

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Free Pilot Light Inspections in September

There is no cost for pilot light inspections in September. To schedule an appointment, call 901-544-6549 and speak to a Customer Care agent, or follow these phone prompts:

- Authenticate your account with your 16-digit account number or your telephone number.
- Enter the last four digits of your social security number.
- Enter your street number.

When you hear “How can we help you today?” say “pilot light inspection.” You can then choose the date and time of day for your appointment.

Remember, there is no cost for pilot light inspections in September. Beginning October 1 there is a \$55 fee which includes three heating appliances. There is a \$16 fee for each additional heating appliance.



Add the Area Code

According to AT&T, dialing 10-digit phone numbers will become mandatory October 24, 2021. You will need to enter the area code for the phone number you are calling, even if you are dialing locally. For example: dial 901-544-6549 to reach MLGW's Customer Care line.



The change enables the use of a new, National Suicide Prevention Lifeline. Beginning July 16, 2022, users should dial “988” to reach the Lifeline. The chairman of the Federal Communications Commission (FCC) says “988” should be treated like “911” and makes it easier for Americans in crisis to get emergency help.

Those in need of help should call 1-800-273-TALK (8255) until “988” is fully operational.

2020 Facts & Figures

The 2020 Facts & Figures brochures are now available online. You can find the brochure by going to mlgw.com, clicking the “About” tab and looking under “online brochures.” New to the Facts & Figures this year: Online Services (My Account Users and e-Billing Customers) and Social Media Metrics (Instagram, Facebook, and Twitter). To request a paper copy, contact Corporate Communications, 901-528-4557.

Changes in Customer Care

Memphis Light, Gas and Water is launching a new way to get customer feedback. Starting in September, customers who dial the Customer Care number, 901-544-6549, may be asked to complete a short survey at the end of the call. Customer input will be sent to the management team.



Customers can also send feedback online by filling out the form on this webpage: mlgw.com/Contact. Customers who want their questions answered LIVE should join MLGW for the next Power Hour community meeting on October 21. Visit mlgw.com/PowerHour to watch the most recent meeting and to tell us what topics you want to discuss.

Power Supply Options

Memphis Light, Gas and Water issued a Request for Proposal (RFP) on Friday, August 6 in its search for power supply alternatives. The RFP is for Thermal Generation options. An RFP for an electrical Transmission option was released in July. An RFP for Renewable and Other alternatives will be released later this year. Visit mlgw.com/PowerSupplyInfo for updates on this process.

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