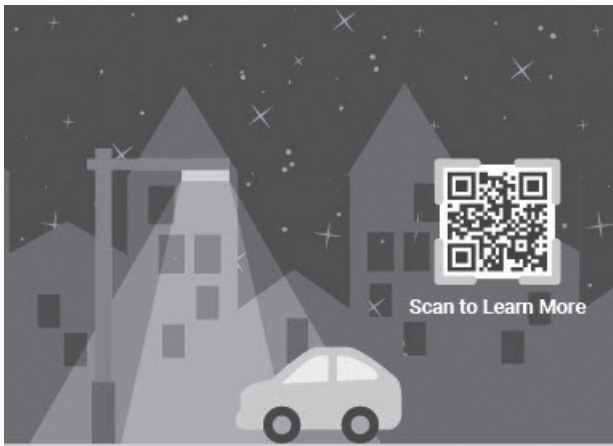


Phase 2 of the LED Streetlight Upgrade

MLGW converted over 77,000 streetlights to LEDs faster than anyone in the country and with fewer malfunctions -- 5 percent compared to 10 percent nationally. Phase 2 of the LED upgrade project has begun and will address malfunctioning streetlights. For more information or to report an outage, visit mlgw.com/streetlightoutage.



City of
MEMPHIS



Delayed Billing Update

Has your bill been delayed or estimated? Some customers will continue to receive estimates on their gas and water usage while MLGW crews and contractors work on a solution to repair meters that show a zero usage reading.

Last year, MLGW found gas and water meter register malfunctions that affected our ability to send impacted customers a timely bill. The solution to repair the water meters appears to be working.

However, the solution to replace a small part inside the gas meters has not worked, and the manufacturer has determined that replacing the part of the meter measuring usage will fix the problem.

We will continue contracting with Utility Partners of America (UPA) to make the repairs and have asked for additional technicians to speed up the process. Repairs will take no more than 20 minutes and the crews do not need to disrupt your service.

MLGW will never call and ask you for money; however, if a customer has received a bill or a cut off notice for a delinquent balance, MLGW will call to advise the customer of how and where to make a payment.

Find more information on mlgw.com.

For maximum energy savings, the recommended thermostat setting for summer is 78 degrees or higher.



Customer Reference Number: 4/24



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW 2045

We want to know what you think! As MLGW improves electric reliability, water production, and community outreach in the short-term, President and CEO Doug McGowen created "MLGW 2045" and tasked 11 internal workgroups made up of more than 90 experts at MLGW to research all aspects of the operation. Customers are encouraged to weigh in by attending public meetings or completing our online survey. Visit mlgw.com/2045 for more details.



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



Just visit mlgw.com
and click on the logos.