

# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Winter One Stop

Living comfortably in the winter can be challenging but does not have to be costly. There are things you can do around your home to help weatherize. Many “Do It Yourself” projects are uncomplicated and inexpensive.



- Add caulking or weatherstripping around drafty windows and doors. The additional protection keeps warm air in your home and cold air outside.
- Make sure the air vents in your home are not blocked by furniture or other objects. Your home will feel warmer if heated air can circulate freely.
- Close the doors to rooms you are not using; this keeps the heated air in rooms you use most frequently.

Visit MLGW's **Winter One Stop** at [mlgw.com/WinterTips](http://mlgw.com/WinterTips) for more ideas on keeping utility costs low while still staying comfortable.



## Proactive Program

Next to severe weather, interference from trees and branches is a major cause of power outages within the MLGW service area. Rot, heavy rain and even car accidents can cause trees to fall over and drag power lines down with them. Overgrown limbs can knock into utility lines causing faults and disrupting power for entire neighborhoods.

Because these are not uncommon circumstances in our community, MLGW has one of the most proactive tree trimming programs in the country. Most of our trees are trimmed an average of every three-to-five years. Tree trimming, or line clearance, is considered part of our infrastructure and MLGW works year round to keep limbs and branches in check.

If you know of a tree that is interfering with a power line or in direct contact with one, please call 544-6549 and let us know. Never try to trim limbs that are near or touching power lines yourself. Be safe and call MLGW instead.

## Gift of Comfort Updated

Tens-of-thousands of MLGW customers, both residential and commercial, have fallen short on bills since the COVID-19 pandemic swept into our community last March. If a friend, or neighbor, is in need and you are able to help, you can give the **Gift of Comfort**.



MLGW's **Gift of Comfort** program allows you to make a payment towards someone else's bill. All you need is the customer's first initial, last name and the street number of their address. For example: J DOE 1244.

MLGW has updated the program so you can now send the **Gift of Comfort** online. You can also still mail or drop off a check to participate. The **Gift of Comfort** can be made anonymously or you can share your name with the recipient. Visit [mlgw.com/GiftofComfort](http://mlgw.com/GiftofComfort) and help out a friend today.

## State of MLGW

Want to know MLGW's 2020 accomplishments and the priorities for 2021? Review the State of MLGW at [mlgw.com/ServiceImprovementPlan](http://mlgw.com/ServiceImprovementPlan).

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