



## Utility Bill assistance

**Referrals for help with rent, utility payments or other assistance:**

- LINC/211 by dialing 2-1-1 or 901-415-2790, Mon. - Fri., 9 a.m. - 6 p.m., and Sat., 11 a.m. - 3 p.m.
- United Way at [call.drivingthedream.org](http://call.drivingthedream.org) or call 1-888-709-0630.

## MLGW payment arrangements and other programs:

MLGW bill payment plans and arrangements are available. Go to [mlgw.com/COVID-19](http://mlgw.com/COVID-19) or call 901-544-6549 (Residential) or 901-528-4270 (Business). Business owners can get information on how to obtain help from the Business Resources Center: [memphischamber.com/covid19](http://memphischamber.com/covid19).

Go to [mlgw.com/COVID-19](http://mlgw.com/COVID-19) for more details, resources and payment locations.

## Pilot Light Inspections

Don't forget! MLGW is still making appointments for Pilot Safety Inspections. As of Oct. 2, there is a \$55 fee that includes three appliances and an additional \$16 fee for any extra appliances. The service is free for physically challenged customers and those 60 and older. Call 820-7878, key in 1-2-3-2 for English or dial 3 for Spanish and schedule a time. Please schedule appointments using your 16-digit account number or phone number.

## What's new with the Integrated Resource Plan?

MLGW has worked the last 14 months on an integrated resource plan (IRP) to determine best options for our customers for future power supply needs. During phase one, the Siemens consulting firm helped evaluate several scenarios, including "no regrets" or best options for power.



President J.T. Young compared the undertaking to building a home. The IRP, delivered in early August, is the "house plan." It shows where the house is positioned, where the windows are located, etc. Now MLGW needs an experienced "builder" to look over the plans and confirm exactly how much they will cost to complete. The "builder" will be the company selected in the power supply solicitation process, scheduled to be approved in early October. What the builder finds out will likely be the final, recommended power supply source for MLGW. Find out more about the process, view meeting notes and the IRP document by going to [mlgw.com/powersupplyinfo](http://mlgw.com/powersupplyinfo).

**Tune in:** MLGW's **Power Pivot** is a new Facebook Live and Zoom webinar on how local small businesses are sustaining themselves in the pandemic. Details on MLGW's Facebook page.

## Gas leak? Know how to respond

Recent natural gas explosions and fires in Memphis emphasize how important it is to know your gas and stay safe! The accidents emphasize how important it is to know your gas to stay safe! It smells like rotten eggs or sulfur, and it's stinky! Know what to do if you smell a strong natural gas odor, especially with winter heating season approaching.



Natural gas leaks typically result from damaged underground pipelines or gas appliances. MLGW adds mercaptan to give gas its rotten egg smell, detectable indoors by the strong odor. Outdoor gas pipeline leaks offer hints such as water bubbling near the site, dirt/debris blowing into the air or dying vegetation/frozen ground near a pipeline.

### If you suspect a gas leak:

- Leave the area immediately! Abandon house, building, vehicles, equipment.
- Don't cause spark by smoking or using matches, phones, electricity or flashlights.
- Use cell phone outside or neighbor's phone to call MLGW at 528-4465 and 911.
- Don't start vehicles or equipment near leak.