

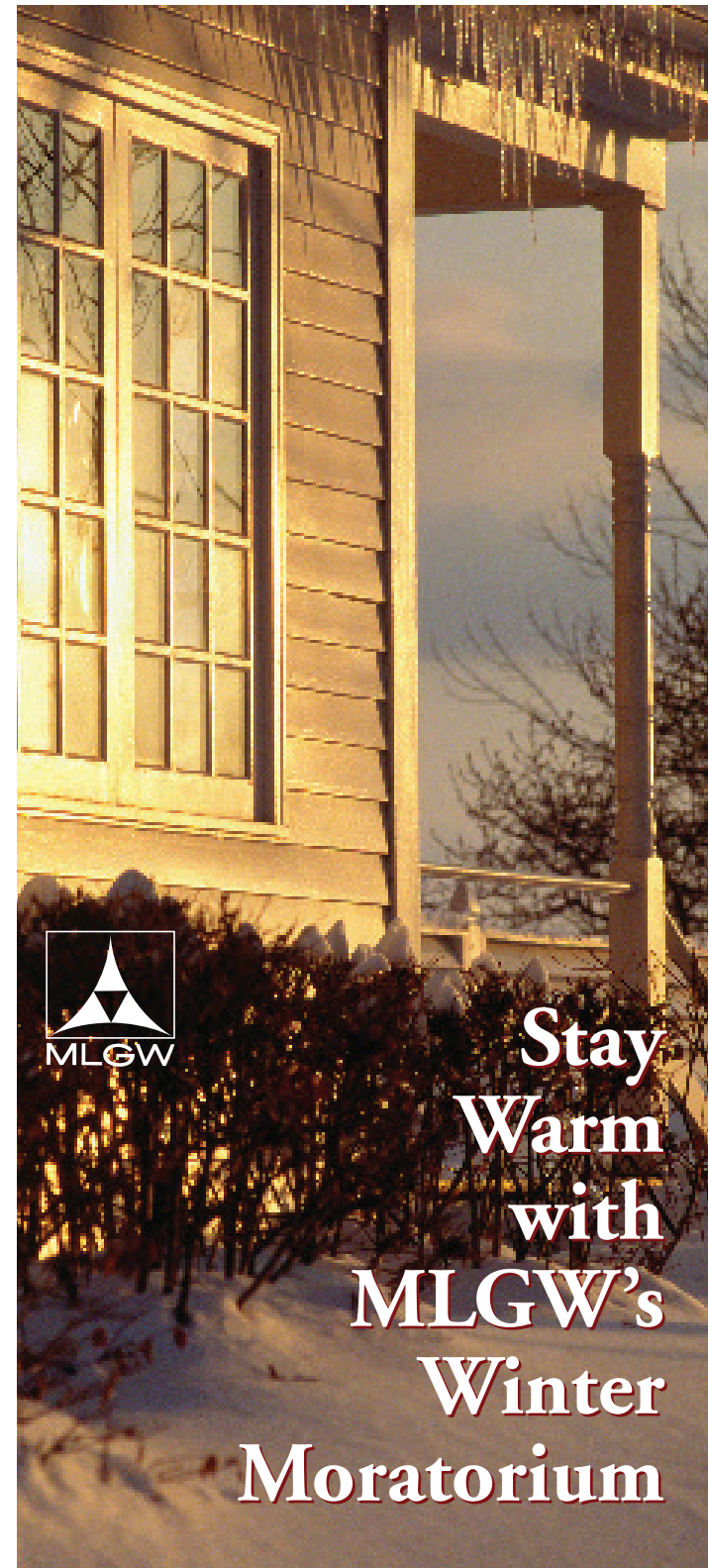
# Winter Moratorium

MLGW's Winter Moratorium provides elderly (60+) and disabled customers uninterrupted utility service during the coldest months of the year (December 1–March 1), ***however customers are not relieved of their obligation to pay.***

- In order to qualify, residential customers must show proof of age or disability and have a reduced balance of \$199.99 or less by the close of business November 30th.
- The elderly or disabled applicant must be the customer of record (name must appear on bill).
- Participating customers who have balances on their accounts at the end of the program will be eligible for a deferred payment plan for up to three months upon request.
- Once customers have been approved for the Winter Moratorium, they are automatically re-enrolled each year if the past due balance does not exceed the minimum threshold amount of \$199.99 at the close of business November 30th.
- In October, previous customers will receive a reminder letter to reduce balances by the end of November.



Memphis Light, Gas and Water Division  
Winter Moratorium  
Credit Operations  
P.O. Box 430  
Memphis, TN 38101-0430



Stay  
Warm  
with  
MLGW's  
Winter  
Moratorium

# MLGW's Winter Moratorium Application

Date \_\_\_\_\_

Account # \_\_\_\_\_

Name \_\_\_\_\_ Phone # \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

**Qualifications:**  Age 60 or over **OR**  Disabled

**Verification:**  Driver's License

Birth Certificate \_\_\_\_\_ Doctor's Name

Other \_\_\_\_\_ Doctor's Phone #  
*(Specify and attach)*

The above-named individual, being the customer of record at the address shown, wishes to participate in the MLGW Winter Moratorium program and hereby certifies that he/she is qualified for said program as outlined.

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- I understand that in order to be enrolled in the Winter Moratorium, I must have a reduced balance of \$199.99 or less by the close of business on November 30th.
- After being enrolled, I understand that I am responsible for all of my monthly utility costs.
- If I cannot pay my bill in full, enrollment will prevent my utilities from being disconnected between December 1 and March 1.
- Any balance that I have accrued during the moratorium will be due in March unless I make payment arrangements through the MLGW credit office, or by calling the Customer Care Center at 544-MLGW (6549).

Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_

Received by \_\_\_\_\_ Date \_\_\_\_\_

## Instructions:

First, completely fill out this application and attach proof of age or disability (doctor certification required).

***Incomplete applications will not be processed.***

Second, return the completed, signed application and proof of age or disability by **November 15** to any MLGW Community Office location or mail to:

**MLGW  
Credit Operations  
P.O. Box 430  
Memphis, TN  
38101-0430**

**Note:** *If you have previously enrolled in the Winter Moratorium, you will automatically be re-enrolled if your past due balance does not exceed the minimum threshold amount of \$199.99 by the close of business November 30th. Applications received after November 30th will be processed for the following year.*



**MLGW**

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