

Winter is Here. Save on Your Bills.

As the temperatures get cooler, you can still stay warm and save on your bill. Here are a couple of tips:



- Set your thermostat at 68° or lower when you are not at home. Every degree below 68° can save four percent on your heating bills.
- Adjust your water heater temperature to 120° or “warm.” It still provides hot water and avoids scalding.
- Close garage doors, cover foundation vents, and close off vents and doors to seldom-used rooms.
- Keep curtains and blinds closed at night and on cloudy days to help block drafts.
- Open curtains on sunny days for warmth.

Offices Closed for Holidays

MLGW Community and Administrative Offices will be closed on December 23 and 26 in observance of the Christmas holiday. Offices will also be closed on January 2, 2023, in observance of the New Year holiday. Please note that MLGW crews respond to power outages and emergencies as needed every day of the year.



\$1 Makes a Difference

You can make a huge difference to someone in our community by donating \$1 or more to the Plus-1 program. Donations from MLGW customers are distributed by the Metropolitan Inter-Faith Association (MIFA) to families and individuals in need of emergency utility assistance.

You can give a monthly gift or make a one-time donation, whatever works best for you. There are several ways to give: sign up through your MLGW My Account; speak to a Customer Care agent at 901-544-6549; visit mifa.org/plus-1 and complete the donation form; or send a check or money order payable to Plus-1 to:

MLGW-Payments & Banking
P.O. Box 388
Memphis, TN 38145



Learn More

Interact with MLGW via: Instagram, Twitter, Facebook, Blogspot and YouTube



Just visit mlgw.com and click on the logos.



Customer Reference Number: 12/22



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Welcome to the 12th President and CEO

Memphis Mayor Jim Strickland recently appointed former COO of the City of Memphis, Doug McGowen, to serve as the 12th President and CEO of Memphis Light, Gas and Water. Members of the Memphis City Council approved the nomination.



In McGowen's most recent position as COO for Memphis, he directly managed and oversaw all City departments and related agencies. Before his COO role, he served as Executive Director of Innovate Memphis. Prior to that, McGowen served as a commissioned officer in the United States Navy, retiring as a Captain in 2011 after 26 years of service. His last assignment was as Commanding Officer of the Naval Base in Millington, TN. He graduated from Virginia Military Institute (B.S., civil engineering) and the Naval War College (M.A., national security).