

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Plus1 Program: Supporting Local Families

The need to give has never been greater. The proposed removal of the Low Income Home Energy Assistance Program (LIHEAP) from the 2026 federal budget could leave thousands of local families without essential utility services. Last year alone, LIHEAP provided \$17 million in assistance to MLGW customers—funding that now hangs in the balance. The Plus1 program, now managed directly by MLGW, steps in to fill this critical gap by supporting verified customers facing genuine financial hardship.

Giving to Plus1 is a powerful way to raise hope. Your donation helps ensure that seniors and families in crisis stay safe and connected to essential services.

Here's how you can give:

- Sign up through *My Account* at mlgw.com.
- Make a donation to the Community Foundation of Greater Memphis at cfgm.org/mlgw.

Every dollar makes a difference.
Visit mlgwpowerofgiving.com.



MLGW Hosts 2025 Developers and Builders Open House

On Friday, May 16, MLGW hosted the 2025 Developers and Builders Open House, welcoming over 30 builders, contractors, engineers and planners. The event offered a chance to network and learn about upcoming initiatives.



We presented updates to the Developer's Option, a new program giving developers more flexibility by allowing approved contractors to complete parts of projects while sourcing materials directly through MLGW. Key topics included project timelines, inspections and material handling, helping attendees understand how MLGW is streamlining processes to keep projects moving smoothly.

A follow-up session took place on May 29 at the MLGW Training Center. This session provided a deeper dive into the Developer's Option Plan and answered participant questions.

We thank all who attended and look forward to supporting local projects with improved flexibility and collaboration.

TVA's New Smart Thermostat Program

MLGW and the Tennessee Valley Authority are teaming up to help you save money and energy. The new Smart Thermostat Rewards program pays residential customers who reduce electricity use during high-demand periods.

Participants get a \$65 incentive just for enrolling, plus another \$65 each year if they participate in at least 65% of energy-saving events. These events occur on days when energy demand is high—like very hot or cold days.

When an event is underway, your smart thermostat will be automatically adjusted by no more than four degrees for a short period. You stay in full control and can opt out of any event if needed. Adjustments are made by your thermostat provider, not TVA or MLGW.

To enroll, visit EnergyRight.com/smarthermostat. Please note: Residential customers only. When you enroll, enter the exact name and service address shown on your utility bill or your request will be rejected. (If you receive mail elsewhere, also complete the mailing address fields.)

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Just visit mlgw.com
and click on the logos.



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