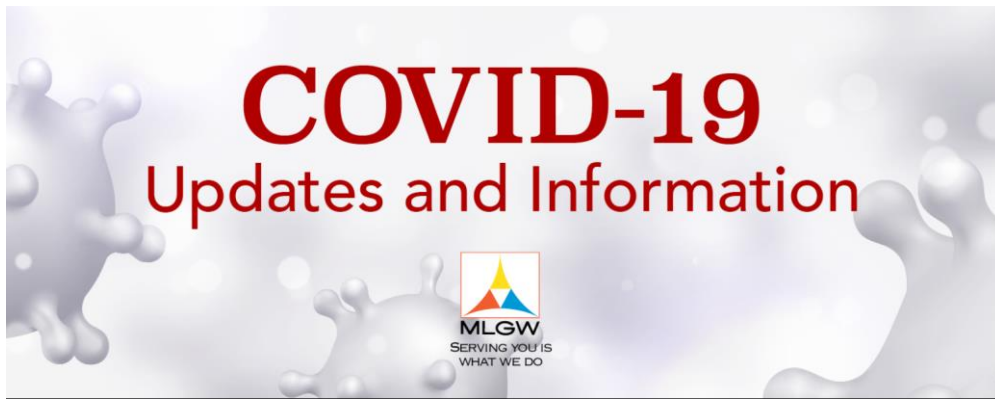
That will be ongoing as we continue to align our operations with the guidelines from WHO (World Health Organization), the CDC (Centers for Disease Control & Prevention) and federal, state and local officials in response to COVID-19.

In anticipation of the continued progression of [COVID-19](#), effective Monday, March 23, we will move to the next level of our Pandemic Plan, which includes the continued restrictions of access to our community offices. Customers can use the drive-thru windows or drop boxes; here's a chart to help:

<u>Community offices</u>	<u>Drive-thru</u>	<u>Drop box</u>
Downtown (Beale Street Landing, 245 S. Main)	NO	YES
South, 2935 Lamar Ave.	YES	NO
Millington, 5131 Navy Road	YES	YES
North, 2424 Summer Ave.	NO	YES
Whitehaven, 1111 E. Shelby Dr.	YES	NO

As stated earlier, MLGW has suspended disconnections for all customers until further notice. Though services will not be disconnected, bills will continue to accrue and we encourage customers to make payments if possible.

How can you make payments? We have updated My Account, our customer payment portal on MLGW.com, and it is also accessible via our app. We encourage customers to use the online services,



including Web Chat, or call Customer Care (544-6549) during business hours, or simply mail in their payments.

We are here for you and we continue to work diligently to safely and efficiently provide you with reliable services. Outages can be reported online, via the MLGW app or by calling 544-6500. For an emergency such as a gas leak, please contact us at 528-4465 or report it online or by using the app as well.

Again, these are unprecedented times and I want to remind you of how important it is for all of us to **remain vigilant in the safeguarding of health and well-being**. In this regard, our employees will take all necessary precautions, including those instances when they may have to enter a residence or place of business to provide necessary services.

Thank you, again. We will continue to provide you with updates via our communication channels on [MLGW.com/COVID-19](https://www.mlgw.com/COVID-19), social media and local news outlets.

Serving you is what we do and, please, stay safe!

Sincerely,

A handwritten signature in black ink, appearing to read "J.T. Young".

J.T. Young