

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Meet Jacqueline Jones

Please join us in welcoming Jacqueline Jones as MLGW's new Vice President and Chief People Officer. With a strong track record in human resources supporting management teams and employees, Jones is experienced in developing and executing strategic programs and creating a winning culture.



Jones has worked in corporate environments as well as in nine union/non-union manufacturing plants in both line and staff roles. A highly skilled communicator who ensures her team's success by building partnership accountability, creative solutions and successful results, Jones leadership style is highlighted by her ability to be a strategic thinker, change agent and leader.

Jones earned a bachelor's degree in business administration in productions operations management from University of Memphis and also holds a MBA from Edgewood College. She is looking forward to her new role at MLGW.

Winter energy-saving tips

Follow these tips to keep your hard-earned energy dollars from escaping your home (more at mlgw.com):

- Set your winter thermostat at 68 degrees. Each degree above 68 adds four percent to your bill. Lower temps even more and add blankets at bedtime.
- Dress in layers indoors to retain body heat.
- Keep central-heating air filters clean.
- Add weather stripping and insulation to your home to prevent warm air escaping.
- Close foundation vents; lower water heater temps.



Get help for overdue utility bills

It can be a challenge in this pandemic to keep up with utility bills and avoid cutoff. If you need help paying your MLGW bill, here are some resources:

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



Where's my asphalt?

Each winter, you may see utility and other excavations that have been repaired and covered with concrete, but not final-paved with asphalt. Every year, area asphalt production plants close down for winter's cold weather for as long as 90 days. So the source of asphalt for these repairs is suspended.

Paving areas in progress after MLGW utility work are always marked by orange cones and barricades and often covered with a metal plate if it's in traffic lanes. MLGW will continue to survey these locations until repairs are made and asphalt final-paving resumes in the spring. If you have any issues or concerns about MLGW asphalt paving in your area, contact MLGW Customer Care at 901-544-6549.

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Just visit mlgw.com and click on the logos.



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