

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Holiday Greetings

First and foremost, MLGW employees and I would like to wish you a safe and enjoyable Holiday season! It may be difficult with all the challenges of 2020, but we can revel in the meaning of the Holidays, the memories, and the love of family and friends while staying safe in this pandemic.

At MLGW, we continue to focus on the future and you, our customers. To help you make payments safely, we have added new payment locations in stores around the county. During the pandemic, we have offered a continuing level of service and assistance to residential and business customers (with added COVID-19 safety protocols). We also launched a new, enhanced MLGW app. You can find out more on our website.

Happy Holidays and all the Best in the New Year! At MLGW, 2021 will be a year of decisions about the future while considering the needs of our customers first and foremost. Stay tuned.

J.T. Young
MLGW President and CEO

New electric rate reduction

MLGW has announced new electric rate schedules effective for most customers. The new schedules are a result of a temporary, one-year, 2.5 percent power cost decrease by TVA, saving MLGW customers approximately \$20 million or 1.6 percent on their cumulative electric bills. Individual customers can expect a savings of around \$2 per month. The rate schedules can be viewed on MLGW's website at mlgw.com/residential/residentialrates.

Help is available for overdue utility bills

Avoid disconnection. If you need help paying your MLGW bill, here are some resources for aid.

MIFA: mifa.org/emergencyassistanceeligibility or mifa.org/applyonline

Community Services Agency (CSA): shelbycountycsa.org or 901-222-4212 or for more info dial 2-1-1 or 901-415-2790

United Way: call.drivingthedream.org or call 1-888-709-0630

MLGW bill payment plans/arrangements: mlgw.com/COVID-19 or call 901-544-6549

Power Pivot is a 30-min. webinar on MLGW Facebook Live and Zoom on how local small businesses are pivoting to sustain themselves during a pandemic. More info on MLGW's Facebook page or scan MLGW's YouTube channel.

MLGW's water system scores 99

MLGW received a score of 99 percent on a sanitary survey of its water system done by the Tennessee Department of Environment and Conservation. TDEC conducted the unannounced onsite evaluation of our water system's capabilities, operations, sources, facilities, treatment process, equipment, distribution network, monitoring, reporting and data verification, pump facilities, controls and overall management to continually provide clean, safe drinking water in September.



The survey noted no significant deficiencies and MLGW's water supply system was placed among the state's "approved" water supplies. Find MLGW's Water Quality Reports at mlgw.com/waterquality.

"I am very proud of the team and the great work that they do every day to ensure our drinking water is of the best quality," said Nicholas Newman, Vice President of Engineering and Operations.

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Customer Reference Number: 12/20

