

## Winter Energy Savings, Safety Tips and More are Just a Click Away



For a full listing of energy saving tips for winter, visit our "Winter One-Stop" on [mlgw.com](http://mlgw.com). MLGW's YouTube page (@MLGWWaysToSave) is also a great resource. Find helpful "How-To" videos, including how to conserve energy during the winter season, space heater safety and preventing frozen pipes. Get daily tips and the latest MLGW news when you follow us on social media! (Twitter @mlgw, Instagram @mlgwofficial and Facebook.com/MLGW1).

## MLGW's Website Gets a Glow Up

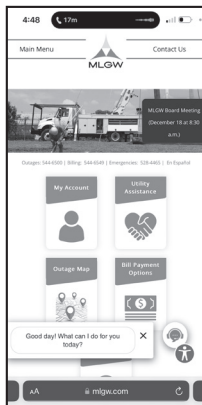
You may have noticed MLGW's main portal page on [mlgw.com](http://mlgw.com) is looking fresh! After careful study and research of both utility and general website design, MLGW has streamlined navigation for our users.

This layout "refresh" enhances [mlgw.com](http://mlgw.com)'s mobile presence with a more straightforward and cleaner look. A recent study calculated that 58% of global internet traffic is mobile.

The menu system is also simplified to make it easier for customers to find the top services/programs they need such as My Account, Payment Options and MLGW's Outage Map.

Although not a complete website overhaul, this "refresh" addresses issues that can arise over time with websites the size of MLGW's. (The site currently boasts more than 2,000 pages.)

A complete site redo is in the works. In the meantime, users may experience an occasional broken link. Please report them to [webspecialist@mlgw.org](mailto:webspecialist@mlgw.org).



# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Smell Gas? Leave Fast!

If you smell gas, leave fast! Natural gas from MLGW is stinky and smells like rotten eggs or sulfur. If you smell gas, there may be a leak. Take these precautions:



- Leave immediately! Abandon your house, building, vehicle, equipment, etc.
- Do not cause sparks by smoking, using matches, phones, lights, electricity, or flashlights.
- Go outside or to a neighbor's house to call MLGW's Emergency Hotline 901-528-4465 and 911.
- Do not start vehicles or equipment near a leak.

Natural gas leaks typically result from damaged underground gas pipelines or household or business gas appliances. Have your gas appliances, heater, and water heater checked by a professional every year to ensure they are safe and work correctly. Learn more about natural gas at [mlgw.com/residential/naturalgasleak](http://mlgw.com/residential/naturalgasleak).

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



Just visit [mlgw.com](http://mlgw.com) and click on the logos.



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