

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Help available for utility bills

If you are having trouble paying your utility bill, you can call MLGW, set up a payment plan and/or get more information on available assistance, and avoid disconnection.

Agencies offering utility bill assistance:

- Shelby County Community Services Agency (CSA)
LIHEAP funds: shelbycountycsa.org or 901-222-4212.
- MIFA/MLGW Plus-1 program: mifa.org/emergencyassistanceeligibility or mifa.org/applyonline.

Rent help, utility assistance referrals:

- LINC/211: Dial 2-1-1 or 901-415-2790, Mon. - Fri., 9 a.m. - 6 p.m., Sat., 11 a.m. - 3 p.m.
- United Way: call drivingthedream.org or call 1-888-709-0630

MLGW bill payment plans and arrangements: mlgw.com/COVID-19 or 901-544-6549 (Residential), 901-528-4270 (Business). Business owner info: memphischamber.com/covid19.

Please Note: We encourage you to use MLGW's My Account as a safe option to pay your bill. Sign up at mlgw.com or download our app.

Gift of Comfort

Help struggling neighbors, family or friends with MLGW's Gift of Comfort this Holiday season. You can make any amount of payment toward a specific customer's utility bill as a gift. Complete the Gift of Comfort form at mlgw.com with the recipient's address and follow the instructions, or call 544-MLGW (6549). Your gift will appear as a credit on their MLGW bill.



MLGW held our third Mobile Food Pantry in partnership with the Food Bank on Sept. 29, feeding Shelby Countians in need. The line of cars snaked down Raleigh-LaGrange as our volunteers loaded boxes of food into the vehicles of grateful, hungry Memphians.

Get started on winter weatherization

There are plenty of things you can do in the winter to try to save on your heating and utility bill. But the best savings come from efforts you make before cold weather arrives.



Here are some early weatherization ideas:

- Put more insulation in your attic (R38-rated and above) or under floors (R13+).
- Install a new energy-efficient furnace or water heater with Energy Star® endorsement.
- Find and caulk cracks around outside doors and windows. Weatherstrip around doors.

Find more weatherization tips at mlgw.com/residential/wintertips.

MLGW App: Get it, update it!

MLGW's mobile app (iOS and Android) offers utility-related information, outage status and mobile-friendly outage maps. Download the app from iTunes or Google Play and always update.

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



Just visit mlgw.com and click on the logos.



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